Dr Vegas Rewards its Players following Worldpay's Payment Issues

Submitted by: Dr Vegas Services
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Following the technical issues experienced by Worldpay's payment gateway system since the 1st July, Dr Vegas would like to reassure and thank all of our customers for the understanding and patience they have shown during this time.

Worldpay is a leading global payments company with over 400,000 merchant customers and operates in 126 currencies across 140 countries. They process over 11.5bn transactions a year. Dr Vegas uses the services of Worldpay to process the transactions made on our website.

This has meant despite transactions being approved by Dr Vegas, Worldpay has been unable to process these transactions back to players in our normal timely fashion of between 1-3 days being back into a player's bank account which Dr Vegas has always achieved.

On this occasion we have been unable to meet our normal high standards through no fault of our own. Even though DrVegas was not the cause of the payment gateway problem and could do nothing to solve the issues we know that it was our players that suffered the most. So we have decided to give all of our players who have had their Withdrawals delayed by the Worldpay issue a gift in recognition of the displeasure they have had to endure.
For all delayed withdrawals during the effected period Dr Vegas will give players an additional 15% for all withdrawals of over £100 and for those withdrawing less than £100 we will give 50 Free Spins on www.drvegas.com (http://www.drvegas.com/)*

Worldpay informed us that all deposits and withdrawals should now be processed correctly and arriving with players within the next 2-3 days and all of WorldPay systems should be back to normal from Monday 25th July.
Dr Vegas always rewards and takes care of our players, we want you to have the best possible online gaming experience.

For further information or to check if you were affected by the Worldpay technical issue please contact us by emailing us at customercare@drvegas.com, calling our Freephone 0800 138 0468 (+44 870 121 0468 if outside the UK) or via the Live Chat function on www.drvegas.com. We are here 24 hours a day to assist.

*Terms and Conditions apply to this offer which can be found in the email sent to qualifying players.

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e: info@responsesource.com t: 020 3426 4051 f: 0345 370 7776 w: https://www.responsesource.com

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