

Contact Us

OnPoint Administration LLC

We are here to help. Whether you have a question about your Account, a purchase, a redemption, a promotion, or you need technical assistance, the OnPointCasino.com support team is ready to assist. This page explains how to reach us, what to expect, and how to get your message to the right place quickly.

How to Reach Us

CHANNEL	DETAILS	BEST FOR
Live Chat	Available on every page of the Platform — look for the chat widget in the lower corner	Fast answers, account access, and anything urgent
Email	support@onpointcasino.com	Detailed issues, documents, screenshots, and formal requests
Postal Mail	OnPoint Administration LLC, 8080 N Central Expy, Suite 1700, Dallas, TX 75206	Mail-in Sweeps Coin requests and formal legal notices

CONTENTS

- 01 Live Chat
- 02 Email Support
- 03 What We Can Help With
- 04 Response Times
- 05 Subject Line Directory
- 06 Responsible Gaming Support
- 07 Legal, Compliance, and Partner Inquiries
- 08 Feedback and Security Reports
- 09 Contact Details

01 LIVE CHAT

Live chat is the fastest way to reach us. The chat widget appears in the lower corner of every page on the Platform. Open it, describe your issue, and a member of our support team will assist you.

- Log in first, where you can, so we can see your Account and help without extra verification steps.
- Outside staffed hours you can still send a message through the widget, and we will reply by email.
- If your issue needs documents, screenshots, or a written record, we may move the conversation to email and give you a ticket reference.
- For your security, we will never ask for your password, full card number, or one-time codes in chat.

02 EMAIL SUPPORT

Email us at support@onpointcasino.com. To get your message to the right team on the first attempt, use the subject lines in Section 5.

What to Include

- The email address or username registered to your Account;
- A clear description of what happened, when it happened, and what you were trying to do;
- The date, amount, and transaction or order ID for anything involving a purchase or redemption;
- The Game name and approximate time for anything involving gameplay; and
- Screenshots, screen recordings, or documents that support your request.

Protect your information: Never send your password, full card number, CVV, or bank login credentials by email or chat. Our team will never ask for them. We will only ever email you from an @onpointcasino.com address.

03 WHAT WE CAN HELP WITH

AREA	EXAMPLES
Account and verification	Registration, identity verification (KYC), login and password problems, Account restrictions and closures
Purchases and payments	Gold Coin purchase problems, payment errors, duplicate charges, refund requests, unauthorized charges
Sweeps Coins and redemptions	Sweeps Coin balances, play-through progress, redemption status, Prize payment questions
Free entry (AMOE)	Daily Wheel, quests, drops, website requests, and the status of a mail-in request
Promotions and bonuses	Bonus eligibility, missing bonuses, promotion terms, loyalty and referral rewards
Technical support	Platform access, game loading or performance, mobile issues, browser compatibility
Responsible gaming	Purchase limits, cool-off periods, self-exclusion, and support resources
Privacy	Access, correction, deletion, and opt-out requests under our Privacy Policy
Complaints	Formal complaints and escalations under our Customer Complaint Policy

04 RESPONSE TIMES

Business days are Monday through Friday, excluding U.S. federal holidays. These are the targets we work to; complex cases may take longer, and we will keep you updated when they do.

REQUEST TYPE	TARGET RESPONSE
Live chat	Immediate during staffed hours
General email inquiries	Within 1 business day
Account access problems	Within 1 business day
Identity verification (KYC) issues	Within 1–2 business days
Purchase, billing, and refund requests	Within 2 business days to acknowledge
Redemption inquiries	Within 1–3 business days
Responsible gaming requests	Prioritized and actioned as quickly as possible
Formal complaints	Acknowledged within 2 business days; response within 10 business days
Privacy rights requests	Within 30 days, or sooner where required by law

05 SUBJECT LINE DIRECTORY

Using the right subject line routes your message to the correct team immediately.

IF YOU ARE WRITING ABOUT...	USE THIS SUBJECT LINE
A general question or something not listed below	Support Request
A refund, duplicate charge, or billing error	Refund Request
A purchase you did not authorize	Unauthorized Transaction
A question about a charge or a payment dispute	Billing Dispute
A bonus or play-through question	Bonus Question
A bonus credited or removed in error	Bonus Issue
The status of a mail-in or website Sweeps Coin request	AMOE Request Status
Quests, drops, or other free promotions	Promotion Question
Setting or lowering a purchase limit	Purchase Limit
Taking a cool-off break	Cool-Off Request
Self-excluding from the Platform	Self-Exclusion
Closing your Account	Account Closure
A concern about another player or a suspected minor	Responsible Gaming Concern
A privacy rights request	Privacy Request
A California privacy request	California Privacy Request
Opting out of the sale or sharing of personal information	Do Not Sell or Share
Appealing a denied privacy request	Privacy Request Appeal
A formal complaint	Complaint
Escalating a complaint response	Complaint Escalation
A question about our Terms and Conditions	Terms Question
A formal dispute notice under Section 21.1 of the Terms	Dispute Notice
Opting out of arbitration under Section 21.7 of the Terms	Arbitration Opt-Out
Feedback or a feature suggestion	Feedback
A security vulnerability report	Security Report

06 RESPONSIBLE GAMING SUPPORT

Requests for responsible gaming tools are prioritized and handled confidentially. You can set a purchase limit, take a cool-off break, or self-exclude at any time through the Platform or by contacting us. Full details are in our Responsible Gaming Policy.

If you or someone you know is struggling with gambling, free and confidential help is available 24/7, independently of OnPoint:

ORGANIZATION	HOW TO REACH THEM
National Problem Gambling Helpline	Call or text 1-800-GAMBLER (1-800-426-2537); chat at 1800gamblerchat.org
National Council on Problem Gambling	ncpgambling.org
Gamblers Anonymous	gamblersanonymous.org
Gam-Anon (for family and friends)	gam-anon.org
988 Suicide & Crisis Lifeline	Call or text 988

07 LEGAL, COMPLIANCE, AND PARTNER INQUIRIES

INQUIRY TYPE	HOW TO REACH US
Legal notices and service of process	support@onpointcasino.com with "Legal Notice" in the subject line, and by postal mail to the address in Section 9
Law enforcement and regulatory requests	support@onpointcasino.com with "Compliance Request" in the subject line
Payment partner and banking due diligence	support@onpointcasino.com with "Partner Due Diligence" in the subject line
Compliance documentation requests	support@onpointcasino.com with "Compliance Inquiry" in the subject line
Affiliate and partnership inquiries	support@onpointcasino.com with "Partnership Inquiry" in the subject line
Media inquiries	support@onpointcasino.com with "Media Inquiry" in the subject line

08 FEEDBACK AND SECURITY REPORTS

Feedback. We welcome suggestions about the Platform, new features, and anything we could do better. Send them to us with "**Feedback**" in the subject line.

Security reports. If you believe you have found a security vulnerability, please report it to us with "**Security Report**" in the subject line, including enough detail for us to reproduce the issue. Please do not publicly disclose the issue or access, modify, or delete data belonging to anyone else while investigating. We appreciate reports made in good faith and will acknowledge them promptly.

09 CONTACT DETAILS

Our team is based in the United States and supports players nationwide.

ONPOINT ADMINISTRATION LLC

Live chat: available on every page of OnPointCasino.com

Email: support@onpointcasino.com

Website: OnPointCasino.com

Postal mail: 8080 N Central Expy, Suite 1700, Dallas, TX 75206, United States

Mail-in Sweeps Coin requests must follow the requirements in our Alternative Method of Entry Policy and should be addressed to **Attn: AMOE / Sweeps Coins Request**.