

# Call Summary

**Date:** February 1, 2026

**Participant:** Thomas Reading

**Moderator:** Denislav Geshev

## 1. Gambling Behavior and Motivation

Thomas is a frequent player who primarily views online gambling as a pastime to cure boredom.

- **Triggers:** He plays when he has extra money and is bored.
- **Habits:** He returns to sites and games where he previously lost, hoping for a "rebound" win.
- **Game Choice:** He sticks to familiar slots but will switch once bored. He values specific game providers like **EGT** for perceived better payouts.
- **Selection Criteria:** He prioritizes games with an **RTP over 90%** and consults online reviews.

## 2. Promotions and Wagering

Thomas is motivated by promotions but has very low tolerance for high wagering requirements.

- **Preference:** He chooses "free money" offers (low value, no wagering) over large bonuses with 25x–50x requirements.
- **Engagement:** He checks his emails daily for new offers and participates in loyalty programs at sites like **Foxy Bingo**, **Ladbrokes**, and **Coral**.
- **Rewards:** He appreciates unconventional physical rewards, such as chocolate hampers won through prize draws.

## 3. Trust and Security

Trust is primarily derived from established brand presence and external verification.

- **Verification:** He lacks photo ID (passport/license) and specifically seeks sites that accept **birth certificates**. He prefers immediate ID verification upon signup to avoid later withdrawal issues.
- **Signals of Legitimacy:** He views **TV advertisements** as a gold standard for legitimacy.
- **External Research:** He relies heavily on **Trustpilot** to identify potential scams and "avoid at all costs" warnings.

## 4. Payments and Support

Thomas values speed and transparency in financial transactions.

- **Preferred Method:** He uses **PayPal** for both deposits and withdrawals because it feels safer and is more reliable than bank transfers.
  - **Pain Points:** He strongly dislikes withdrawal fees and sites that lack **live chat support**. He recounted a two-week struggle to resolve a payout issue via email.
  - **Responsible Gambling:** He believes casinos should impose **default monthly limits** (e.g., £200) to protect players.
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## Direct Quotes

- **On Motivation:** *"I sit there and play... if I'm bored, I've got money... there's nothing else to do."*
- **On Wagering:** *"I would rather do the one with no wagering. Even if they give you 100 spins, you walk away with £5–£6. That's free money."*
- **On Site Trust:** *"I think [TV advertising] has got to be legit... if you see it on the telly, that means in your eyes this is legit."*
- **On Support:** *"I think live chat's quite quick cuz you're talking to someone there and then... emailing takes too long."*
- **On Identity:** *"I'd rather [verify ID] as soon as you join... so I know where I stand."*