

Chat transcript

LiveChat Notification

<2c438f50-5923-489b-b618-97a0c0b51a05+SR37RG105S+15243036@message.livechatinc.com>Fri, Feb 7, 2025 at 12:40 PM

To: "y96715133" <y96715133>

Chat transcript

Customer Support (Yakuza)Fri, 07 Feb 2025 12:12:30 CST

Thank you for reaching out to us. An agent will assist you shortly.

Customer Support (Yakuza)12:12

Hi, Thank you for getting in touch with Yakuza customer service. This is Justine speaking. It's nice to meet you here. How may I help you today?

Yan12:13

Hi came by yesterday and nobody was here. Would like an update on your maintainance situation and also my pending withdraw status as well as missing rake back reimbursement.

Customer Support (Yakuza)12:13

Sorry inconvenience.

Customer Support (Yakuza)12:14

We sincerely apologize for the delay and understand that this is taking longer than expected. Please know that we are actively working to resolve the issue and ensure everything is back to normal as quickly as possible.

Yan12:14

You can't make any payments?

Yan12:15

But you can accept deposits?

Customer Support (Yakuza)12:16

As of the moment the site is operating however the system is currently on maintenance, we highly suggest that you may continue to play after the maintenance completed.

Customer Support (Yakuza)12:16

Aside from this, Is there anything else that i can help you with today dear?

Yan12:17

Yes so the site is functioning and we can deposit you just cant pay is this what i am understanding?

Customer Support (Yakuza)12:17

As I mentioned above dear, we are currently maintenance. You may opt out to play while the system is undergoing the said maintenance dear. We truly appreciate your patience and understanding during this time, and we will keep you updated on the progress.

Yan12:18

You are not answering my question

Yan12:18

With the system under maintenance are you able to process player withdraws or not?

Customer Support (Yakuza)12:19

Sorry dear but since the system is under maintenance, we are unable to process your request as of the moment. Please wait patiently and few worries after the maintenance, your requests will be processed immediately dear.

Yan12:20

You are unable to process my request meaning you are unable to process player withdraws while under maintenance is this correct?

Customer Support (Yakuza)12:20

Yes dear as I mentioned above as of the moment, we're having system maintenance which we can't access our backend. As soon as the maintenance is complete. We will update you.

Yan12:22

Ok because I was told the last time we spoke that was for my pending withdrawals and future withdrawals with new deposits will be processed as usual with a 3 work day waiting period for review.

Customer Support (Yakuza)12:23

Correct dear 3 working days however, the system currently had a system maintenance which we need to wait patiently before we can proceed to your requests.

Customer Support (Yakuza)12:24

Please check back again if the maintenance is completed. We apologize for any inconvenience. Thank you for understanding.

Yan12:25

And the maintenance has been going on for the 4th day. Any news on when you expect this to be over so you can process player withdraws?

Customer Support (Yakuza)12:25

We can't give a specific time, but we are doing our best to resolve the issue and ensure everything is back to normal as quickly as possible.

Yan12:26

So you are basically taking player deposits without letting them know their funds will not be able to be withdrawn at anytime you are aware of?

Yan12:26 I do not see any notices or announcements of such

Customer Support (Yakuza)12:27

No dear, we highly suggest to play as soon as the maintenance is completed, we never tell them to deposit continuously since we are telling our players that we are under going a maintenance.

Customer Support (Yakuza)12:27

Kindly wait patiently dear.

Yan12:28

If that's what you suggest why are you still allowing deposits and allowing to play with cash bonuses that may lead to withdraw? If you know you cant pay you should just shut down no?

Customer Support (Yakuza)12:28

As mentioned above we are currently maintenance but our site is working just fine dear, the maintenance won't take any longer dear. Rest assured all withdrawals can be processed immediately.

Yan12:29

Again you are not answering my questions 96715133@gmail.com12:29

that's what you suggest why are you still allowing deposits and allowing to play with cash bonuses that may lead to withdraw? If you know you can't pay you should just shut down no?

Customer Support (Yakuza)12:29

May I clarify what is your question dear?

Yan12:29

I just copied and pasted

Yan12:29

If that's what you suggest, why are you still allowing deposits and allowing to play with cash bonuses that may lead to withdrawal? If you know you can't pay you should just shut down no?

Yan12:30

Don't you see the issue here?

Yan12:30

1 you know you are under maintenance

Yan12:30

2 you know you cant pay while under maintenance

Yan12:30

3 why still allow the possibility for anyone to win on your site under this situation?

Customer Support (Yakuza)12:31

As mentioned above, we are currently maintenance but our site is working just fine dear. We also suggest for the players to submit their withdrawals after the maintenance is completed. We do understand your frustration and few worries your request will be processed after the maintenance is completed.

Yan12:33

If you suggest making withdrawals after maintenance is complete you need to specify how long this will take or it may take indefinitely. If so, who would want to win here? And if so, why you are creating a scenario for players not to be able to get paid accordingly? Thats my question and a huge concern for the community.

Yan12:34

Your site is not working fine if your maintenance is still going on which restricts withdraw ability of the players

Yan12:34

How could you even say your site is fine without the capability to pay?

Yan12:35

That's really not fine to me or anyone. I mean seriously...

Customer Support (Yakuza)12:35

As I also mentioned above, We can't give a specific time, but we are doing our best to speed up the process. The team is doing our best to resolve the issue and ensure everything is back to normal as quickly as possible. In additionally, we never restrict any players to withdraw however please apply for a withdrawal after the maintenance is completed. All players will be paid accordingly after the maintenance is completed. Thanks for understanding.

Yan12:36

You don't restrict withdrawing yes. However when someone does are you able to pay?

Yan12:36

From what I understand, your maintenance will not allow you to process withdrawals.

Customer Support (Yakuza)12:36

If someone does, we will give them the explanation above the maintenance.

Yan12:37

Correct so then you can't pay

Yan12:37

Can you?

Customer Support (Yakuza)12:37

As mentioned above, All players will be paid accordingly after the maintenance is completed.
Thanks for understanding.

Yan12:38

Please confirm if you can pay while under maintenance or not. That's all I want to know. Yes or no.

Customer Support (Yakuza)12:38

As I mentioned above dear, Yes, All players will be paid accordingly after the maintenance is completed.

Yan12:38

So, if under maintenance you are unable to pay and we need to wait. Thank you

Customer Support (Yakuza)12:39

Yes dear, we appreciate your understanding.

Yan12:40

Got it in this case i need to escalate the issue to authorities because you are taking player funds without ability to pay in time and it is indefinite.