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JK

Jennifer

For businesses

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SPORTZINO

Reviews 4,457 • 4.6

Gaming service Provider

READ HIGHLIGHTED REVIEWS



Companies on Trustpilot can't offer incentives or pay to hide any reviews.

THEY ALL COMPLAIN ABOUT THE VERIFICATION PROCESS

See what reviewers are saying

JOSHUA J TOLMAN

15 hours ago



Great Site for Slots & Big Payouts!

Sportzino is an awesome platform for slot lovers! The gameplay is smooth, and the slots are really fun to play. When the site is paying, the payouts are gr...

[See more](#)

JA

Jason

16 hours ago



Won 1500 read on internet that once you win you shouldn't play for a month because they won't let you win again which is not true won \$1500 took a while for first time pay to go thru but I ve it went... [See more](#)

GC

Gary Coffman

A day ago

JE

Jeremy

An hour ago



App is easy to navigate, good games, blackjack robo dealer is a little too lucky. Enjoy playing at casino, would give 5 stars except for 3rd party company doing kyc verification is not user or mobile ... [See more](#)



Lines are decent, daily bonus is one of the best I've seen. KYC verification takes a few days, but redemption was processed in less than 24hrs. Good job guys

[See all 4,457 reviews](#)

Company details

 Active Trustpilot subscription

Gaming service Provider 

[See more](#)

Contact info

 United States

 support@sportzino.com

 sportzino.com

4.6

Excellent



4K reviews

5-star

4-star

3-star

2-star

1-star



Replied to 100% of negative reviews

Typically replies within 48 hours



[How this company uses Trustpilot](#)

People also looked at (i)



Summary

About

Reviews

zulacasino.com



4.6 (13K)



www.crowncoinsc...



4.7 (32K)

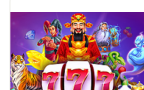


RealPrize.com

realprize.com



4.3 (9K)



Fortune Coins ...

fortunecoins.com



4.7 (11K)

★ 4.6

All reviews

4,457 total • [Write a review](#)



5-star

84%



4-star

6%



3-star

3%



2-star

1%

1-star

6%



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[Reset](#)

DE

Desmond

US • 1 review

3 hours ago



✓ Verified

Why do it take 5 business days for me...

Why do it take 5 business days for me to get my money when it takes 2 mins to take a payment in this is piss poor 5 days for some you won

Date of experience: February 14, 2025

Useful Share



Reply from SPORTZINO

Updated 41 minutes ago

Hello Desmond, We appreciate you taking the time to share your feedback regarding our withdrawal processing times. While we strive to process withdrawals as quickly as possible, our standard timeframe allows us to conduct necessary security checks to protect all our players.

We understand your perspective on deposit versus withdrawal speeds. The difference exists because deposits are processed directly by payment providers, while withdrawals require additional verification steps on our end to ensure security and prevent fraud.

We are continuously working to improve our processing times while maintaining these important security measures. If you have any specific concerns about a withdrawal, please contact us at support@sportzino.com

Jennifer Hall

US • 46 reviews

4 days ago



Horrible game play

I just don't understand how they have a high rating! Maybe they have my account flagged for non wins . Guess I just won't play there anymore. No bonuses! Garbage wins! Time to delete my account. Will never refer anyone to play here

Date of experience: February 10, 2025

Useful Share



Reply from SPORTZINO

3 days ago

Hello Jennifer! Thank you for sharing your feedback about your experience with our social online gaming platform, Sportzino. We are sorry to hear that you are unsatisfied with the platform and are considering deleting your account.

Our team takes player feedback very seriously, and we would be happy to look into your specific concerns. Could you please provide more details about the issues you have experienced, such as any account flags or concerns about your wins? We aim to ensure a fair and enjoyable experience for all our players, so we would like the opportunity to address your concerns.

Please feel free to reach out to our dedicated support team at support@sportzino.com. They will be happy to assist you and investigate any issues you may have faced. We value your support and hope to have the chance to improve your experience with our platform.

hithereyahoo.com

6 days ago

US • 1 review



Very difficult to get account verified

This is the hardest site to get my account verified. The person isn't educated enough to review my bank statement so the person rejected the review process. I can't even get them to get a manager to review it. Worst service ever,

Date of experience: February 07, 2025

Useful Share



Reply from SPORTZINO

4 days ago

Hello! We apologize for the challenges you have experienced with our verification process. We take pride in our thorough review procedures to protect our players. Please contact us at support@sportzino.com, and we will have a senior representative assist you with your bank statement verification immediately. We are committed to resolving this matter promptly.

mr music

6 days ago

US • 1 review



Sportzino Review

Sportzino Review – Scammy Bonuses and Terrible Payouts!

I highly recommend staying away from Sportzino. This site is nothing but a scam, tricking players with misleading bonuses and ridiculous payout policies. The bonuses look great at first, but once you try to withdraw any winnings, you'll realize they are nearly impossible to cash out due to insane wagering requirements and hidden terms.

The payouts are just as bad—slow, unreliable, and sometimes they won't even pay out at all. They'll come up with excuses, delay your withdrawal, or just ignore you altogether. Customer service is useless and unhelpful, always giving generic responses with no real solutions.

If you're looking for a legit gaming site, avoid Sportzino at all costs. It's designed to take your money and leave you frustrated. There are far better options out there that actually respect their players. Save yourself the headache and go elsewhere!

Date of experience: February 02, 2025

👍 Useful 1 🔗 Share 📄



Reply from SPORTZINO

4 days ago

Hello! We take your feedback very seriously and are concerned about your experience. At Sportzino, we maintain clear, transparent policies regarding our promotions and withdrawal processes. We would like to thoroughly investigate your specific situation and address any issues you have encountered. Please reach out to us at support@sportzino.com with your account details, and a senior customer support representative will assist you personally.

Our team is dedicated to providing excellent service and ensuring a fair, enjoyable experience for all our players. We look forward to resolving your concerns promptly.

JJ Smith

6 days ago

US • 1 review



Disappointing Buy-In Bonuses and Poor Customer Service at Sportzino

I recently signed up for Sportzino with high expectations, but my experience has been incredibly disappointing. The buy-in bonuses they offer are far from enticing. Instead of the generous promotions I was promised, I found that the bonuses were minimal and often came with confusing terms and conditions that made them almost impossible to utilize effectively. It felt like a bait-and-switch, and I was left feeling cheated.

To make matters worse, the customer service was a nightmare. When I reached out to clarify the bonus terms, I was met with unhelpful representatives who seemed more interested in brushing off my concerns than providing real assistance. Their responses were slow and often lacked any real substance, leaving me feeling frustrated and ignored.

Overall, my experience with Sportzino has been far from satisfactory. Between the disappointing buy-in bonuses and subpar customer service, I cannot recommend this platform. There are plenty of other casinos out there that truly value their players and provide a better overall experience. Save your time and money, and look elsewhere!

Date of experience: February 07, 2025

Useful 1 Share



Reply from SPORTZINO

4 days ago

Hello JJ! Thank you for taking the time to share your detailed feedback. We are concerned to hear about your experience with our promotions and customer support team. At Sportzino, we strive to maintain transparent policies and provide clear information about all our offers.

We understand your frustration and would like to address your concerns personally. Please contact us at support@sportzino.com

We value your feedback and are committed to making improvements based on player input. We hope to have the opportunity to regain your trust.

David

6 days ago

US • 3 reviews



Worst redemption process by far

Worst redemption process by far! The only site that has denied all of my redemption documentation. They take a very long time to even review your documentation just to deny you, Closing my account with them!

Date of experience: February 08, 2025

Useful 1 Share



Reply from SPORTZINO

4 days ago

Hello David! Thank you for your feedback regarding our verification process. We understand your frustration with the documentation review timeline and outcomes. While we must maintain strict verification standards to protect our players, we aim to make this process as smooth as possible.

Since you are looking to close your account, please contact us at support@sportzino.com. A support representative will personally assist you with both your verification concerns and account closure request. We appreciate the time you spent with us and would like to ensure a proper resolution.

AN

Andres

Feb 7, 2025

US • 1 review



✓ Verified

This is the most terrible experience

This is the e most terrible experiences I had with any service it took 3 weeks for me to even start processing redemption. The I will never use you again and will tell everyone I know how you held my money hostage.

Date of experience: February 07, 2025

Useful Share



Reply from SPORTZINO

Feb 7, 2025

Hello Andres! We apologize for any delays you experienced during the redemption process. Our verification procedures are in place to ensure the security of all player accounts. While this process can sometimes take longer than expected, we strive to complete it as efficiently as possible.

SR

SHUAIB Robinson

US • 1 review

Feb 6, 2025



✓ Verified

Your verification process is lengthy...

Your verification process is lengthy and arduous. It took weeks for me to get my profile verification. By the time I redeemed my winnings I spent a substantial amount back. I am very much disappointed in your customer service.

Date of experience: February 05, 2025

👍 Useful 🔗 Share 🚩



Reply from SPORTZINO

Feb 6, 2025

Hello Shuaib! Thank you for sharing your feedback about our verification process and customer service experience. We understand that the extended verification timeline caused frustration and impacted your overall experience with our platform. We are working to improve our verification procedures to make them more efficient without compromising security. Please contact us at support@sportzino.com. We appreciate your patience and honest feedback as we strive to enhance our services.

ME

Megan

US • 1 review

Feb 5, 2025



✓ Verified

Got verified after 3 weeks....

Date of experience: February 05, 2025

👍 Useful 🔗 Share 🚩



Reply from SPORTZINO

Feb 5, 2025

Hello Megan!

Thank you for your patience during the verification process. We understand that it took longer than expected, but this is due to the strict rules that we have to comply with to ensure the safety and security of our customers and the integrity of our platform. If you have any further questions or concerns, please contact our support team at support@sportzino.com

KE

Kelly

US • 6 reviews

Updated Feb 7, 2025



Thankfully much better sites

The site is nice, works well and is enjoyable. But I'll never go there again, trying to get verified is a nightmare. They have enough info to steal my identity for generations to come. Its *really* ridiculous. NO OTHER gambling site has ever had an issue like this verifying me. Any other one getting verified (with the SAME information - ID, bank, Bill, etc Takes only a few hours) Over a week they STILL WANT MORE INFORMATION? Yeah but no..what more can you want? GTFOH

I'm an old lady passing the time after work. Luckily? There are tons of other, better sites that WILL verify you easily as it should be, and you can play and spend your money there. Suck it Sportzino. Want to treat people like frigging criminals? You won't get any business. Ta-ta.

Edit: Since Sportzino's reply, they apparently think we are all idiots. I have supplied all the documents. Bank statement. LIVE face recognition. ID - front and bac. Utility bill. Banking information. Opening a federally insured bank account is 1000% easier and less hassle. So yeah, screw off. I wanted to make sure I CAN CASH OUT(my winnings) BEFORE I DEPOSIT MONEY there.

Such a scam. When you don't verify people they can't cash out their winnings and who gets to keep it? YOU DO! Scamming 101. Funny how all the other social casinos I play verify me with no issues at all using the same process and documents.

The only difference? I have a balance to cash out with you guys. Strange huh?

- 1.You have all the info you need to verify.
2. No, I'm not sending you more. Its not needed.
3. Will take further steps/escalations as needed

So no, I won't be spending more time or frustrations contacting someone to give them more unneeded documents or information. You all are nuts. You have everything you need already. Do you job.

Date of experience: January 20, 2025

Useful Share



They suck never win nothing and they...

They suck never win nothing and they vertication process they make up excuses after you send them your information saying it ain't right

Date of experience: February 02, 2025

Useful Share



Reply from SPORTZINO

Feb 3, 2025

Hello Mona! Thank you for sharing your feedback about your experience. We understand your frustration regarding the verification process. This process is necessary to meet requirements and ensure the safety of all our players. If you are still experiencing issues with your verification, please contact us at support@sportzino.com with specific details about your documents, and our team will provide clear guidance on what is needed.

Pete Harris

Updated Feb 5, 2025

US • 17 reviews



Played here for 2 years

I played here 2 years. Hit jackpots early when I first joined. Slots have been very sketchy since. I continue to play. But today is the last straw. I purchased a \$100 coin pack the transaction was declined. Yet they took the money out my account and didn't credit it to me. Now this isn't the first time it has happened. I had to contact customer support a few times about it. I have lost hundreds of dollars here because of that. I am done here they are straight up stealing money from you when this happens. I contacted them and told them refund the money they credited the account. This place doesn't care.

Date of experience: February 01, 2025

Useful Share



Reply from SPORTZINO

Feb 3, 2025

Hello Pete! We sincerely apologize for the issues you have experienced. We take payment concerns very seriously, and we understand how frustrating transaction problems can be. Please contact us at support@sportzino.com with your transaction details, and we will ensure this matter is resolved promptly. We value your long-term loyalty and want to address this situation properly. Your trust is important to us, and we are committed to making this right.

MG

MARK GERLACH

US • 4 reviews

Feb 1, 2025



It sucks

It sucks. Had one good win months ago and they are determined to get all their money back before I hit another penny. Its a joke. I have been playing one game for like 4 months just trying to hit the bonus!! It's a minimum \$75 bonus and now have spent several hundred and still have not hit. They will give you a win or two, then it's all downhill. Im closing my account as of today.

Date of experience: January 31, 2025

👍 Useful 1 🔗 Share 🚩



Reply from SPORTZINO

Feb 3, 2025

Hello Mark! We understand your frustration regarding your recent gaming experience. Our games utilize advanced technology and sophisticated algorithms to ensure that every spin produces completely random outcomes. Each game session is independent, and previous results do not influence future outcomes. We wish we could have provided a better experience for you. If you would like to discuss your concerns further or proceed with account closure, please contact us at support@sportzino.com, and our team will assist you promptly.

BS



Brandon Super

US • 12 reviews

Jan 30, 2025



Beware

They were happy to accept payments from my bank account. But when it came time to redeem some winnings, they would not verify the same account t that they accepted payments from. I emailed back and forth with this company for 3 months, trying several times to resolve the issue. They would just tell me the same thing every time. Send I. The information again. I did this for 3 months, and it never got resolved. I am verified on several other more reputable sites, so I will choose to spend my money ey elsewhere. Stay away from this one! They don't like to pay out if you happen to win.

Date of experience: January 22, 2025

Useful **2** Share



Reply from SPORTZINO

Feb 3, 2025

Hello Brandon! We appreciate you bringing this verification matter to our attention. We understand your frustration with the redemption process and the repeated requests for information. While we must verify accounts for security purposes, we acknowledge that our communication could have been more helpful and clear. We are continuously working to improve our verification procedures to make them more efficient while maintaining necessary security standards. If you would like to resolve this situation, please contact us at support@sportzino.com.

JS

Just saying

US • 1 review

Jan 27, 2025



Verified

Wait times are to long

Wait times are to long

Date of experience: January 27, 2025

Useful Share



Reply from SPORTZINO

Jan 28, 2025

Hello!

We appreciate your feedback regarding the wait times. We are actively working to improve our response

Angry Patriots

Jan 27, 2025

US • 7 reviews



This company deserves 0 stars

This company deserves 0 stars. Their games are horrible and they refuse to give you any free SC even though I spent \$5000 in one week on their game they did not care. 0 payback for being a loyal high paying customer. AVOID THIS GAME AT ALL COSTS ITS A SCAM

Date of experience: January 27, 2025

Useful Share



Reply from SPORTZINO

Jan 28, 2025

Hello! We are sorry to hear that you feel this way about your experience with us. We strive to provide an enjoyable and fair social online gaming platform for all our players. Your loyalty is important to us, and we would like to discuss how we can improve your experience. Please contact us at support@sportzino.com so we can better understand your concerns. We are here to ensure that your time with Sportzino is both rewarding and entertaining.

JB

Jordan Blair

Jan 27, 2025

US • 1 review



Don't let your phone die while in bonus, you'll come back to a new game as if you lost your entire bet and potential bonus!

Happened more than once, but twice this month I was playing the Slingo game Larry Lobster whatever....both on the 4th of Jan and the 24th same game, same issue..

That issue being lucky enough to win a bonus round game...but unlucky enough that my phone died the first time while playing and the second it just decided itself, like a server error, but no biggie it should be fine and continued when I reboot the game...it was not fine..in fact the game prompted me to start a new game and didn't include the balance I was at during bonus but rather it was if I had just lost a straight game and had to start over.

Now customer service, after a stern email from a customer who I'm sure as we all are barely able to afford such luxuries as this, gave me \$10 after making me go through so many hoops that they should all have access to. They asked for before and after screenshots or a recording like I'm a professional gamer on stream...I had never considered recording myself gambling until now actually.

They gave me a patronizing and gaslit response in the tune of, "hey sometimes you think you're winning, but it's actually already gone". It reminds me of that South Park episode where Stan deposits his birthday money in the bank anddddddddddd.....it's gone.

I don't need patronizing anecdotal advice about gambling, I need to make sure that if this has happened to me twice and probably cost myself hypothetically \$50, who knows what would've been, then it is definitely happening to other people that aren't as much of a squeaky wheel as I can be when I feel you're trying to take advantage of me and others.

Do Better, Sportzino. I get that gambling is a money making business that is overwrought with fraud and people trying to cheat...but especially when the amounts we are talking in this scenario are so low...the bad PR will cost you a ton more comparatively, and I'm a nobody, with no influence whatsoever.

In conclusion, please stop stepping over dollars to save pennies. I would've spent these last 32 min probably playing on your site, instead of trying to give a dissertation about unethical gaming practices in a grey market. Please, make us whole, actually look into this matter...talk to Slingo or whoever the company that owns that one...I'm begging you to do right by the players and I will amend my review accordingly.

Date of experience: January 04, 2025



Reply from SPORTZINO

Jan 27, 2025

Hello Jordan!

We sincerely apologize for your experience with this game and the subsequent customer service interaction. We understand your frustration regarding the disconnection issues and the loss of bonus round progress. Technical disruptions can be very disappointing, especially during important moments of gameplay.

We appreciate the detailed feedback about our customer support process. Our technical team has been notified about these specific issues, and we are working closely with our game providers to prevent such incidents in the future. We take these reports seriously as they help us improve our platform's stability and reliability.

We would like to review your case more thoroughly and make this right. Please contact us at support@sportzino.com

Thank you for taking the time to provide such detailed feedback. Your input helps us identify areas where we need to improve both our technical infrastructure and customer service approach.

JB

JOHNATHAN BRIAN

US • 23 reviews

Jan 27, 2025



They are real time cheating

They are real time cheating. I hit a good amount got up to 80 dollars not bad ok. Then all sudden it starts to buffer then comes back. Then all sudden deadspins the whole amount. Interesting how like clock work that happens. It's seems to happen all the time. That should tell you or anyone that they are switching you to a losing server. Which is very sus in my opinion. Needs to be looked into that's for sure.

Date of experience: January 26, 2025

Useful 1 Share



Reply from SPORTZINO

Updated Jan 27, 2025

Hello Jonathan!

Thank you for bringing this concern to our attention. We want to assure you that our platform operates with complete fairness.

Each result is determined at the moment of play and cannot be altered. We understand how frustrating technical interruptions can be, especially during gameplay.

Shelly Barker

Jan 24, 2025

US • 5 reviews



Horrible Redemption option

I really like this casino very much, but as for the Redemption process is very Limited in options. I don't know why they cannot offer different banking options as long as I can approve my identity and that I'm over the certain age that is required and it's valid and current why do I have to have a bank statement and a proof of address and Utilities in my name to be able to redeem a gift card t?hat doesn't make any sense. There are so many companies selling our information online it doesn't matter how safe any company thinks they are these hackers are getting smarter and braver I shouldn't have to give all that information to get a gift card. Until they change the banking options to make it to where you can cash out the gift card with just your ID I will no longer be putting my money into this casino

Date of experience: January 23, 2025

Useful Share



Reply from SPORTZINO

Jan 27, 2025

Hello Shelly! Thank you for your feedback about our platform, and we are happy to hear that you enjoy our games. We understand your concerns regarding our redemption process and documentation requirements.

The verification requirements we have in place are designed to protect our players from fraud and identity theft. While we understand these requirements may seem extensive, they are essential measures we must maintain to ensure the security of all transactions and protect our players' interests.

However, we value your feedback about the redemption options. We are continuously evaluating our processes to find the right balance between security and convenience. If you would like to discuss your specific verification concerns, please contact us at support@sportzino.com, and our team will be happy to explain the process in detail and explore what options might work best for you.

Thank you for bringing this to our attention as it helps us understand our players' needs better.

M- **M-Funk**
US • 4 reviews

Jan 23, 2025



This company has stopped responding to...

This company has stopped responding to emails. They have essentially ghosted me. I emailed them from another email to try to get through. They ghosted me there too. I won about \$1,000 and they limited my betting ability and won't let me bet more than about \$10, whereas I could bet hundreds before. They clearly ban and ghost you if you win. Not only will they not respond when I ask them if I was limited, they won't answer any other question I have.

Date of experience: January 22, 2025

Useful Share



Reply from SPORTZINO

Jan 24, 2025

Hello! We are deeply concerned to hear about the issues you experienced with our service. It is never our intention to leave our players feeling ignored or unfairly treated.

We would like to assure you that we are committed to addressing your concerns. Please reach out to us at support@sportzino.com so that we can investigate this matter further. We are here to provide you with a fair and enjoyable gaming experience, and we take your feedback seriously.

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