

Livecasino ownership transfer comms

E-mail to all Livecasino customers

Wave 1 (2 weeks before the ownership change):

Subject Line:

Important update regarding your Livecasino.io account

Preview Line:

Take action before **[Insert Date]**

Body:

Hello **[PlayerName]**,

On **[Insert Date]**, Livecasino will be transferred to a new ownership and will operate under the jurisdiction of **Anjouan**.

To continue playing under this new ownership, we need your consent to transfer your account data.

Please select your choice:

- **[YES – Transfer my account]:** I agree to the data transfer and want to keep my account.
- **[NO – Close my account]:** I do not agree to the data transfer. Please close my account and delete my data.

If you have any questions or concerns, feel free to contact our customer support at hello@livecasino.io

Thank you for your understanding and continued support.

The <Livecasino.io> Team

Wave 2 (1 week before the ownership change):

Subject Line:

Reminder: Action required for your Livecasino account

Preview Line:

Take action before **[Insert Date]**

Body:

Hello [Customer Name],

As previously shared, Livecasino will soon be under new ownership. We haven't received your decision regarding your account data yet.

To continue using your account after **[Insert Date]**, we need your explicit "Yes." If you choose "No," your account will be permanently closed on the transfer date.

Please select your choice:

- **[YES – Transfer my account]**
- **[NO – Close my account]**

If you have any questions or concerns, feel free to contact our customer support at hello@livecasino.io

Thank you for your understanding and continued support.

The <Livecasino.io> Team

Wave 3 (2 days before the ownership change):

Subject Line:

Reminder: Action required for your Livecasino account

Preview Line:

Take action before **[Insert Date]**

Body:

Hello [Customer Name],

This is the final notice regarding the ownership transfer of Livecasino. The transition will take place in **48 hours**.

To protect your privacy, if we do not receive your consent, your account will be closed automatically on **[Insert Date]**.

Confirm your choice by clicking a button below:

- **[YES – Transfer my account]**
- **[NO – Close my account]**

Prefer to reply? If the buttons above aren't working for you, simply **reply to this email** with the word "**YES**" to keep your account, or "**NO**" to close it, and our team will handle the rest.

If you have any questions or concerns, feel free to contact our customer support at hello@livecasino.io

Thank you for your understanding and continued support.

The <Livecasino.io> Team
