

# Rummyculture

NATION'S  
TRUSTED  
RUMMY APP

## Fairplay

We make sure all the games on the platform are unbiased. Our strict fair play policies help us keep you safe.

Unique users **blocked**

1484

Genuine players on Rummyculture



Fair play violations reported by players

88

Less than 10% were valid



Total games cancelled

814



Time taken to resolve violations

39 min avg.

Less than 10% were valid



## Responsible gaming

We urge everyone to treat rummy as a game only. Helping you play responsibly is one of our top priorities.

Players received help from "Your Dost"

36

Play responsibly



Avg. time to process withdrawal requests

4 seconds

Lightning fast withdrawals



## 24x7 Support

Our team is ready to assist you at any time of the day, that too in 5 regional languages

Calls addressed by us in Dec 2023

56,742



Customer satisfaction score (CSAT)

95%



Calls resolved in less than 30 min

95%

Fast resolutions with Rummyculture



Issues resolved by us every day

1891

Rummyculture is there for you!



## Nation's trusted rummy app

Your trust is what is driving us to make the experience even better for you, every day.



ISO certified



No bot



RNG certified