

I didn't get my iCoins!

You didn't get paid for playing our games! What a drag!

Shame on us!

We'd like to tell you that your iCoins are in the e-mail, but that wouldn't be quite true, because, here at the First Internet Bank of iwin.com (Unlimited), we rely on the direct deposit system of virtual banking.

The problem is: we only have one virtual banker —our over-worked, under-staffed computer. Just imagine all the things she has to keep track of besides your few lousy iCoins. There are thousands of players simultaneously playing games, so she has to keep an eye on all their game points. Then there's everybody's iCoin bank account, and their SportsBook bank account, and their pending iBets in SportsBook, and all those eXtremelotto numbers to remember, plus who wants what e-mail reminder sent when. Why, it's so mind-boggling that even Marvin, the depressed computer character in the BBC radio drama "The Hitchhiker's Guide to the Galaxy" —who had the brain power the size of an entire planet— would be impressed.

On top of that, every week at midnight on Sunday night, all the accounts have to be updated and all the iCoins in the SportsBook accounts transferred over to the regular iwin account. That tends to be a really big number-crunching time for our lonely virtual banker.

From a technical standpoint, not all software is perfect, and we've noticed that sometimes the Cash Out function in Internet Explorer on the Mac doesn't communicate adequately to our computer to tell her your score. So, it's really not her fault if all those hard-earned iCoins you earned are getting put into your account: our computer is just not receiving the information.

At the same time, however, we don't want all that effort you put into having such a good time go to waste. So, if Monday turns into Tuesday and you still did not receive those iCoins that you won, write us a convincing e-mail (or a funny one; we get bored with the "To Whom It May Concern" memos) telling us your sad, sad story. Don't forget to mention what game you were playing, what browser, and how many

iCoins you think were not properly transferred into your account. If we believe your fish tale, we'll credit your account.

[create a link at the phrase "write us a convincing e-mail" that opens up a new email message pre-addressed to iwin's Customer Service department.]

Just don't try to get away with sending the same e-mail every Tuesday. We're hip to people who send us form letter claims.