



## Transfers

1:20 AM

Hi Emilio, I'm Robinhood's virtual assistant. I can help you find a solution or connect you to our support team.



Can you describe your issue in a few sentences?

I cannot withdraw to my bank account via plaid, I keep getting an error.

I'm sorry to hear about the issue. Here are some common reasons why a withdrawal via Plaid might fail:

1. **Bank Account Eligibility:** Not all banks or account types support

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TDECU is eligible, there is an error with your withdraw to bank system via plaid.

Thank you for clarifying. If TDECU is eligible and you're still encountering an error, it could be due to a temporary issue with the withdrawal system or a specific issue with your account. Here are a few steps you can try:

1. **Verify Account Details:** Ensure your TDECU account is linked correctly and hasn't been recently updated or changed.
2. **Check Withdrawal Limits:** Confirm that the withdrawal amount is within the eligible limits for instant transfers.
3. **Retry Later:** Sometimes, temporary system issues can

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let me speak with a real human

I understand your frustration, and I'm here to help troubleshoot your issue. Could you provide more details about the error you're encountering? For example, is there a specific error message or code? This will help me guide you more effectively.

If the issue requires further investigation, I can assist in escalating it to the appropriate team. Let me know how you'd like to proceed!



I need to contact a real human about this issue with the withdraw system.

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I just attempted it on Microsoft Edge, it appears to be an internal issue somewhere. I don't know if it's tdecu or plaid, or what is going on or if this is normal.

Thank you for patiently waiting, Emilio. I appreciate your screenshot and I understand that you're having problem with your withdrawal. No worries, I can help with that, but first I just need you to submit your ID and selfie. I already send you the request on your email, may you please check it and please let me know if you receive it. Thank you.



okay

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okay



Alright. Please let me know once your done so w can proceed to your concern.

i am done

i processed my id and my photo.



Thank you for confirming, Emilio.  
I'll look into this matter real quick.  
Is it okay, if i place the chat on hold for 1-2 mins?

yes

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## Transfers

Thank you for your submission, Emilio. Before you try again to initiate your withdrawal, may you please try some troubleshooting steps.

Troubleshooting Guide - App steps

Disconnect from any Virtual Private Networks (VPNs)

Log out and log back into Robinhood

Force close and then reopen the app

Update your app to the latest version

Android

iOS

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it's still telling me the same thing. I am unsure what else to do.

its as if robinhood wants me to use my visa debit card just to charge me the 1.75% additional fee, which I do not want to utilize.

This issue needs to be sent forward to tech support. if I am seeing the same error on my desktop and my cell phone. This is an issue that needs to be investigated.

I understand that this is not ideal for what you're expecting and my apology for the inconvenience.



no problem. I just hope this gets investigated, or escalated to fix the

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no problem. I just hope this gets investigated, or escalated to fix the issue.

I can have my help desk take a look at this and once they reply I will send an email response asap, is that okay? I just want to save you time from waiting here since it requires additional research.



yes, that will work.

I have plenty of time before I need my funds in the future, so I'll allow the help desk to look into this issue, investigate, and research a solution.

I appreciate your patience and

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I have plenty of time before I need my funds in the future, so I'll allow the help desk to look into this issue, investigate, and research a solution.

I appreciate your patience and understanding throughout this process. Rest assured that once our back end team responds, I'll be sending you an email update regarding your concern.

Aside from your withdrawal, would there be anything else I can further assist you today?



That will be everything for today, thanks.

Read 1:55 AM

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