



John Wooten <jackxx123@gmail.com>

\$AIM 9-24-19

11 messages

John Wooten <jackxx123@gmail.com>
To: Robinhood <support@robinhood.com>

Tue, Sep 24, 2019 at 9:45 AM

I cannot sell AIM from my portfolio

jackxx123@gmail.com

Robinhood <support@robinhood.com>
Reply-To: Robinhood <support@robinhood.com>
To: John Wooten <jackxx123@gmail.com>

Tue, Sep 24, 2019 at 10:15 AM

##- Please type your reply above this line -##

Ashley (Robinhood Help Center)

Sep 24, 7:15 AM PDT

Hi John,

We're currently encountering an issue that's affecting any placed orders on our app--we're sorry for the inconvenience this is causing. Our team is aware and is currently working as quickly as possible to fix it.

To get minute-to-minute updates regarding the order status updates, you can check out our [status page here](#). If you are using Robinhood on your mobile app, in the meantime, you can try navigating your orders through our Robinhood for Web.

I appreciate your patience and understanding, please feel free to let me know if you have any other questions.

Sincerely,
Ashley

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[DO8OYL-E8K0]

John Wooten <jackxx123@gmail.com>
To: Robinhood <support@robinhood.com>

Tue, Sep 24, 2019 at 10:26 AM

Hey so like how often does that happen? because it's an expensive "error"



[Quoted text hidden]

Robinhood <support@robinhood.com>
Reply-To: Robinhood <support@robinhood.com>
To: John Wooten <jackxx123@gmail.com>

Tue, Sep 24, 2019 at 2:17 PM

##- Please type your reply above this line -##

David (Robinhood Help Center)

Sep 24, 11:17 AM PDT

Hey John,

Thanks for your patience as we identified and resolved the issue affecting order statuses.

As you noticed, one of our execution venues encountered a technical issue on September 24th, and some orders routed to them were left in a pending state.

Our execution venue has since canceled pending orders as part of the resolution process and is working with us to assess total impact and evaluate corrective actions.

Please note, orders going forward won't be impacted by this issue anymore and will execute properly. We want you to know that we take any interruption in service very seriously and are sorry for the inconvenience.

Please let me know if you have any other questions or concerns. I'm here to help.

Sincerely,
David

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[DO8OYL-E8K0]

John Wooten <jackxx123@gmail.com>
To: Robinhood <support@robinhood.com>

Tue, Sep 24, 2019 at 6:21 PM

Hey dude I lost 40% today because I couldn't get out. Is there any reimbursement for the outage? How often does this happen?



[Quoted text hidden]

John Wooten <jackxx123@gmail.com>
To: Robinhood <support@robinhood.com>

Wed, Sep 25, 2019 at 9:30 AM

Should I just take the loss or...?



[Quoted text hidden]

Robinhood <support@robinhood.com>
Reply-To: Robinhood <support@robinhood.com>
To: John Wooten <jackxx123@gmail.com>

Wed, Sep 25, 2019 at 10:24 AM

##- Please type your reply above this line -##

Chris (Robinhood Help Center)

Sep 25, 7:24 AM PDT

Hi John,

Thanks for your patience as we identified and resolved the issue affecting order statuses.

One of our execution venues encountered a technical issue yesterday morning and caused orders that were routed to them to remain in a pending state. We're still actively working with the venue to

address the issue.

Please recognize that you are in a unique situation with your order to sell AIM and I want to reassure you that we will work to remedy it as best as we can. I will work with my team to find the right resolution for your situation and follow-up with you as soon as I have that information.

Please note, orders going forward will not be impacted by this issue and will execute properly.

I want you to know that we take any interruption in service extremely seriously and I'm sorry for the inconvenience you experienced.

Let me know if you have any other questions or concerns. I'm here to help.

Sincerely,
Chris

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[DO8OYL-E8K0]

John Wooten <jackxx123@gmail.com>
To: Robinhood <support@robinhood.com>

Wed, Sep 25, 2019 at 3:04 PM

Hey Chris I'm down 64% bro I think it's time to cut this

[Quoted text hidden]

--



John Wooten <jackxx123@gmail.com>
To: Robinhood <support@robinhood.com>

Wed, Sep 25, 2019 at 3:10 PM

Just let me know I don't want to hold this aftermarket like yesterday...

I emailed you guys to sell... but I guess that didn't work out..?

Cheers,



[Quoted text hidden]

John Wooten <jackxx123@gmail.com>
To: Robinhood <support@robinhood.com>

Wed, Sep 25, 2019 at 3:56 PM

Alright Chris I'm out dude there's no telling you don't hold nine to noon trades overnight

[Quoted text hidden]

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Robinhood <support@robinhood.com>
Reply-To: Robinhood <support@robinhood.com>
To: John Wooten <jackxx123@gmail.com>

Thu, Sep 26, 2019 at 11:14 AM

##- Please type your reply above this line -##

Jordan (Robinhood Help Center)

Sep 26, 8:14 AM PDT

Hi John,

First off, thank you for your patience throughout this process. We take this interruption seriously, and are working with our venue to prevent similar issues in the future.

After a thorough review of your account, it looks like we won't be able to offer compensation at this time. I appreciate your understanding regarding our decision on this matter.

Please feel free to let me know if you have any other questions—I'm here to help.

Sincerely,

Jordan

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