

13:54, Dec 10

Info: Thank you for choosing to chat with us. An agent will be with you shortly.

13:56, Dec 10

Info: All agents are currently assisting others. Your place in queue is 17. Thank you for your patience.

13:58, Dec 10

Info: All agents are currently assisting others. Your place in queue is 16. Thank you for your patience.

14:00, Dec 10

Info: All agents are currently assisting others. Your place in queue is 15. Thank you for your patience.

14:02, Dec 10

Info: All agents are currently assisting others. Your place in queue is 15. Thank you for your patience.

14:04, Dec 10

Info: All agents are currently assisting others. Your place in queue is 13. Thank you for your patience.

14:06, Dec 10

Info: All agents are currently assisting others. Your place in queue is 12. Thank you for your patience.

14:08, Dec 10

Info: All agents are currently assisting others. Your place in queue is 11. Thank you for your patience.

14:10, Dec 10

Info: All agents are currently assisting others. Your place in queue is 10. Thank you for your patience.

14:12, Dec 10

Info: All agents are currently assisting others. Your place in queue is 8. Thank you for your patience.

14:14, Dec 10

Info: All agents are currently assisting others. Your place in queue is 8. Thank you for your patience.

14:16, Dec 10

Info: All agents are currently assisting others. Your place in queue is 7. Thank you for your patience.

14:18, Dec 10

Info: All agents are currently assisting others. Your place in queue is 7. Thank you for your patience.

14:20, Dec 10

Info: All agents are currently assisting others. Your place in queue is 9. Thank you for your patience.

14:22, Dec 10

Info: All agents are currently assisting others. Your place in queue is 8. Thank you for your patience.

14:24, Dec 10

Info: All agents are currently assisting others. Your place in queue is 9. Thank you for your patience.

14:26, Dec 10

Info: All agents are currently assisting others. Your place in queue is 8. Thank you for your patience.

14:28, Dec 10

Info: All agents are currently assisting others. Your place in queue is 5. Thank you for your patience.

14:30, Dec 10

Info: All agents are currently assisting others. Your place in queue is 3. Thank you for your patience.

14:32, Dec 10

Info: All agents are currently assisting others. Your place in queue is 3. Thank you for your patience.

14:34, Dec 10

Info: All agents are currently assisting others. Your place in queue is 2. Thank you for your patience.

14:35, Dec 10

Info: You are now chatting with Representative Ana.

14:35, Dec 10

Representative Ana: Thank you for choosing TradeStation. How may I assist you today?

14:37, Dec 10

You: Hello

14:37, Dec 10

You: Good afternoon

14:37, Dec 10

You: Today I made a shipment to my tradestation account. The people at the bank did not send the Payment Detail correctly. I would like to know if something could still be done, so that I can be credited to account

11067101 I can send you an extract of the email that has been sent to me from the bank today, in an email if you allow me, or in some way so that you can see the copy of the SWIFT message

14:37, Dec 10

Representative Ana: Hello

14:37, Dec 10

Representative Ana: One moment please while I look into this for you.

14:38, Dec 10

You: The transfer will arrive just in three business days

14:38, Dec 10

Representative Ana: Can you please forward that email to clientservice@tradestation.com

14:38, Dec 10

Representative Ana: And let me know when you send it

14:39, Dec 10

You: I mean, is there any chance of recovering?

14:40, Dec 10

You: Okay. I will be sending from now

14:41, Dec 10

Representative Ana: I am not sure, it would have to be reviewed by the correspondent department

14:41, Dec 10

Representative Ana: Let me know when it is sent

14:43, Dec 10

You: now i'm sending

14:45, Dec 10

Representative Ana: Ok, what is your email?

14:45, Dec 10

You: I already sent

14:46, Dec 10

Representative Ana: what is your email?

14:46, Dec 10

You: Say: "Comunicación de Transferencia Remitida"

14:46, Dec 10

Representative Ana: Ok. One moment please while I look into this for you.

14:48, Dec 10

Representative Ana: May I ask, what information exactly is incorrect?

14:48, Dec 10

You: Ok. I hope

14:49, Dec 10

Representative Ana: I am asking, what information is incorrect?

14:49, Dec 10

Representative Ana: Because you explained that the bank "did not send the Payment Detail correctly"

14:49, Dec 10

You: OK

14:49, Dec 10

You: Further Credit To: Baudelio Baez Account Number: 11067101 By Order Of: Baudelio Baez

14:50, Dec 10

You: this is missing

14:50, Dec 10

Representative Ana: Ok

14:50, Dec 10

You: in "Detalles del Pago"

14:51, Dec 10

You: sorry

14:51, Dec 10

You: in "Concepto de la transacción"

10/12/2020

14:51, Dec 10

Representative Ana: I will forward the email to our cashiering department for review. You may contact us tomorrow or next week and provide this case number to follow up CAS-8802761-F5T1F1

14:52, Dec 10

You: Great, thanks for your help

14:52, Dec 10

Representative Ana: You're welcome