Title: The W-8BEN form and waiting letter for 7 months from France

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I follow the thread on GMEjungle for all people in the world to buy gme shares.

And in the middle of march 2022 i try to contact them to know when i will receive the letter. And Computershare answered by e-mail:

"the shares were credited to the account on February 10, 2022 from the broker account. An account statement has been sent to the address on record on March 28, 2022. It usually takes 10 to 15 business days for deliver."

They also said that they didnt receive the W-8BEN form. I thought i could waiting my letter in my mailbox and open my web account and sent them the form in their web application.

And a weird things: i voted few weeks ago with my gme shares on Computershare.

I dont know what to do. Do i have to sent them the W-8BEN form by paper? Or can i create a new user ID? I am not very confidence to call them because i have a very ugly accent. I am not fluent in spoken English. So if you have any idea?