Title: For TD customers... I just got off the phone with TD re: a DRS transfer to Computershare. Started off sketchy, ended up smooth. Here's what went down.
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So per the instructions from CS, I call TD and let them know I want to do an outbound DRS transfer to CS. (I believe- per CS- that "DTC W/T" transfer is also correct verbage.)

For the purposes of this reenactment, the cust service rep is "cust service rep", and me is... wait for it... " me".

Me: "yes, hi, I'd like to initiate an outbound DRS transfer to Computershare of XXX shares of GME"

Cust service rep: "OK, I can arrange that for you, but first, the required forms will need to be filled out on the sending end."

Me: "ehhh, not so." CS literally says they are not allowed to initiate the transfer and that it must be done by the broker."

Cust service rep: "We can only do that if the shares are in a 401K"

Me: "Bruh... I'm going to have to talk with someone else, then. I mean I'm not bitter, but that's incorrect. Your information on the process is not accurate."

Cust service rep: "yeah, no worries, I'll connect you with a broker who will explain it all to you."

Me: "yeah yeah cool. Right on."

Broker: Yes, how can I help you?"

I make the same request. At this point he explains that if I don't have a CS account, there is nowhere to send anything. I reply by reading verbatim the instructions from CS.

Broker: "OK let me open a case here." (Seems to then access some set of procedures or something.) "OK got it." Then, as probably force of habit, again asks: I'll need your CS acct info."

Me: "that's the back-ass part. I cant open one unless it's with a purchase or transfer. I'll get it assigned TO me once you initiate the transfer".

And here's what's important for anyone who runs into this: At this point, I explained that if I as the shareholder do not yet have a CS account, then he is to provide CS with the complete registration number of my brokerage acct with TD. At THIS point he goes "Aaaahhh. yeah, it says to provide the CS acct information ***IF AVAILABLE***".

So then he goes on to say, "OK, I think we've got it done." Confirms number of shares and lets me know the process should take 3-5days on their end, and that once they've done their part, I'll be notified in my TD message portal.

So that was it. The 1st line rep was plainly under the impression that it couldn't be done at all, as was the 2nd line guy (a broker). But at least the broker took the time to check into it. But if they insist you need a CS acct number, remind them that their own system should specify "if available" (which it won't be if you haven't yet purchased any shares through CS).

Other than that, easy peasy lemon squeezy. Broker was cool and I was off the phone in less than 10 min from the time the 1st line guy picked up the call.

So done and done. Because this is the way and hedgies are blah blah blah. Peace. And hold. (And how 'bout that dip today, lol.)