Title: Anyone having issues with TD Ameritrade sending over cost basis to computershare?

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I've requested multiple times, and this seems to be the same message over and over again

"Good Morning, Please note that when your shares transferred over to Computershare, we automatically sent your cost basis to Computershare via the Cost Basis Reporting Service (CBRS). Unfortunately, Computershare rejected our files as they have for all of our clients which is why we also attempted to email the files. Unfortunately, Computershare is no longer accepting cost basis via email either, we provided your transfer out information so that you can provide it to Computershare, and/or keep for your records. If you have any questions, just let us know. You can log in to your account and go to Client Services > Message Center to write us, or call Client Services at 800-669-3900. We're available 24 hours a day, seven days a week. Sincerely, TD Ameritrade Client Services "

Computershare says to send it over via CBRS which they claim they did and computershare rejected it. So they tried sending it via email, which computershare doesn't accept via email as confirmed by a computershare rep.

I'm not getting anywhere, it's going in circle's. I have 565 gme shares that have no cost basis right now.