

Title: Broker transfers to Computershare should be expedited! A DRS Fact & Fiction Resource.

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# Your broker must still expedite all authorized account asset transfers to Computershare!

\*\*Yes, Computershare is not a broker, BUT...If you have any DRS Transfer Delays:\*\*

FINRA regulations for broker to broker transfers and non ACATS transfer requests:

While Computershare is not a broker, FINRA Rule 11870 (2) addresses that \*\*\*brokers must still expedite all authorized account asset transfers to Computershare.\*\*\* \*Therefore, \* \*\*\*if your broker is holding up your DRS transfer request\*\*\*: \*You shouldn't have to open new accounts with another broker only to then make your DRS transfer to CS. You can lodge an official complaint with your broker, and escalate to FINRA and the Ombudsman if they do not expedite your request. This holds your broker accountable and could make them buy or recall your shares if they don't already hold them\*!

\*\*From the FINRA website:\*\*

[<https://www.finra.org/rules-guidance/rulebooks/finra-rules/11870>](<https://www.finra.org/rules-guidance/rulebooks/finra-rules/11870>)

>(2) If a customer desires to transfer a portion of his or her account outside of the Automated Customer Account Transfer Service (ACATS), authorized alternate instructions should be transmitted to the carrying member indicating such intent and specifying the designated assets to be transferred. Although such transfers are not subject to the provisions of this Rule, \*m\\*\\*embers must expedite all authorized account asset transfers\*, whether through ACATS or via other means permissible under this Rule, and coordinate their activities with respect thereto.

\*\*\*A potential solution is to contact your bank or broker's compliance department and make an official complaint.\*\*\* You can call and follow up with an email so you have everything in writing. Your broker will HAVE to address your complaint within a timely manner, and they absolutely hate having official records of complaints. They should try to resolve this quickly for you. However, if they don't you then have the right to escalate your issue to FINRA and the SEC! \*Your broker will likely try to avoid this at all costs.\*

[<https://www.finra.org/investors/need-help/file-a-complaint>](<https://www.finra.org/investors/need-help/file-a-complaint>)

>Through its Complaint Program, FINRA investigates complaints against brokerage firms and their employees. FINRA is empowered to take disciplinary actions against brokers and their firms. Sanctions may include fines, suspensions, a barring from the securities industry or other appropriate sanctions. Before you file a complaint with FINRA, contact your firm. Immediately question your broker about any transaction that you do not understand or did not authorize with your broker. If you are not satisfied with your broker's response, contact the firm's branch manager or compliance department. If you lost money or there was an unauthorized trade made in your account, you should complain in writing. Retain copies of your letter and of all other related correspondence with the brokerage firm.

FINRA Official Complaint brochure:

[<https://www.finra.org/sites/default/files/InvestorDocument/p011944.pdf>](<https://www.finra.org/sites/default/files/InvestorDocument/p011944.pdf>)

# Lodge a complaint - Make your voice heard

TLDR: \*For apes that are DRS transferring your shares and your broker is not actioning your transfer in a

timely manner (they must expedite your request), that have transferred shares between brokers and received a manipulated adjusted cost base (ACB), if you were affected by brokers cutting off the buy button back in January, or 'XYZ';\* \*You can make a formal complaint and hold them accountable.\* \*It is actually fast and easy!\*

\*\*\*Buy, DRS, Hodl & Share the Story!\*\*\*

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