

Title: DRS through GiveAShare pain

Author: atreyu64

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I have gone through the route of using GiveAShare to DRS gme. However, I have run into a problem and I wonder if anyone else has had this happen.

When I registered/paid through GiveAShare, my information was correct, name, address, etc. The share was registered to my name as per GiveAShare's records and the certificate I got. BUT, when I got my first letter from ComputerShare, I was unable to register through their website.

I made sure the use the correct USA portal and since I am Canadian, I used the HOLDER ACCOUNT NUMBER option. Every time I enter the correct (I have checked several times) information it fails and tells me that it cannot find this account using these details. After talking with ComputerShare over their awful-sounding VoIP phone service, they told me that my share had actually been registered to my FULL NAME + ADDRESS, as reflected by my ComputerShare letter.

So, instead of using my last name, ex. SMITH, it would be something like SMITH 123 ABC AVENUE. To fix this, it requires me to transfer my share to another account using some British Probate service, which will cost me more money, as a notary, and hope that they don't screw up my name again.

This is a giant pain in the ass, and from the way it looks, is the fault of ComputerShare rather than GiveAShare since GAS has transmitted all of my information correctly.

As an aside, I tested what the service desk at CS said and tried to register an account using my FULL NAME + ADDRESS as seen on the letter I got, and that also failed. So, my single share that I had hoped to add to the pool is now stuck in limbo.

Has anyone else had this experience or something like it?