Title: Last Name/Surname/Business Name

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I've gotten my first letter to DRS my GME from Computershare but I have some problems with creating the account. If my name is Steve Paulson (not my name) what do i write in the field "Last Name/Surname/Business Name"? I've tried it everyway but I get this error every time

> There was a problem with your submission:

>

> We were unable to locate an account using those details. Please check the information and try again.

>

Anybody knows what I'm doing wrong?