Title: TIAA messing with me?

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I (smooth as u come) called TIAA to get an additional 9 GME shares DRS'd and they acted as if I was the first one ever. I was on hold for 12 minutes, get transferred to another associate only to be told that CS needs to initiate my transfer. I tried to argue, to no avail. I Then call CS and get the fricken BOT that can't do shiat. So I sent an email that will be replied to within 5 days. WTF?????.....I bet it will be me that calls TIAA back to make it happen. XX DRS'd gettin to XXX SOON!