

Title: Partnership opinion

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I am xxx DRSd since August, I have xxx loops in Trust wallet, xx in CBP. I used Ramp to send money to activate my L2 wallet.

Here is my opinion,

RC has put customer experience as a priority in both companies he has made into huge successes, we have seen the cards, flowers, issues with incorrect orders, keep it and donate if you want and we will send you the correct product. This is what makes him different and so successful, customer above profit. Almost 2 weeks ago I used Ramp to transfer money to set up my L2 wallet, I transferred \$150 and pushed the create button..... I happen to be one of the people who are stuck at this point. I have patiently waited through 2 updates that did nothing, I have asked questions on discord, I have sent emails. The only response we are getting is " we are aware, wait for the update." I have watched my deposited money continue to loose value because I cant access it and neither can they. I understand that there can be issues but how you handle the issues is what is important and I think Mr. Cohen might be paying attention to that part very closely. If my account was created now I would have to deposit more money to activate L1 whereas if It would have gone through when I initially transfer I would have had plenty for the creation. A nice email saying we apologize for the situation and are working diligently to fix your issue, we will reimburse you for the lost investment due to our product flaw would do wonders for their product. From my understanding the wallet that is stuck in creation is tied to my phone number so that could be a pain for me. If they can not figure out what is causing all of us affected by this I will not be able to use my phone number to activate another wallet, meaning I would have to change the phone number I have had for 20 years to use their product. Us that are stuck have been watching everyone else participate in competitions, earning loops, red squares and just plain fun. I believe that Mr. Cohen will make sure that whomever they choose to partner with will have the same high regard for customer experience as he has put foremost in his companies. Who knows if they will ever get access to my lost money but I'm sure Mr. Cohen will not want his customers to loose money/bad experience through a service/product that Gamestop or GMErica supports.

This is not meant to be FUD, its more of a confirmation of how important Mr. Cohen views his patrons and for that I will always be a loyal customer/investor.