

Title: I chatted with questrade

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Like most Canadians, I have my shares in a TFSA through questrade. After some recent events (apex debacle and a few others), I figured I would use the chat function with questrade and ask a few questions. I do have screen shots of the conversation so if anyone actually wants to see them please message me. They are a bit of mess as their send button is where my enter button is.. ha

Question 1 - does questrade loan out shares in a registered account

Answer 1- securities purchased in a registered account are not eligible to be lent out. Additionally if you are not borrowing (i.e., using margin) in your questrade account, your shares are also not eligible to be lent out positions

As per industry standard, securities held in a margin account may be lent out, only if you are using margin to fund any of your

Question 2 - would questrade turn off the option to buy, sell or limit buy/sell orders

Answer 2 - we try to never restrict buys or sells - we are in the business of empowering Canadians to invest when and how they want to. In situations of extreme market volatility, questrade is more likely to adjust margin rates for stock like GME or limit shorting

Question 3 - is questrade involved with Apex holdings? And who does questrade use as a clearing house

Answer 3- I can certainly assist you with this

please allow 2-6 minutes...

Can I ask if this is in relation to a certain stock?

Me - yes, gme

Ok thanks, our team will get back to you via email in 24-48 hours

Me - so questrade doesn't know who they use for a clearing house?

Our technical team will have to get back to you via email

Me - ok thanks.

Thoughts on this?