

Title: Having trouble with registration of CS account

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So I'm one of those real retarded ones up here in Canada. I transferred shares from CS sometime in October. I received my first letter and immediately sent off my W-8BEN thinking that's it. Soon my elusive second letter with mysterious log ins to the mythical purple circle gang website would be mine.

Turns out after speaking to a co-worker there was a whole online portion that I didn't even know about. So I try to log on and give it a whirl and GME won't show up as an available stock option. I gave up for the day and figured I was just stupid and would try again tomorrow.

I failed again the next day so I called CS and I was on the wrong investor center the whole time. I assured them I was ok to continue further without an adult and hung up. Once again I was wrong because as soon as I clicked continue to the next screen I needed to request expedited service. So I sat on hold again, paid for the expedited service and waited some more.

Now I finally arrive to my question. How long have people had to wait for the expedited email? When I purchased it I was told I would get an email that day or the next. We're now at 3 days and still waiting. Is this normal? I called back today and now they're saying it could be 3-5 days but the customer rep struggled greatly to find any evidence of my request. Is it just because I'm Canadian and everything is slow or do I need an adult again?