Title: Anyone had Fidelity lie about a DRS?

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I commented this on my GME Orphans post, but TL;DR is that in December I initiated a DRS and about a week and a half ago the shares were still in my account. The chat after I noticed this, I was told that there notes about a transfer and an email I requested but that there was never a request processed. I'm peeved because although small, it wasn't included for Q4.