

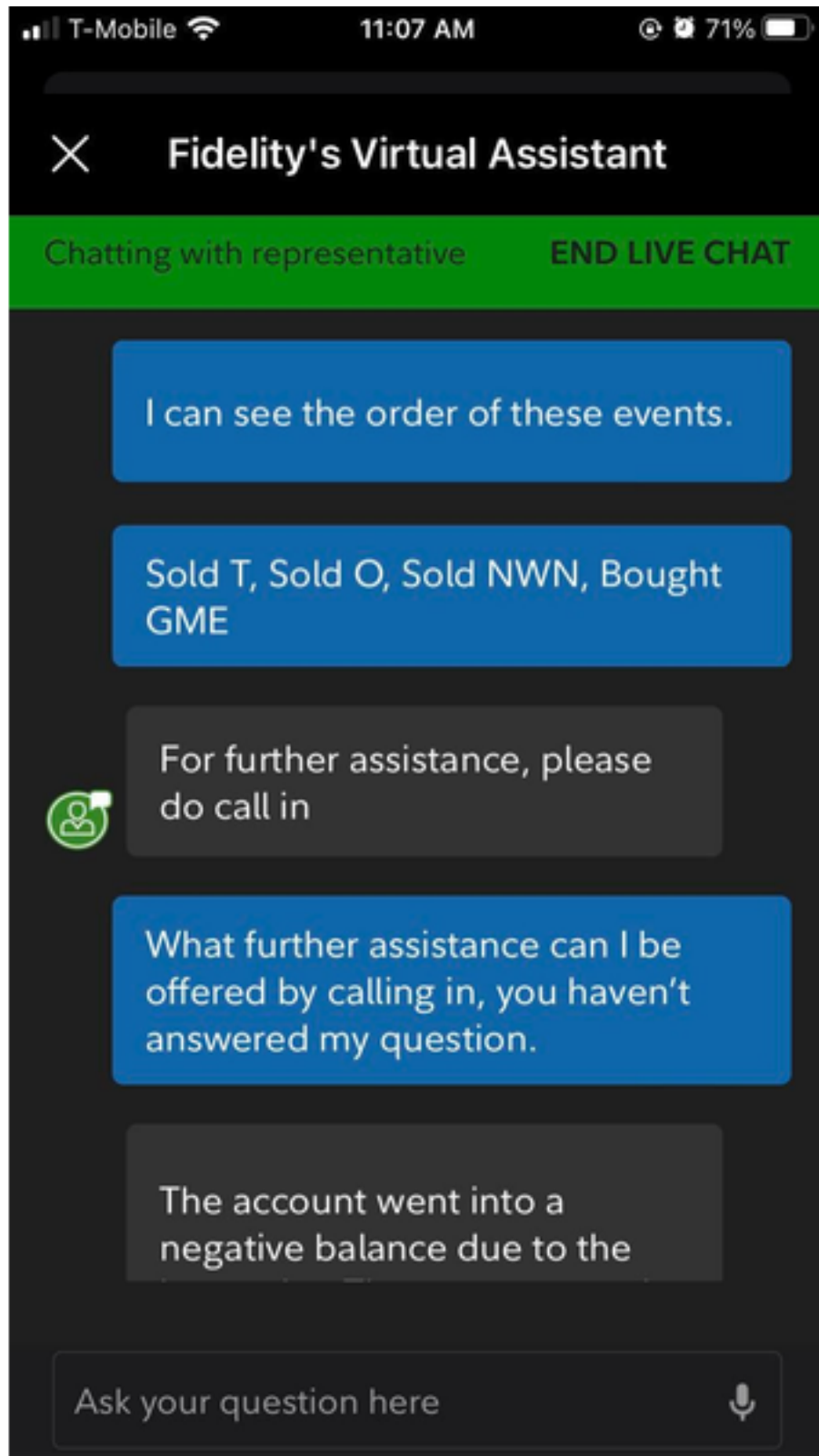
Title: I think... Fidelity just straight up tried to gaslight me lol. This is really endgame.

Author: kaysnow

Created 2022-07-27 16:21:30 UTC

Permalink: /r/GME/comments/w9j1of/i\_think\_fidelity\_just\_straight\_up\_tried\_to/

Url: <https://www.reddit.com/gallery/w9j1of>





## Fidelity's Virtual Assistant

Chatting with representative

END LIVE CHAT

Hannah has joined the chat



Thank you for contacting Fidelity Investments. My name is Hannah. How can I help?

Hello Hannah, I would like to transfer my settled shares of GME to ComputerShare. Can you help me with that?

I've done it a few times before, but this would be my first time doing the transfer via chat

Ask your question here





## Fidelity's Virtual Assistant

Chatting with representative

END LIVE CHAT



A secure message can be submitted by following these steps

1. Click on the "Customer Service" link
2. Select "Contact Us"
3. Choose "Send a secure message"
4. Select "Customer with a mutual fund or brokerage account" and click "Next"
5. Enter your Username and Password, and then click "Log In"

You can also send a secure email by accessing the link below:

Ask your question here





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END LIVE CHAT



The account went into a negative balance due to the buy order. Then was covered by the sell orders. This transaction is preventing me from entering the DRS via chat



They can assist with entering the DRS over the phone under this circumstance

Ok, but that's not accurate. My account did not go negative. Why can they assist me over the phone for a situation that did not happen?

Ask your question here





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Chatting with representative

END LIVE CHAT



Well it was a buy order on July 7th that caused the debit balance, after the debit balance you placed sell orders for O and NWN that brought your balance to \$14.78



You can view this on your Activity and Orders page

I am logging in to view it right now. This is not accurate. What you are referring to likely happened in reverse.

Yes. That's not accurate.

Ask your question here





## Fidelity's Virtual Assistant

Chatting with representative

END LIVE CHAT



Upon review of your account I noticed an issue that is preventing us from inputting this request/ I do apologize for this. To clear this up, we ask that you call in. We are available 24 hours a day 7 days a week at 800-544-6666.

What is the issue?



It appears that there was a debit balance in the account during the beginning of July that has caused a restriction for transferring the shares

Ask your question here





## Fidelity's Virtual Assistant

Chatting with representative

END LIVE CHAT

you are taking me the opposite.

Can you provide me with the compliance officer's contact details, I would prefer to speak to them. Thank you.

They can assist with entering the DRS on their end, and troubleshoot the issue that is preventing the DRS. I do apologize. Upon further review, it appears that the notification I am receiving which states "excessive debit balance" is a system error. For further assistance, please call in



Ask your question here





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Ask your question here







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Chatting with representative

END LIVE CHAT

Tell me more please. What debit balance.

On July 7th, if you look at your account history, you will see that you made a purchase of GME that put your account in a debit of -\$107.61



You placed a sell order after the debit balance, on the same day, to cover it



What sell order.

Ask your question here





## Fidelity's Virtual Assistant

Chatting with representative

END LIVE CHAT

can they assist me over the phone  
for a situation that did not happen?

Does fidelity enter transactions out  
of order? How does that happen for  
accurate price discovery?

And why would my activity online  
say I sold first and then bought, but  
you are telling me the opposite?

Can you provide me with the  
compliance officer's contact details,  
I would prefer to speak to them.  
Thank you.

Ask your question here





## Fidelity's Virtual Assistant

Chatting with representative

END LIVE CHAT

I can help you with this request. Making the decision to directly register these shares will result in your shares no longer being held at Fidelity. Please confirm that you're comfortable with this decision by responding yes, or let me know what questions you have.



Yes



How many shares?

I would like to transfer all of them,

Ask your question here





## Fidelity's Virtual Assistant

Chatting with representative

END LIVE CHAT



How many shares?

I would like to transfer all of them, but, per my last discussion, I can only do the shares that have settled. I think around 60?

\*with a representative

If I can do all of them great, if I can only do the settled shares, that's fine. It may be 54-60

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Ask your question here





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Ok. But I would like to speak with the compliance officer. What is their contact information please?



We do not have directly contact information, however, for complaints, you can submit a secure message which is forwarded to our team that handles complaints.



Ask your question here





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END LIVE CHAT

I am logging in to view it right now. This is not accurate. What you are referring to likely happened in reverse.

Yes. That's not accurate.

I sold settled shares, and then purchased GME. I can sell settled shares and make a stock purchase without my account having a debit balance.

Why would it have a debit balance.

Ask your question here





## Fidelity's Virtual Assistant

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servicemessages.fidelity.com/  
ftgw/amtd/email/init](https://servicemessages.fidelity.com/ftgw/amtd/email/init)



You have disconnected from chat.

Your live chat session has ended. Is there anything else you need help with?



Ask your question here







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