

Title: Schwab DRS never submitted

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Created 2021-10-15 14:59:02 UTC

Permalink: /r/DDintoGME/comments/q8q70k/schwab_drs_never_submitted/

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If you make the independent choice to DRS your shares, be persistent because my experience is that Schwab is dicking people around. (Yours may vary.)

Rough timeline:

- Biz Day 1: Transfer submitted, given estimate 3-5 days.
- Biz Day 6: No movement, asked for status and told "definitely done by Tuesday" which would put it in the 7-8 day range.
- Biz Day 9: No movement, asked for status again and rudely told "no everyone else was incorrect, your transfer will be done in 7-10 days which is the standard guidance". It's day 9 already bro, but whatever.
- Biz Day 11 or 12: Still no movement. Asked for status again. Agent said that my request was *never submitted*. They submitted it again today, expedited, to be completed in 1-2 days. Took over an hour for the agent to ask the processing team for an update. Confirmed they could see my past chats on this topic and had my CompShare account number ready to go from those histories.

Key takeaways:

1. This time I received an alphanumeric tracking number. I did not receive that before today. I have no idea what good this number is, but I doubt they are making up confirmation numbers in chat to string you along. (IMO giving a fake tracking number turns these recorded chats into "lies" rather than "misleading" or "errors").
2. If they are able to take today's request and expedite it to be done in 1-2 biz days then that's the real time frame.

Regardless... Schwab sucks. Long time customer with a large IRA, checking, Amex cobrand card, and was considering them for a mortgage. I'm pulling everything out through ACATS next week no matter what happens.

TA;DR - first agent submitted fake transfer, which is perfect since schwab has given me almost assuredly fake shares. two more agents confirmed fake transfer was totally real and very almost done. fourth agent make hopefully real but probably second fake transfer.

EDIT - This actually went through on business day #15.