

Title: Incorrect name on Computershare

Author: KrVrAr

Created 2022-06-29 13:58:58 UTC

Permalink: /r/GME/comments/vnqh4g/incorrect_name_on_computershare/

Url: https://www.reddit.com/r/GME/comments/vnqh4g/incorrect_name_on_computershare/

Hey fellow apes,

Euro ape here who used IBKR to DRS their first GME share with CS, and consequently create a CS account. I know a lot of us non-US apes followed this process.

My name in the records of CS is incorrect - I have a middle name and my CS account uses only the initial from my middle name and doesn't spell my whole name. I spent some time chatting with CS customer service and it turns out the reason for this is that IBKR submitted my name in this manner when I DRSED my 1st share.

To keep this short, the issue with this is I can't DRS shares from my Revolut account to CS because when I submit a DRS request to DriveWealth, they say the names don't match. I can't connect my bank account to my CS account because the names don't match.

When I approached CS and asked for a name change, they told me its possible by submitting a 'Transfer of Ownership' request to CS. What this basically means is, they can't change my name. All they can do is open a new account with the correct name, transfer my shares from my original (but incorrectly named) CS account, and then close the old account. The alternate would be asking IBKR to submit a request to change the name.

Whatever process I follow - whether I submit the form myself, or ask IBKR to do it (they refused, more on that later), the main issue is that the form requires a "Medallion Signature Guarantee". Never heard of it? Neither had I.... it seems its an American requirement.

During my exchanges with IBKR, where they said they cannot help, they also told me a lot of other customers of IBKR have faced the same issue, and IBKR is powerless in the situation. They also said they show the name that will be submitted to CS when we make a DRS request. This is true, but, the form that pops up on the DRS request doesn't allow you to edit the name. I didn't think at that time it would be an issue, but here we are.

I was wondering if there are any others here who are not in USA and are facing such a problem? Has anyone found a solution? Is there someone who can guide me on how to get the "Medallion Signature Guarantee". I am in Spain, and any information would be greatly appreciated!