

Title: Computershare weirdness

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Does anybody know what recourse I have if computershare is refusing to cancel a malfunctioning GTC 30 day limit order I set within a timely manner? Last Thursday, I went to set up a limit order for an ungodly amount (over \$400k - I have set these the last 2 months in a row via computershare with no issues) and this time, computershare accepted it, however, then they went ahead and changed my desired price to their own bizarre number of \$14,503.27 rather than the \$400k+ I actually created for my order. I truly have no clue where they came up with the number they set for it. I immediately tried to cancel, but unlike my other 30 day limit orders, there was no option to cancel on the website —there's no cancel option, only a button to view the erroneous transaction details. I called in (had to wait on hold a long time) and they said they couldn't cancel, as the order had already been retrieved by their back office team (whatever the hell that is.) the current price is nowhere near \$14k, so I am confused about that piece. First rep tried to give me the runaround, I finally escalated the call to a supervisor after an hour+. The supervisor confirmed my sale had actually gone through for \$400k+, but with exactly the same transaction number as the one I was looking at on my side of the account for \$14,503.27. I asked to cancel this altogether because it was clearly erroneous, and he said he would make it happen within 48 hours (it's been over 72 hrs and it's still in place.) the rep called today to let me know he was still working on canceling this but could not give me any timeline or explanation as to what the hell was happening with it. He said I would get a written report in the mail detailing what went wrong and why this crazy mishap occurred after they did some research on the matter. I also asked if I could have a transcript of the call for my own records, and I was informed I could not - not unless I sent a request in writing along with a subpoena. What can I do to get them to release this thing? I should be able to cancel a good-till-cancelled order at any time, right?? Computershare should not be having trouble locating, and thus returning to me, my DRS shares, right? Why would a GTC limit order priced at their weird arbitrary \$14,503.27/share get swept away somewhere to the back office when that is nowhere near the current GME price, anyway? Any insight would be so appreciated!