

Title: Computershare Customer Service

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Has anyone here had any kind of good luck dealing with CS customer service? I am in a shitty position and have had nothing but shitty luck with their customer service.

I called my broker (rules won't let me say who, but the green won that starts with an F) & DRSd my GME shares a few months ago. They took care of the process and I received mail stating that it had been done. However, somehow, this broker sent an email address that I hadn't used in over 5 years. It was an old work email address that I didn't even have access to when I opened my trading account. NetBenefits was used to manage the 401K at that company, so somewhere in their records, they had that email address and that's what "F" broker used instead of the current one I had on file.

So... I tried create an account on the Computershare website to access my holdings but was told my holdings are already associated with a membership. I can't recover the login ID for that membership because the email address associated with it is dead. It took me quite a long time to even figure out what email address it was because I hadn't used it in so long.

Now, I've spent countless hours on the phone with a woman who speaks poor English and who's phone connection is so poor that it makes understanding her next to impossible. I finally got to the point that I was told they would delete that membership and I could create a new one. This was supposed to take 24-48 hours to complete. 4 days later, still nothing done. I called customer service again and this time it sounded like the woman had her microphone in her mouth. Each breath she took was super loud and when she spoke, it was super distorted because of how close her mic was. Spent another 30 minutes re-explaining my story only for her to ask me the exact same questions I've answered many times before and to come up with the same solution. After that call, I was still told "24-48 hours for this to take effect" but I have zero confidence that it will.

Has anyone else experienced anything like this or have any suggestions?