Title: What does it mean when your shares are "segregated"?

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I requested my shares be direct registered from my broker (BMO) and since it took longer than the previous transfers to CS I called in to check up. One rep told me 20 of 35 shares I requested for DRS are currently "segregated" and I was flip flopped by the reps who said they didn't know what that meant either. He said essentially some of my shares are "on hold".

The fuuuuuuck?

The manager finally said it's to ensure the shares are in my name at the broker... hold up? They said they'd get back to me this week with what that actually means. The reps/manager were fine they just straight up said theyre not familiar with this enough to explain and will follow up. My shares have been released and at the least I appreciate the honesty but it got me suspicious.

Am I correct to assume they wanted to make sure they actually located real GME shares instead of counterfeit ghost shares that have been pumped out?

Regardless, DRS is thee way. Always.