Title: Trying to transfer from TD to CS

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Hi i just tried to chat with TD chat service to transfer my gme shares to CS

Forgot i had them so it went like yeah we can do that for you

we will use the same user id and password as TD and you will need to contact them in order to get access to your account and i said hey thanks anything else i need to do? Nothing

Can anyone tell me if its right? also how should i contact them in order to get access to my new CS account

They told me it would take 7 business days for it would like some guidance thanks.