[original](https://www.reddit.com/r/GME/comments/spfxar/drs_through_giveashare_pain/)

Hi all, I posted not long ago about having issues with getting my GME ComputerShare account set up when I DRS'd through the GiveAShare.com website. I've included the link above to the original post.

Basically, the short of it was that I wanted to DRS but didn't want to do it through WS since I wouldn't get the fancy certificate to put on my wall and brag about, which I could get through GiveAShare. So, I bought a single share and waited. I got my first letter with the certificate and tried to create my account. It did not let me. I tried every permutation of letters and words, but alas it failed.

I called CS's support line but they initially told me that I'd have to contact a notary in the UK (I'm in Canada) to change some of my account details since they were entered wrong, and that it would cost me a bunch of time and money. I wasn't happy with that. So I made the original post, pleading for help.

Update:
Eventually, I called again on a voip line (better connection, first time was like talking through a meat grinder), and got a much more helpful response where the gentleman told me that my account info was entered incorrectly on CS's side. What they had done was entered my full name + address as my name on the first line you see in your mail from CS. This means, that instead of entering my last name (or company name, etc) into the user creation tool on their investor site, I would have to enter my full name and address. This was obviously broken. The tech helping me informed me that they would escalate the issue and my account would be fixed.

As of yesterday, I received 3 letters from CS. 1 showing me that there as an issue with my account and that the issue was fixed (account holder name = full name, account address = address), another letter basically registering a new account with the same account holder number but fixed name/address, and a third letter with my confirmation code to complete step 2 of the whole process.

Now, I finally have access to my CS account and I'm DRS'd and booked. Although it was a bit of a pain and a little unnerving to get this set up, I am quite happy with CS's professionalism and way of handling the error.