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Does robinhood have a phone number i can call

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Forum (unofficial): Visit the Robinhood Reddit page for helpful responses from other users: The Robinhood Customer Service Number is Useless! *Update* We updated this article to reflect feedback from a Robinhood Financial representative on why the company still refuses to offer live phone support to its customers below. The Robinhood investing app offers a sleek and easy to understand interface that makes it a great choice for beginning investors. When your positions are up, they are highlighted in green, and when they are down you see red. It's intuitive to both buy and sell your positions and they even make options trading clear and understandable when you're ready for more advanced strategies. However, just because Robinhood is easy to use, doesn't mean you won't have a problem. It's good to know how you can quickly contact Robinhood's customer support in case you have questions or encounter some unexpected issues. As Robinhood is a technology focused platform, you may run into tech issues, in addition to typical challenges found at all other brokers. And problems do occur: Last Monday, February 24th at the start of what we now know as a significant market correction, a user on Reddit's RobinHood forum posted a thread with the title “The app is freaking out.” Here's what the person said: Total amateur hour, like everyone else I'm trying to make some moves this morning but this app is totally taking a s— on itself. Can't place sell orders and when I do I can't cancel them until they go through but my buying power is no where to be found.Also: There's about a \$300 difference in what my phone app says I have in my account vs my laptop. AMATEUR HOUR This is just one example of a potential problem you might encounter with the Robinhood mobile app or on desktop at Robinhood.com, particularly when markets are under stress. In fact, according to a recent Bloomberg News article, U.S. consumer protection agencies (such as FINRA and the SEC) received more than 400 complaints about Robinhood in the first half of 2020— about four times more than other major brokerage competitors like Schwab and Fidelity. It's possible some of these complaints are based on unreasonable demands or misunderstandings related to Robinhood's relatively novice investor base, with Bloomberg reporting that nearly half of Robinhood's customer base consists of first-time investors...but complaint numbers like that are concerning even with those caveats. We'll cover other common topics that might require assistance from Robinhood Customer Support below. But first, let's get to how you can contact Robinhood in the case you have a question or issue. How to Contact Robinhood Support Like many tech startups, Robinhood is not big on phone contact and they don't encourage questions by phone as a first option. This is likely because they have far fewer support staff on hand compared to what you would find at a major bank or brokerage house. In fact, if you call the Robinhood customer service phone line, you will encounter a pre-recorded message redirecting you to other channels such as the app or email to submit your response. There is currently no way to interact with a Robinhood customer service representative on the phone. If you're on the mobile app, click on the far bottom right icon shaped like a person. Then scroll down to “Help” and click on it. You'll have the option of clicking through to their Help Center, which has support articles and guides which may be useful if your issue is not urgent. Robinhood offers a Help Center and Email Contact Form. The second option is to move forward with contacting Robinhood customer support through the “Contact Us” option. When you select this option you'll be asked to choose the category closest to your issue, such as “Investing” or “Cash Management.” Within those categories, you'll be prompted to get even more specific with additional categories before finally getting to a screen where you can submit your message by email. After you send your email message, you will receive an acknowledgment stating that your message was received and to expect a reply within 1-3 days. If you want to contact Robinhood outside the app, you can simply send an email to: support@robinhood.com. When you have an urgent problem like the Reddit poster above, 1-3 days might not feel like an adequately fast response time. There is no way to escalate your request via live chat or phone. Common Robinhood Customer Support Issues We wanted to know how often Robinhood users had customer support issues and how successfully the company was in dealing with them. After all, they are holding on to your money so should prioritize customer care. Here are some of the most common questions and issues that Robinhood customers have reported, again via the popular Robinhood Reddit page, which has about 220,000 members as of this writing: Margin calls being incorrectly applied on Robinhood Gold. Account being marked as a Pattern Day Trader (PDT).Options questions, including options being exercised or missing premiums.Managing watchlists.App not working properly during high volume trading times.Orders not filling as expected, including on options.Cash management questions.Discrepancies in pricing of securities between Robinhood and other brokers.Notifications not working as expected.Glitches to graphs for stocks and options.Requests to cancel a deposit or withdrawal.Buying power not displaying accurately.Pre and post-market trading questions.Dividend reinvesting questions.Wash sale questions.How to transfer funds from Robinhood to another brokerage account.Password reset questions and unexpected activity after a password reset.Unknown device logging into my Robinhood account.Ability to fund a Robinhood account through PayPal. As you can see, there are are many questions Robinhood users have in relation to their account and the behavior of the app. The above was just a selection from the past week. It's clear than marrying an innovative app with the stock market is sometimes not without hiccups. The real question is: how good is Robinhood at resolving issues? How Good is Robinhood Support? It's hard to give Robinhood Support a solid grade based on definitive data. Many people on Reddit report relatively quick responses by email to their questions that resolved their problems. It should also be noted that their help guide is relatively solid and could resolve many common questions, especially for beginners. Robinhood is a free service offering a large audience their first taste of investing. By leveraging technology to make this happen, they understandably have fewer actual people working for them compared to a large and established brokerage firm. Also keep in mind that they likely receive a huge volume of basic questions that have more to do with the user not understanding the basics of how markets work (e.g. “Why can't I sell my stock on a Saturday?”) that may overwhelm their ability to provide personalized service that we expect from other brokerages. However, it's clear Robinhood could take some more customer-friendly steps to provide a better experience for their customers: Offer phone support with a real live human during market hours, at least for Robinhood Gold users.Commit to a personalized response by email to all users within 24 hours, or better yet same-day during market hours.Consider a live chat feature in the app that is capable of connecting the highest urgency problem to a real human representative, while filtering basic questions back to the help guide. Though Robinhood makes a good effort to make investing a frictionless endeavor for its users, it's clear their customer support practices could be improved. If you feel uncomfortable with the level of Robinhood Support, consider it for your “fun money” account only, while considering a traditional broker for the bulk of your funds. Most traditional brokers such as Fidelity, TD Ameritrade and Interactive Brokers offer more responsive customer service and the ability to interact with a live representative by phone. While Robinhood Investing offers the same protections that other brokerages do that are registered by the SEC and FINRA, the fact that it is a technology startup adds a bit more unpredictability to their future business model, as well as potentially introducing technology bugs into the picture as they roll out their innovative features. For those reasons, carefully consider your risk tolerance and your reaction to encountering a delay in receiving your money out from the app before making your first deposit. Update: Why Doesn't Robinhood Offer Live Phone Support? The Company Responds. Since we originally wrote this article earlier this year the question that comes up more than any other from our readers is: Why doesn't Robinhood offer live phone support? It seems so strange that they have a phone number that simply offers a robotic voice redirecting you back to the app and the multiple day waiting period that entails. Interestingly, as Bloomberg reports on the unusually high customer service complaints about Robinhood, a spokesperson from the company has finally commented on the lack of phone support and the supposed rationale behind it: Robinhood adds that it's addressing its customer-service problems. Dusseault, Robinhood Financial's president, said in his letter to lawmakers that the company was on a hiring binge and would end 2020 with almost triple the amount of representatives that it employed in January, including some who are registered brokers. Still, he didn't promise that there would be a phone number investors could easily find and call when they need help.“We've found that, currently, we're best able to reach customers quickly over email,” Dusseault wrote.Robinhood Rise Brings Setbacks of Irate Traders, U.S. Probes, Bloomberg News, 8/31/2020 So perhaps the “hiring binge” that Robinhood Financial is undertaking offers hope to customers that the app's customer service will improve and (eventually?) live phone support will be added to the mix as more resources are added.

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