

Response sent 1/22/2024 but showing case has been closed??? WTF

If we don't hear back by 1/24/2024 4:00 AM PST then this case will be closed. If you still need help after that, please contact support with your case number, and we'd be happy to open a new ticket for you.

Here's what you can do next:

- If you still need help, check the last email we sent you to see what additional steps you need to take.
- If you don't need help anymore, simply [close this case here](#).

Sincerely,

The Robinhood Team

My name is Kathlyne and I appreciate your cooperation in providing the necessary details to move forward with your concern. I acknowledge that this issue is urgent and it is our goal to assist you with this matter.

First things first, we're seeing a very high volume of support email and are working tirelessly to get back to everyone as soon as we can. Your patience and understanding while we review your request is highly appreciated.

For security purposes, we will need to assist you with your account via phone call or chat. Please utilize this [link](#) to be placed in the queue of your choice.

We are looking forward to speaking with you to resolve your concern. We appreciate the time, understanding, and patience that you've given. It's always our top priority to provide great service to our customers. Please do not think twice about reaching out to Robinhood if you need further assistance.

Sincerely,
Kathlyne

Case ID: 28502531

The [brokerage cash sweep program](#) is an added feature to your Robinhood Financial LLC brokerage account. Interest is earned on uninvested cash swept from your brokerage account to program banks. The Annual Percentage Yield (APY) paid by program banks is 1.5% as of August 11, 2023. APY might change at any time at the program banks' discretion. Neither Robinhood Financial LLC nor any of its affiliates are banks.

Options trading entails significant risk and is not appropriate for all investors. Certain complex options strategies carry additional risks. To learn more about the risks associated with options, please review the options disclosure document titled [Characteristics and Risks of Standardized Options](#) before you begin trading options.

Commission-free trading of stocks, ETFs and options refers to \$0 trading commissions at Robinhood. Other fees may apply. Please see Robinhood Financial's [Fee Schedule](#) to learn more.

Margin investing involves the risk of greater investment losses. Before using margin, customers must determine whether this type of strategy is right for them given their investment objectives and risk tolerance. For more information please see our [Margin Disclosure Statement](#).

The stock referral program is subject to certain limitations. Referred persons need to sign up, get approved, and link their bank account. Stock rewards cannot be sold until 3 trading days after the reward is granted and the cash value of the stock rewards may not be withdrawn for 30 days after the reward is claimed. Stock rewards not claimed within 60 days may expire. See full terms and conditions [here](#).

Fractional shares are illiquid outside of Robinhood and not transferable. Not all investments available through Robinhood are eligible for fractional share orders. For a complete explanation of conditions, restrictions and limitations associated with fractional shares, see the Fractional Shares section of our [Customer Agreement](#).

All investments involve risk and loss of principal is possible.

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