

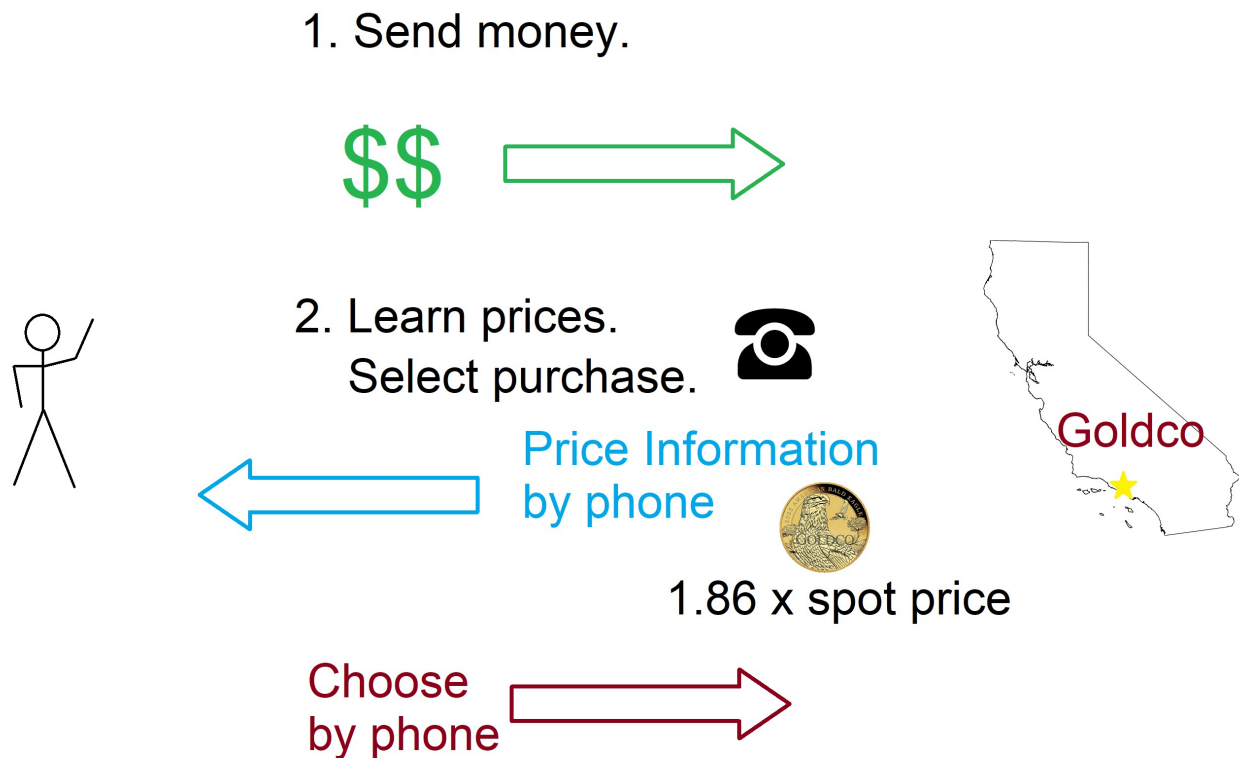
Goldco Purchase Procedure

Goldco is a precious metals dealer with headquarters in Calabasas, California. I have never purchased precious metals from Goldco, so I don't know the procedure firsthand. I attempt to learn the procedure from customer reviews and other sources.

According to some customer reviews, it appears that the main part of the procedure consists of the following two steps, in order:

1. Transfer 401k, etc. money to Goldco. This can take a while, during which the prices are unavailable to the customer.
2. When Goldco gets the money, they call the customer by phone to place the order. Customer learns prices and chooses the purchase.

Many customers report that Goldco is not pushy, process is transparent, and the customer has time to have all questions answered. One review (circa November 2024, below) states the purchase was defined before the transfer of funds. Another review (circa February 2025, below) states the customer was able to research other IRAs. However, most of the information I have confirms the procedure stated above. In particular, almost none of the reviews I read described the customer learning prices before making payment.



Procedure, based on some Goldco customer reviews

How to Buy Physical Gold – Goldco

goldco.com/how-to-buy-physical-gold/ 80%

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GOLDSCO Buy Gold & Silver Gold IRA 101 News & Articles Reviews About Contact Us (855) 450.1394 Request Free Kit

3 Easy Steps to Buy Gold

Once you've figured out what kind of gold you want to buy, and you've decided to work with a trusted partner like Goldco, the only thing left to figure out is how much gold to buy and where to store it.

Here are the three easy steps you need to take to buy physical gold.

Step 1. Sign Your Customer Agreement

- In order to secure your gold purchase, you will sign a standard customer agreement that says that you understand Goldco's terms of doing business.

Step 2. Fund Your Gold Purchase

- We offer a few options for you to fund your gold purchase, such as bank wire or check.
- If paying by check, we can send you a shipping label so that you can expedite your purchase without having to pay to mail your check.
- Once your account has been funded, you can move to Step 3.

Step 3. Select the Gold You Want to Buy

- Once your account has been funded, you then choose the gold coins you want to buy.

sign ^ v Highlight All Match Case Match Diacritics Whole Words 4 of 4 matches

Chat with us

"... 3 Easy Steps to Buy Gold

...

Step 1. Sign Your Customer Agreement

...

Step 2. Fund Your Gold Purchase

...

Once your account has been funded, you can move to Step 3.

Step 3. Select the Gold You Want to Buy

Once your account has been funded, you then choose the gold coins you want to buy."

– goldco.com/how-to-buy-physical-gold

How to Start a Precious Metals | X

goldco.com/how-to-start-a-gold-ira/ 80%

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4. Fund Your Self-Directed Gold IRA

After your funds have been rolled over to your gold IRA, you can then begin the process of determining which gold coins or gold bars you want to buy with those funds.

5. Select, Purchase, and Store Your Gold



Now that your self-directed gold IRA is funded, it's time to choose which [gold coins](#) or gold bars you want to buy. Remember that certain types of gold coins aren't eligible for IRAs.

"... 5 Steps to Start a Gold IRA ...

1. Choose the Type of Gold IRA

...

2. Decide on a Funding Source

...

3. Choose a Self-Directed Gold IRA Custodian

...

4. Fund Your Self-Directed Gold IRA

...

After your funds have been rolled over to your gold IRA, you can then begin the process of determining which gold coins or gold bars you want to buy with those funds.

5. Select, Purchase, and Store Your Gold

Now that your self-directed gold IRA is funded, it's time to choose which gold coins or gold bars you want to buy." -- goldco.com/how-to-start-a-gold-ira



Martin K



04/22/2022

I made a small purchase from Goldco to test the company prices and service with the intention of rolling over one of my larger IRAs..... if I found the transaction to be positive. Goldco would not quote me silver prices until I wired funds, they purposely make it hard to do pricing research due diligence. I also found it disturbing that after the purchase they entice their buyers to leave a review with The BBB by offering a free home safe. This makes me immediately discount the Goldco 5-star reviews found on The BBB. During research I found that the price for acquiring fine investment-grade silver bullion products is due to the costs associated with mining, refining, manufacturing, minting, silver bullion product form, silver mint hallmark, marketing, hedging, and warehousing the silver bullion products.... but even with all of that the prices should not be, in my opinion, twice the current spot price of silver. This investment is long term and I know the risks involved, but the spot price of silver will need to more than double before I could sell this silver investment for a profit. In retrospect, it was a mistake to place an order with Goldco because their high premium on investment-grade silver bullion. I found Goldco prices to be highly inflated compared to the spot price of silver and the "bid/ask spread". Needless to say, Goldco will not be receiving my IRA.

“... Goldco would not quote me silver prices until I wired funds, they purposely make it hard to do pricing research due diligence. ...” – [BBB Customer Review 2022/04/22](#)

downloaded 2026/01/06

Goldco Direct, LLC

[Write a review](#)

24025 Park Sorrento Suite 210, Calabasas, CA 91302,
United States

4.9 ★★★★★ 3,322 reviews ⓘ



Wendy Lovitt

Local Guide · 20 reviews · 4 photos

★★★★★ 2 years ago

This was my first time purchasing precious metals. They were very patient and answered all of my questions. They were not pushy and allowed me the time I needed to make decisions. They were also very easy to contact if i had a question. I have not recieved my purchase yet so I am not able to speak to any other process at this time. So far my experience has been very favorable.



1



Goldco Direct, LLC (Owner)

2 years ago

Your kind review means so much to us! We're so happy to hear about your positive experience working with Goldco. Should you need anything from us in the future, we're always here for you.

“They were very patient and answered all of my questions. They were not pushy and allowed me the time I needed to make decisions.” – [Google Customer Review circa 2023](#)

downloaded 2026/01/06

Goldco Direct, LLC

[Write a review](#)

24025 Park Sorrento Suite 210, Calabasas, CA 91302,
United States

4.9 ★★★★★ 3,322 reviews ⓘ



joann reed

1 review

★★★★★ 2 years ago

It was easy to move my IRA to Goldco. My frustration is the lack of transparency in the products they carry. They should have their pricing over spot readily available for customers to review.



Hover to react



Goldco Direct, LLC (Owner)

2 years ago

We apologize for the experience you had. As you can see from the 1000s of 5-Star reviews we have, this isn't how we handle our customers. We appreciate you taking the time to write a review and share additional feedback with our Customer Care team. All reviews help us improve our business practices and policies.

“My frustration is the lack of transparency in the products they carry. They should have their pricing over spot readily available for customers to review.” – [Google Customer Review circa 2023](#)

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Goldco Direct, LLC

24025 Park Sorrento Suite 210, Calabasas, CA 91302,
United States

[Write a review](#)

4.9 ★★★★★ 3,322 reviews ⓘ



Lorie McCarthy

Local Guide · 18 reviews · 315 photos



★★★★★ 2 years ago

This was an easy process for the most part. The thing that took the longest was getting an appointment and then waiting for my funds to arrive. Once they were in my account, the process of purchasing my gold and silver took place with within a few minutes.



Hover to react



Goldco Direct, LLC (Owner)

2 years ago

We're so glad you had a great experience working with Goldco! Please never hesitate to reach out to us if you have any questions concerning your account. We'll always be here for you!

“The thing that took the longest was getting an appointment and then waiting for my funds to arrive. Once they were in my account, the process of purchasing my gold and silver took place with within a few minutes.” – [Google Customer Review circa 2024](#)

Goldco Direct, LLC

24025 Park Sorrento Suite 210, Calabasas, CA 91302,
United States

[Write a review](#)

4.9 ★★★★★ 3,322 reviews ⓘ



Debbie Davis

2 reviews · 2 photos



★★★★★ 2 years ago

The setting up and transfer into my precious metals IRA couldn't have been easier. There is no public catalog of available items with prices included. This would allow for more transparency and leisurely shopping. In addition, the free silver that they are advertising is only available if you purchase "premium silver or gold products." That could be stated more clearly. The company is very professional and confirmed my purchases almost immediately. Overall, a good experience.



Hover to react



Goldco Direct, LLC (Owner)

2 years ago

Your kind review means so much to us! We're so happy to hear about your positive experience working with Goldco. Should you need anything from us in the future, we're always here for you.

“There is no public catalog of available items with prices included. This would allow for more transparency and leisurely shopping.” – [Google Customer Review circa 2024](#)

downloaded 2026/01/06

Goldco Direct, LLC

24025 Park Sorrento Suite 210, Calabasas, CA 91302,
United States

[Write a review](#)

4.9 ★★★★★ 3,322 reviews ⓘ



Tammy Swank-Byers

3 reviews



★☆☆☆☆ Edited 2 years ago

Goldco will take over half of what you invest in their own greed for profits. By charging you whatever amount they choose for their "product " they legally can do this. You won't see quantity or price until after you sign contracts. If your state has a buyer's remorse law you may have 3 business days to get out of your agreement. Cancelled check.



10



Goldco Direct, LLC (Owner)

2 years ago

We're so glad you had a great experience working with Goldco! Please never hesitate to reach out to us if you have any questions concerning your account. We'll always be here for you!

"You won't see quantity or price until after you sign contracts." – [Google Customer Review circa 2024](#)

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Goldco Direct, LLC

24025 Park Sorrento Suite 210, Calabasas, CA 91302,
United States

[Write a review](#)

4.9 ★★★★★ 3,322 reviews ⓘ



TTC LACEY

2 reviews

★★★☆☆ 2 years ago

Very friendly customer service. Took quite a while to set up account, and once it was time to make purchase it was frustrating not to be able to see my choices; everything was done over the phone and I could not compare items.



1



Goldco Direct, LLC (Owner)

2 years ago

We apologize for the experience you had. As you can see from the 1000s of 5-star reviews we have, this isn't how we handle our customers. We appreciate you taking the time to write a review and share additional feedback with our Customer Care team. All reviews help us improve our business practices and policies.

“... once it was time to make purchase it was frustrating not to be able to see my choices; everything was done over the phone and I could not compare items.” – [Google Customer Review circa 2024](#)

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Goldco Direct, LLC

24025 Park Sorrento Suite 210, Calabasas, CA 91302,
United States

[Write a review](#)

4.9 ★★★★★ 3,322 reviews ⓘ



Jude Shea

2 reviews



★★★★★ 2 years ago

Very user friendly and responsive staff, including David McFarlane, Frank Fuller, and Salma Alkotob. Before settling on Goldco, I researched several other precious metal firms . . . Goldco had the best deal, including the 10% free silver.



Hover to react



Goldco Direct, LLC (Owner)

2 years ago

We appreciate your gracious words! The entire Goldco staff enjoyed working with you, and look forward to working with you for years to come! Should you need anything from us, please don't hesitate to reach out anytime.

“Very user friendly and responsive staff, including David McFarlane, Frank Fuller, and Salma Alkotob. Before settling on Goldco, I researched several other precious metal firms . . . Goldco had the best deal, including the 10% free silver.” – [Google Customer Review circa 2024](#)

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Goldco Direct, LLC

24025 Park Sorrento Suite 210, Calabasas, CA 91302,
United States

[Write a review](#)

4.9 ★★★★★ 3,322 reviews ⓘ



Scott D

3 reviews

★★★★★ 2 years ago

Excellent communication and made the process very easy.
On my part, I just wished that I asked about the actual retail costs in
advance, so as to compare with other companies. Over all, I feel good
about my purchase and bonuses.



Hover to react



Goldco Direct, LLC (Owner)

2 years ago

Your kind review means so much to us! We're so happy to hear about
your positive experience working with Goldco. Should you need
anything from us in the future, we're always here for you.

“... I just wished that I asked about the actual retail costs in advance, so as to compare with other
companies. ...” – [Google Customer Review circa 2024](#)

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Goldco Direct, LLC

24025 Park Sorrento Suite 210, Calabasas, CA 91302,
United States

[Write a review](#)

4.9 ★★★★★ 3,322 reviews ⓘ



Marvin Dean

7 reviews



★★★★★ 2 years ago

Overall a good experience but I do have a couple of suggestions which would have smoothed the process.

1. Promotions that are advertised are for certain types of gold assets invested in only, if you want to invest in bullion or full ounce gold coins those are considered outside of the investments that qualify for the promotions. If you want the promotional items promised, you have to invest in 1/4 ounce gold products or other types of non premium products. This was not explained to me until the time came to invest. I wish their website was more upfront on the types of investments, costs, so that I was better prepared when the associate called me to make the investments.
2. There was a little up front unclear communication regarding fees. As I was switched from one customer rep to another the story on fees differed.

“... I wish their website was more upfront on the types of investments, costs, so that I was better prepared when the associate called me to make the investments. ...” – [Google Customer Review circa May 2024](#)

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Goldco Direct, LLC

24025 Park Sorrento Suite 210, Calabasas, CA 91302,
United States

[Write a review](#)

4.9 ★★★★★ 3,322 reviews ⓘ



Debra Stonesifer

1 review

★★★★★ 2 years ago

goldco reps were very informative and took their time explaining all the options. the turn around time from start to finish went very quickly from intro to transfer of funds. could not have been any easier. would have preferred if first rep explained about the options ahead of time so as to be able to research them before next meeting with second rep. all and all good experience.



Hover to react



Goldco Direct, LLC (Owner)

2 years ago

Thank you so much for your kind words! Our team here at Goldco enjoyed working with you, and we look forward to working with you again in the future! Should you ever need anything, please never hesitate to reach out to us!

“... would have preferred if first rep explained about the options ahead of time so as to be able to research them before next meeting with second rep. ...” – [Google Customer Review circa June 2024](#)

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Goldco Direct, LLC

24025 Park Sorrento Suite 210, Calabasas, CA 91302,
United States

[Write a review](#)

4.9 ★★★★★ 3,322 reviews ⓘ



mini b
1 review



★★★★★ a year ago

I was impressed from my first inquiry call all the way through my completed purchase. Arthur Swartz was always a call or text away. He is so clearly well versed in his field making my purchasing session flawless and quick. All aspects of the entire process were transparent and forthcoming leaving me with out any questions. I could not ask for a better experience and continued relationship. Much thanks Goldco.



Hover to react



Goldco Direct, LLC (Owner)
a year ago

Thank you so much for your kind words! Our team here at Goldco enjoyed working with you, and we look forward to working with you again in the future! Should you ever need anything, please never hesitate to reach out to us!

“ He is so clearly well versed in his field making my purchasing session flawless and quick. All aspects of the entire process were transparent and forthcoming leaving me with out any questions.” – [Google Customer Review circa August 2024](#)

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Goldco Direct, LLC

24025 Park Sorrento Suite 210, Calabasas, CA 91302,
United States

[Write a review](#)

4.9 ★★★★★ 3,322 reviews ⓘ



Molly Mathis

Local Guide · 30 reviews

★★★★★ a year ago

Darwin was very articulate in his description of the products I was purchasing. His understanding of the products, history, differences between the products was spot on. It was a pleasure doing business with your company. I'm looking forward to seeing the pictures of what I purchased though. Awaiting my hard copy that, I understand, I will receive via mail.



Hover to react



Goldco Direct, LLC (Owner)

a year ago

Your kind review means so much to us! We're so happy to hear about your positive experience working with Goldco. Should you need anything from us in the future, we're always here for you.

“Darwin was very articulate in his description of the products I was purchasing. I'm looking forward to seeing the pictures of what I purchased though. Awaiting my hard copy that, I understand, I will receive via mail.” – [Google Customer Review circa August 2024](#)

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Goldco Direct, LLC

24025 Park Sorrento Suite 210, Calabasas, CA 91302,
United States

[Write a review](#)

4.9 ★★★★★ 3,322 reviews ⓘ



Phil Belmonte

1 review



★★★★★ a year ago

Our account executive Ryan is very knowledgeable and professional. He advised us on exactly what we were getting, where the metals came from and pricing. He made the transaction simple and easy. Will definitely use Goldco in the future, and we highly recommend this company.



Hover to react



Goldco Direct, LLC (Owner)

a year ago

We're so glad you had a great experience working with Goldco! Please never hesitate to reach out to us if you have any questions concerning your account. We'll always be here for you!

“He advised us on exactly what we were getting, where the metals came from and pricing.” – [Google Customer Review circa September 2024](#)

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Goldco Direct, LLC

24025 Park Sorrento Suite 210, Calabasas, CA 91302,
United States

[Write a review](#)

4.9 ★★★★★ 3,322 reviews ⓘ



Bruce Hennig

1 review



★★★★★ a year ago

We dealt with four people at Goldco and all were prompt, knowledgeable, and professional. For an IRA rollover you will work first with a person who handles general tasks, then a precious metals expert who helps you define your purchase, then someone who guides you with the transfer of funds from paper money to real tangible assets, and lastly the finalization of the purchase. Most importantly we are very happy with prices we paid for several versions of gold and silver coins. We could not recommend Goldco more highly and will likely do business with them in the future.



Hover to react



Goldco Direct, LLC (Owner)

a year ago

We appreciate your gracious words! The entire Goldco staff enjoyed working with you, and look forward to working with you for years to come! Should you need anything from us, please don't hesitate to reach out anytime.

“For an IRA rollover you will work first with a person who handles general tasks, then a precious metals expert who helps you define your purchase, then someone who guides you with the transfer of funds from paper money to real tangible assets, and lastly the finalization of the purchase.” – [Google Customer Review](#) circa November 2024

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Goldco Direct, LLC

24025 Park Sorrento Suite 210, Calabasas, CA 91302,
United States

[Write a review](#)

4.9 ★★★★★ 3,322 reviews ⓘ



Albert Wilson

3 reviews

★★★★★ a year ago

All details were clearly explained and corresponding paperwork was immediately sent after the phone call was completed.



Hover to react



Goldco Direct, LLC (Owner)

a year ago

Your kind review means so much to us! We're so happy to hear about your positive experience working with Goldco. Should you need anything from us in the future, we're always here for you.

“All details were clearly explained and corresponding paperwork was immediately sent after the phone call was completed.” – [Google Customer Review circa November 2024](#)

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Goldco Direct, LLC

24025 Park Sorrento Suite 210, Calabasas, CA 91302,
United States

[Write a review](#)

4.9 ★★★★★ 3,322 reviews ⓘ



Big C

Local Guide · 11 reviews



★★★★★ a year ago

Was looking to get my retirement IRA out of the market. David from Goldco was extremely knowledgeable. Their staff contacted my Current company and made the process seamless. I wasn't aware that your not actually buying spot Price silver or gold. You are actually getting retail mint coins. I was not going to move forward with my transfer. David was patient and explained the future prices of my purchase. I checked the silver oz that I was actually buying and it's selling for far more than what I paid for it. Apparently you can't get spot prices in an IRA. Their promo of 10k in free silver was a bonus.

The fine print is important the day you make the transfer is the day you find this out.

Best way I can think of avoiding the upcoming turmoil associated with
THE Great Reset by Klaus Schwab WEF

“I wasn't aware that your not actually buying spot Price silver or gold. You are actually getting retail mint coins. I was not going to move forward with my transfer. David was patient and explained the future prices of my purchase. I checked the silver oz that I was actually buying and it's selling for far more than what I paid for it. Apparently you can't get spot prices in an IRA. Their promo of 10k in free silver was a bonus.

The fine print is important the day you make the transfer is the day you find this out.” – [Google Customer Review circa November 2024](#)

downloaded 2026/01/06

Goldco Direct, LLC

24025 Park Sorrento Suite 210, Calabasas, CA 91302,
United States

[Write a review](#)

4.9 ★★★★★ 3,322 reviews ⓘ



Gary Sailors

4 reviews



★★★★★ a year ago

I recently rolled my 401k over to a precious metals IRA with the help of GoldCo. the entire process was surprisingly easy. I completed the entire transaction in 7 calendar days, even over July 4th holiday, from the initiation of the transfer from my 401k, to getting the funds, sending them in a prepaid FedEx envelope, to making my precious metals selections into my IRA. GoldCo walked me through every activity and helped me understand each of my investment options in order to make the best choices for me. Also, the annual storage fees are very reasonable, especially when I looked into what it would cost me to do all this on my own, without GoldCo facilitating everything! I'm very pleased, and now look forward to managing what I do with my IRA going forward. thank you, GoldCo!

“... from the initiation of the transfer from my 401k, to getting the funds, sending them in a prepaid FedEx envelope, to making my precious metals selections into my IRA. GoldCo walked me through every activity ...” – [Google Customer Review circa November 2024](#)

downloaded 2026/01/06

Goldco Direct, LLC

24025 Park Sorrento Suite 210, Calabasas, CA 91302,
United States

[Write a review](#)

4.9 ★★★★★ 3,322 reviews ⓘ



John Runton

Local Guide · 58 reviews

★★★★★ a year ago

Our purchase of gold and silver was easy. Once we wired the money we placed the order without account executive, Fred Abadi, then verified everything.

♡ Hover to react



Goldco Direct, LLC (Owner)

a year ago

Thank you so much for your kind words! Our team here at Goldco enjoyed working with you, and we look forward to working with you again in the future! Should you ever need anything, please never hesitate to reach out to us!

“Once we wired the money we placed the order without account executive, Fred Abadi, then verified everything.” – [Google Customer Review circa January 2025](#)

downloaded 2026/01/06

Goldco Direct, LLC

24025 Park Sorrento Suite 210, Calabasas, CA 91302,
United States

[Write a review](#)

4.9 ★★★★★ 3,322 reviews ⓘ



Richard Coleman

Local Guide · 24 reviews

★★★★★ a year ago

Everyone that I was working with to transfer part of my TSP to a Gold and Silver IRA was extremely knowledgeable and professional. There was not any high pressure sales, only explanations of Gold and Silver IRA options. I took some time as I researched other IRAs, this did not bother the GOLDCO staff that was working with me. It appeared to me that the GOLDCO staff was glad that I did research and eventually purchased gold and silver from them. I was given options on purchase and detailed explanations of the my options. GOLDCO answered my questions in a very detailed manner. When I made the purchase it was confirmed by an email within minutes. I will recommend GOLDCO to friends and family if they wish to purchase gold or silver.



Hover to react



Goldco Direct, LLC (Owner)

a year ago

Your kind review means so much to us! We're so happy to hear about your positive experience working with Goldco. Should you need

“I took some time as I researched other IRAs, this did not bother the GOLDCO staff that was working with me. It appeared to me that the GOLDCO staff was glad that I did research and eventually purchased gold and silver from them. I was given options on purchase and detailed explanations of the my options.” – [Google Customer Review circa February 2025](#)

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Goldco Direct, LLC

24025 Park Sorrento Suite 210, Calabasas, CA 91302,
United States

[Write a review](#)

4.9 ★★★★★ 3,322 reviews ⓘ



ray niemann
4 reviews



★★★★★ 10 months ago

I was contacted by several precious metals sellers. Most were polite as was Goldco. I evaluated each one and determined that Goldco provided the greatest value in terms of security and cost. The staff at all levels was helpful and answered all of my questions and concerns. They addressed concerns that I would not have thought about previously. I am a happy customer



Hover to react



Goldco Direct, LLC (Owner)
10 months ago

We appreciate your gracious words! The entire Goldco staff enjoyed working with you, and look forward to working with you for years to come! Should you need anything from us, please don't hesitate to reach out anytime.

"I evaluated each one and determined that Goldco provided the greatest value in terms of security and cost." – [Google Customer Review circa March 2025](#)

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Goldco Direct, LLC

24025 Park Sorrento Suite 210, Calabasas, CA 91302,
United States

[Write a review](#)

4.9 ★★★★★ 3,322 reviews ⓘ



Parita (Jazz)

5 reviews · 3 photos

★★★★★ 8 months ago

They provided a good service for the IRA transfer and purchase the new gold and silver coins however I wish they provide the online product price like other companies. It would be more transparent.



Hover to react



Goldco Direct, LLC (Owner)

8 months ago

We're so glad you had a great experience working with Goldco! Please never hesitate to reach out to us if you have any questions concerning your account. We'll always be here for you!

“...I wish [?] they provide the online product price like other companies. It would be more transparent.” – [Google Customer Review circa May 2025](#)

downloaded 2026/01/06

Goldco Direct, LLC

24025 Park Sorrento Suite 210, Calabasas, CA 91302,
United States

[Write a review](#)

4.9 ★★★★★ 3,322 reviews ⓘ



Jeffrey son of William

6 reviews · 5 photos

★★★★★ 3 months ago

I wish the pricing had been explained in more detail.



Hover to react



Goldco Direct, LLC (Owner)

3 months ago

We're so glad you had a great experience working with Goldco! Please never hesitate to reach out to us if you have any questions concerning your account. We'll always be here for you!

“I wish the pricing had been explained in more detail.” – [Google Customer Review circa October 2025](#)

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Goldco Direct, LLC

24025 Park Sorrento Suite 210, Calabasas, CA 91302,
United States

[Write a review](#)

4.9 ★★★★★ 3,322 reviews ⓘ



Gail Ludens

1 review



★★★★★ 2 months ago

Arthur was absolutely fabulous. He was knowledgeable, patient and very pleasant to work with. I had an issue with my Fed Ex check not arriving the day it was supposed to and Fed Ex was not helpful in trying to identify the issue. Arthur helped to calm and reassure me that it would be found, and it was. He called me immediately upon being notified the check had arrived and we met 30 minutes later to identify the precious metals I wanted to purchase. He is a definite asset to Goldco and I cannot thank him enough!



Hover to react



Goldco Direct, LLC (Owner)

2 months ago

We appreciate your gracious words! The entire Goldco staff enjoyed working with you, and look forward to working with you for years to come! Should you need anything from us, please don't hesitate to reach out anytime.

“He called me immediately upon being notified the check had arrived and we met 30 minutes later to identify the precious metals I wanted to purchase.” – [Google Customer Review circa October 2025](#)

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Goldco Direct, LLC

24025 Park Sorrento Suite 210, Calabasas, CA 91302,
United States

[Write a review](#)

4.9 ★★★★★ 3,322 reviews ⓘ



Dawn Scott

Local Guide · 22 reviews



2 weeks ago

NEW

I confidently recommend Goldco as a top tier precious metals addition to one's diversified personal investment portfolio. I can genuinely attest to their thorough and professional attention to every detail, step and aspect of my purchase process with them. Every question I asked was answered to my full satisfaction. They provided digital and hard copy records throughout the transaction procedure. I am very happy with my decision to work with them, and I shall continue to refer others to Goldco for their ongoing investment options in the future!



1



Goldco Direct, LLC (Owner)

2 weeks ago

We appreciate your gracious words! The entire Goldco staff enjoyed working with you, and look forward to working with you for years to come! Should you need anything from us, please don't hesitate to reach out anytime.

“They provided digital and hard copy records throughout the transaction procedure.” – [Google Customer Review, December 2025](#)

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Goldco Direct, LLC

24025 Park Sorrento Suite 210, Calabasas, CA 91302,
United States

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4.9 ★★★★★ 3,322 reviews ⓘ



Dave McCann

Local Guide · 51 reviews · 7 photos



a week ago

NEW

Immediately after I called GoldCo, I received emails with instructions and was sent an overnight pkg which described the company, how they operate and why precious metals are a viable part of any complete portfolio. I read the material, called the number back and was given an explanation of the purchase process and agreements. An email was sent immediately with the wiring information which I took to my bank. The information was verified and my money was wired at the end of the day. Goldco recieved the monies on a Monday afternoon and called me to discuss my purchase preferences, then lastly sent me another email to confirm my choices. All steps were completed by the end of the day and an email receipt was received. Kudos to my bank too for digging into the legitimacy of GoldCo before sending them my wire transfer.

“The information was verified and my money was wired at the end of the day. Goldco recieved the monies on a Monday afternoon and called me to discuss my purchase preferences, then lastly sent me another email to confirm my choices. All steps were completed by the end of the day and an email receipt was received.” – [Google Customer Review, December 2025](#)

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