

# Support Portal | Registry Services

Knowledgebase > Routines > Change of holder > How is a change of holder handled when incorrect customer information is registered?

---

## How is a change of holder handled when incorrect customer information is registered?

Agent - 2024-05-30 - Change of holder

For example, a company wants to change holder for its domain name. At this point, they discover that they are not listed as the registrant. According to the system, the company is registered in Malta. Following investigations, neither the address, company name nor VAT registration number exist. What should the registrar do?

In this example, the actual registrant is the company that is registered in Malta. The registrar can contact this company requesting a correction or additional information. If no corrections are received, The Swedish Internet Foundation can deactivate and subsequently delete the domain name. The domain name will subsequently be released and can be registered under the principle of "first come, first served".

Read more about change of holder here:

<https://support.registry.se/en/kb/articles/vad-g-ller-vid-verl-telser-n-r-innehavaren-inte-existerar>