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

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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 case, the registered holder does not exist. If it is found that the information in the register is incorrect or if there is uncertainty about who the holder is, the registrar may need to make an overall assessment based on various factors to determine who the rightful holder is and thus has the right to request a transfer:

- Who has paid for and used the domain over time?
- What do the other contact details indicate?
- Is there any history that supports ownership?
- Are there invoices, purchase agreements, or other documentation indicating ownership?

If there is sufficient evidence to identify the actual holder, the registrar may correct the information in the register and document the supporting material. After that, the transfer can be carried out in accordance with the applicable guidelines. See Appendix 7 to the Registrar Agreement.