

# Support Portal | Registry Services

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## How is change of holder handled when for example the person requesting the change is not authorized to act on behalf of the company?

Agent - 2022-07-06 - Change of holder

What do you as the registrar do if following scenarios occur?

- A customer (authorized signatory for former registrants) claims that the person who initiated the change of holder was unauthorized to sign on behalf of the company.
- If the original holder claims that the transfer took place with a forged signature?

Answer: You check the saved change of holder data and documentation. You should not personally decide on a possible reversal of the domain name, but rather urge the previous registrant to file a police report (on suspicion of a crime) or have the matter tried as a dispute in court.