# Support Portal | Registry Services



# 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 - 2026-10-16 - Change of holder

What should you, as a registrar, do if any of the following situations occur?

- A customer (an authorised signatory of the previous domain holder) claims that the person who signed the change of holder form or authorised the change through an equivalent procedure was not authorised to act on behalf of the company.

- The original domain holder claims that the change of holder was carried out using a forged signature.

In such cases, you should retrieve and review the documentation relating to the change of holder.

As a registrar, you may assess whether the domain name should be transferred back to the previous holder while the question of entitlement to the domain name is being investigated between the two parties involved.

Alternatively, you may refer the original holder to the police if a crime is suspected, or advise them to have the matter resolved as a civil dispute in court.