

Support Portal | Registry Services

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

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 - 2024-05-30 - 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.