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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?

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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

You check the saved change of holder data and documentation. You have the option to assess whether the domain should be restored to the previous holder while the ownership is being investigated between the two involved parties. Alternatively, you may refer the original holder to the police (if there is suspicion of a crime) or advise them to pursue the matter as a civil dispute in court."