Support Portal | Registry Services

Can Registry Services help a registrant with change of registrar (transfer), or provide an auth code?

Agent - 2022-08-15 - Registrar Transfer

The registrant must request the service change of registrar from the registrar.

However, if the registrant has not received the authorization code from their current registrar despite repeated attempts, then the registrant can file a complaint to Registry Services. Registry Services will then subsequently reach out to the registrar. If Registry Services are unsuccessful in reaching the registrar, the authorization code will be provided after five working days.

(If the registrant does not obtain an authorization code from their current registrar, the receiving registrar may of course direct the registrant to contact Registry Services for assistance in the matter.)