

# Support Portal | Registry Services

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## As a registrar, what do you do if the original registrant reports an incorrect change of holder?

Agent - 2022-07-06 - Change of holder

You initiate an investigation of whether an incorrect change of holder has taken place. As a registrar, you are obligated to store all data regarding change of holders so that you can use the documentation for an investigation of whether a incorrect change of holder has taken place. If a registrant reports that a change of holder was improperly conducted, the saved data is checked.

Remember that the new Registrant may have acquired the name in *good faith* and 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.