Hello,

I would like to register a complaint in regards to how icann deal with customer domain complaints in a fair and supportive manner.

I received no help when a domain registrar failed to alert me that a domain set on auto renew could not be renewed. They needed to have alerted me prior to the domain expiration.

What is the point of auto-renew when the customer/client still has to monitor the renewal - it defeats the purpose.

The domain I lost is [redacted] and the registrar was [redacted].

If I cannot get the domain back, I should at least be adequately compensated for the loss.

[redacted] has my email, telephone number and postal address - none of these methods were utilised whilst contacting me.

Regards
Mr Tarun Mehta.