

**Subject:** [Ext] ICANN complaints handling  
**Date:** Saturday, July 15, 2017 at 2:44:49 AM Pacific Daylight Time  
**From:** TARUN MEHTA  
**To:** ICANN Complaints Office  
**Category:** Complaints Office

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.