

TRANSFER COMPLAINT

WHAT IS A TRANSFER?

Move the registration of your domain name from your current registrar to a new registrar.





HOW DO YOU REQUEST A TRANSFER?

Contact your current registrar to find out how to transfer your domain name to a new registrar.



WHO CAN REQUEST A TRANSFER?

 **Transfer contact** listed in WHOIS Lookup as the registrant contact or admin contact.

 **Is domain registered via a privacy or proxy service?** Before requesting a transfer, ask your registrar to remove the proxy or privacy service.

HOW CAN YOU FILE A COMPLAINT?

Three Easy Steps

- 1 Go to: <https://forms.icann.org/en/transfer-form>
- 2 Fill out the form.
 Select the reason for your complaint.
describe the steps you have taken to resolve it.
- 3 Click **SUBMIT**



NEED HELP FINDING YOUR REGISTRAR? GO TO:







<https://whois.icann.org/>

Type in your complete domain name



e.g. icann.org **LOOKUP**

FILING TIPS

When to file a complaint

-  Your registrar did not respond after five days from your transfer request. 
-  Your registrar **rejected your domain** transfer request.
-  Your domain name was **transferred without your authorization**.


Avoid these common mistakes


-  **You are not the transfer contact** for the domain name.
-  **You want to change your web hosting** provider, not transfer your domain to another registrar.

KEY TERMS


 **Domain name**
Part of a URL corresponding to your unique address on the Internet, e.g., icann.org.


 **Privacy or proxy service**
A service for registrants who wish to keep certain information about them from being published in public WHOIS information.

 **Top-level domain**
Last part of a domain name, e.g., .com or .org.

 **Transfer contact**
Person or entity that has the right to transfer a domain name from one registrar to another.

 **Registrant**
Person or entity that holds the rights to a domain name.

 **Registrar**
ICANN-accredited company that registers domain names.

 **WHOIS**
Publicly available directory containing information about a registered domain, e.g., registrar, registrant. The WHOIS Lookup tool enables you to retrieve this information using a web browser.