

# 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.