

Domain Dispute Procedure

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This article will explain how you can try to get access to domain names that you do not have access to. Here at Heart Internet, we have an internal transfer option from within the Control Panel. If you can contact the user of the account that owns your domain name(s), you can use the following article to help you do an internal transfer:Â [How can I transfer a domain to another Heart Internet Account?](#) It is possible that you are unable to contact the account holder or do not have access to the account holding your domain name(s). In these circumstances, you will need to provide us with proof of identity as the owner of the domain name(s), which you can do via the Domain Access option atÂ <http://supportcenter.heartinternet.uk/>. If our account recovery team advises you to create a new Heart Internet account, you can do this free of charge here:Â <https://customer.heartinternet.uk/register-free>. According to the details on the domain, the proof of identification will vary as follows: **Individuals**

Before the domain name can be moved into your account, your identity will need to be confirmed, both in name and address, to ensure that only the legal owner of the domain name can gain access. The following documents will be accepted: Proof of address (must be dated within the last three months) Bank Statement Utility Bill **Proof of name** Government-issued driver's licence Government-issued photo identification card Passport **Please note:**Â you must provide us with two separate forms of identification for your name and address. For example, if you provide a driver's licence as proof of your name, you must provide another form of identification for your address, such as a bank statement. **Companies** The company identity will need to be confirmed, both in name and address, and this information needs to match the details listed for the domain name's registrant. Access to the domain name can only be given once it has been confirmed that the legal owners are the party requesting. As proof of identity for a domain name registered to a company, the following can be accepted: **Proof of address (must be dated within the last three months)** Bank Statement Utility Bill **Proof of name** Council Tax Bill HMRC Letter **Please note:**Â you must provide us with two separate forms of identification for your name and address. For example, if you provide a Council Tax Bill as proof of your company name, you must provide another form of identification for your address, such as a bank statement. **Charities** The identity of your charity will need to be confirmed as well as proof of your role as a trustee of the charity. Furthermore, before the domain name can be moved into your account, the name and address of the charity must be the same as the details listed for the registrant of the domain name. Both need to be confirmed to ensure that only the trustees of the charity can gain access. As proof of identity for a domain name registered to a charity, the following can be accepted: Proof of Identity from a trustee (government-issued driver's licence, government-issued photo identification card or passport) Proof of appointment as a trustee (Letter from the Charity Commission) Proof of address of the charity (Bank statement or utility bill dated within the last three months) **Schools** If you are contacting us on behalf of a school, your proof of identity should be either a document from the Department for Education, or the Education Funding Agency that has both the school's name and DfE number present. We also accept NCTL numbers from the National College for Teaching and Leadership. Alongside this, please provide a standard utility bill as a proof of address. In all circumstances, a proof of address is required. Only the following can be accepted: Bank Statement (dated within the last three months) Utility Bill (dated within the last three months) **Please note:**Â We cannot accept invoices as proof of identity. The above documentation needs to be sent to us through the following link:Â <http://supportcenter.heartinternet.uk/>Â (Domain Access).Â If the documents, you provide match the details of the domain we will be able to transfer it in your account under your control. Please keep in mind that we are unable to transfer any hosting data, or any data connected to the domain (files/emails/mailboxes/databases etc.) without the explicit approval of the domain holder.

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Online URL: <https://www.heartinternet.uk/support/article/domain-dispute-procedure.html>