

Escalation procedure - External .nl domain

Question

How to start an escalation process in case the current registrar of a .nl domain does not provide a transfer code?

Answer

Openprovider can start an escalation procedure when the owner of a .nl domain wants to retrieve their transfer code (also referred to as authorization code / token) , but has trouble to receive this from the current registrar. A reason can be that the company is bankrupt, does not respond, or in case of conflict.

SIDN provides a procedure to start an escalation process, in which the current registrar gets 5 working-days to resolve the issue himself or, in case the issue is not resolved in 5 days, SIDN will verify the owner and provide the transfer code.

The following documents are required (by email to support) to start this process:

If the registrant is a natural person:

- a copy of the identity document of the registrant
- proof of ownership (available [here](#), more information available in our [.nl article](#) (Transfer > Proof of ownership))
- proof that the registrant first requested the code at the current registrar (for example an e-mail)
- proof that the registrant wants to transfer the domain name to Openprovider (for example, an e-mail)

If the registrant is a legal person (company):

- a business registration document from the Chamber of Commerce (not older than six months) from the registrant
- a copy of the identity document of the person authorised according to the business registration document
- proof that the registrant first requested the code at the current registrar (for example an e-mail)
- a proof that this registrant wants to move the domain name to Openprovider (for example an e-mail)

Domain in quarantine

In case the domain itself is not active, but already in quarantine, a different process can be used.

Please follow the steps in [this article](#) if the domain is currently in quarantine.

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