How can I change my domain registrar from yours to the other company?

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In order for you to transfer your domain to the other domain registrar, there are some requirements that you need to meet:

1. Please always make sure you have an access to our domain registration portal. Only the domain owner can access this portal. If you have forgotten the login details, please contact us and we will help you out.
2. You must always make sure that your domain is UN-locked. You need to login to our domain registration portal -> Domain -> Lock/Suspend.
3. You must always make sure that your domain is not recently registered or renewed. There are "60 days" rule on a newly registered or renewed domain, where you cannot change the domain registration within this period of time. Once this is passed, you can always change your registrar to the other registrar.
4. You need to obtain a valid, correct AUTH_CODE (EPP_CODE). You need to login to our domain registration portal -> Domain -> Domain Secret to create or generate a secret code
5. Please make sure you still have the access to the email address mentioned on your domain WhoIs. If you do not have any access to the email account specified on your domain WhoIs, you must have it changed to your valid, active email address. Please be advised that an authorization transfer request will only be sent to the email address specified on the *administrative contact details* section on your domain WhoIs.

Once you have meet all the rules above, you can simply contact your new domain registrar company to arrange the transfer. Please note that there will be an *authorization transfer request* sent to your nominated email address and you need to approve it. Once it is approved, your domain transfer will be completed in the next 5-7 days. There is no way we can speed up the process and we appreciate your kind patience in this case.

If, in case, you fail to receive the transfer request, please do let us know immediately and we will check it for you.

If, for any reasons, you fail to meet any one of the rules above, the transfer will FAIL and you have to re-do all the steps again