



Time Zone - GMT (UTC +00)

29 March, 2023

[07:56:56] **UPTECH UPTech SYSTEMS** : how soon will this be true?

[08:44:55] **UPTECH UPTech SYSTEMS** : hi

domain

[08:45:03] [Ragul Sakthikrishnan joined the chat]

[08:45:14] **Ragul Sakthikrishnan** : Hello, I am Ragul, you've contacted Live Support! How may I help you today?

[08:45:19] **UPTECH UPTech SYSTEMS** : hello

[08:46:19] **UPTECH UPTech SYSTEMS** : Please I need your assistance concerning my domain capstonetravels.com which I am trying to transfer to other registrar

[08:46:26] **UPTECH UPTech SYSTEMS** : What is the state?

[08:46:38] **Ragul Sakthikrishnan** : Please allow me 5-7 minutes to check the details.

[08:48:04] **UPTECH UPTech SYSTEMS** : OK

[08:48:07] **UPTECH UPTech SYSTEMS** : WAITING

[08:56:21] **Ragul Sakthikrishnan** : I appreciate your patience. Per my check the domain is pending transfer status. You can also check it in whois details below:
<https://www.namecheap.com/domains/whois/result?domain==capstonetravels.com>

[08:58:08] **Ragul Sakthikrishnan** : Per my check the domain is located in another account. Could you please provide me with the username and support PIN of the other account where the domain is located?

[08:59:03] **UPTECH UPTech SYSTEMS** : the person in the other account has already accepted the transfer email. I am just here to follow up.

[08:59:54] **Ragul Sakthikrishnan** : Please allow me few minutes to check it with the concerned department.

[09:00:16] **UPTECH UPTech SYSTEMS** : ok

[09:08:18] **Ragul Sakthikrishnan** : I appreciate your patience. As per the check the domain is still in pending transfer Status. Unfortunately we cannot proceed with your request unless the owner of the domain is verified . Alternatively, you can provide the owner with the below:

[09:08:25] **Ragul Sakthikrishnan** : It is possible to expedite the process on our side and release the domain name sooner via the transfer out notification (Standardized Form Of Authorization) from support@namecheap.com. This Approval email was sent to the registrant email address related to the domain. It should have the following subject: 'Domain capstonetravels.com transfer confirmation request'.

[09:08:35] **Ragul Sakthikrishnan** : Otherwise, if not possible to approve, the domain will be transferred out nonetheless, within 7 days since the transfer out submission.

[09:14:29] **UPTECH UPTech SYSTEMS** : The approval email was sent to the other account and it was approved according to him. See the attached screenshot for details

[09:15:42] **Ragul Sakthikrishnan** : In this case, please ask the owner of the domain to reach us, so we can assist directly the owner. Unfortunately we cannot proceed unless the owner of the domain is verified.