

Requests [Help & Support](#) > [My activities](#)

Unauthorized transfer of L5.com and XGK.com

Ticket details

**Motohisa Ohno**

1 month ago

I realized the domain "L5.com" in my account "mohno" has been stolen.
According to the whois history with domaintools, it was happened between March - July 2017.
Of course, it was register-locked.
There was no "push" message or transfer message from enom.com.
How can the owner do this???
HOW CAN I DO GET IT BACK???

Help

**Motohisa Ohno**

1 month ago

I also found "xgk.com" was stolen too.
I HAVE NO TRANSFER MESSAGE.
WHAT'S HAPPENED ON YOUR SYSTEM?

**Motohisa Ohno**

1 month ago

OF COURSE, NOW I'M TRANSFERRING OTHER DOMAINS TO ANOTHER REGISTRAR TO
SAVE THEM.
I STILL NEED YOUR EXPLAIN WHAT'S HAPPENED!

**Motohisa Ohno**

1 month ago

I just attached 2 files which have whois records copied from DomainTools's whois history.

8 KB · Download

 [whois_l5.txt](#)

8 KB · Download



Motohisa Ohno

1 month ago

I just contacted transfer-disputes@enom.com according to the advice via LIVECHAT.



Samantha B.

1 month ago

Hi there,

Thank you for submitting the extra information. The transfer disputes team will pick up the case from here. They will reply to you via email.

All the best,

Samantha



Motohisa Ohno

1 month ago

I was advised the support team not transfer-disputes.
Let me confirm the followings before moving forward next step;

1. What exact day were the domains transferred from enom?
2. Were the domains transferred from my account directly or moved to another account in enom first then transferred?
3. Do you have the record which sent notifications of push or transfer domains.


I never had such notifications from you in June, 2017.

I also need advice whether WIPO helps such case or not?

<http://www.wipo.int/amc/en/domains/>


Thank you,

Regards, Motohisa

 **Motohisa Ohno**
1 month ago

Hello?

They are questions which can be answered by only you.

 **Samantha B.**
1 month ago


Hi there,

Thank you for confirming this. I understand your request now.

Please give us some time to collect information and investigate this circumstance, and then we will get back to you with more details. Our responses will be attached to this ticket.

All the best,

Samantha

 **Motohisa Ohno**
1 month ago


Thank you.

Regarding to 2., please tell me what account (push) or email address (transfer) was used.

I should know it, shouldn't I?

Thank you.

Regards, Motohisa

 **Samantha B.**
1 month ago

Hi Motohisa,

We will provide to you as many details as possible as an update in this ticket once we have some time to investigate. We just need to gather the information first.

All the best,

Samantha



Motohisa Ohno

1 month ago

Ok, thank you.



Motohisa Ohno

20 days ago

Hello,

I understand it's important to have accurate information in detail rather than quick-and-dirty one. Could you tell me when you will have done investigation?

Thank you,

Regards, Motohisa



Daniel L

20 days ago

Hello,

Your patience is appreciated.

We do not have an exact time to provide you regarding the status of this matter. We promise to update you once we have information to provide.

Regards,

Daniel L



Motohisa Ohno


20 days ago

Thank you for the reply.

Just tell me your rough expectation, another week? weeks? a month? ... or months? years?

Thank you,

Regards, Motohisa


 **Yaro T**
20 days ago

Hi Motohisa,

We don't have an estimated time for when this is completed yet since we are still investigating the cause of the email. Until we are able to find out the cause, we will not yet have an ETA. However, this is being investigated by our engineers. We will follow up with you as soon as we have more detail.

Regards,

Yaro T
Technical Support


 **Motohisa Ohno**
20 days ago

Ok, thank you.

> we are still investigating the cause of the email.

Please let me confirm. You need `_time_` because you are investigating "the cause", right? You admit "the result", that is, the domains transferred without any notifications. The title "Unauthorized transfer of L5.com and XGK.com" is the fact. It's much important to me. (Actually, "I" don't care how the robber could do that.)

Thank you,
Regards, Motohisa

 **Yaro T**
18 days ago

Hi,

Thank you for your patience. We are investigating the issue, because we can confirm that the notification emails were sent to mohno@m0hn0ker.com. In researching the issue we found that the email on your account was updated to mohno@m0hn0ker.com and shortly after changed back to the current email address on your account. This was where the push notifications were sent to you.

The change to the contact information was made from within your account.

Regards,

Yaro T
Technical Support



Motohisa Ohno

18 days ago

Ok, thank you.

Now, I have more questions.

- > the issue we found that the email on your account was updated to mohno@m0hn0ker.com
- > and shortly after changed back to the current email address on your account.
- > This was where the push notifications were sent to you.

As you know, you implemented the account lock feature when changing email address according to the changing of registrant;

<https://www.icann.org/resources/pages/ownership-2013-05-03-en>

In fact, when I tried to change the email address, the attached dialog was shown.

Who could do this quick changing/changing back without notifications?

Second question, what is the account information what the domains pushed?

If they were authorized by me (actually not), I have to know it.

Thank you,

Regards, Motohisa



Motohisa Ohno

18 days ago

Sorry, missed the file.

 [reminder.jpg](#)

20 KB · [Download](#)



Motohisa Ohno

18 days ago

And tell me exact dates/times of each processes.

You are going to provide the details, aren't you?

I do care the details, actually.

Thank you,
Regards, Motohisa



Derek M.

16 days ago

Hello,

We're still looking into the additional questions you've asked since our last report.

Investigation is still underway and we thank you for your patience.

Regards,

Derek
Technical Support

Help



Motohisa Ohno

16 days ago

Ok, I have few questions which you can answer quickly.

Is it possible to switch email on an account so shortly if your system properly works?

I know the answer is "No".

If it was "Yes", your system would not match the ICANN requirements.

I just need your confirmation.

And tell me the exact dates and times of each processes and the account information the domains pushed.

> ... _shortly_ after changed back to ...

You already knew them, didn't you?

By the way, don't change the status to "Solved" until everything will be solved.



Daniel L

16 days ago

Hello,

We definitely understand your frustration and empathize with the situation. However, before we can

answer any of your recent questions, we do need to research the situation as Derek indicated.

Your patience and understanding are appreciated in the meantime. We will update you the moment we have more information is available.

Regards,
Daniel L



Motohisa Ohno

16 days ago

It's the official answer, i.e., no quick answer to the simple questions, isn't it?



Motohisa Ohno

9 days ago

Any updates?

By the way, I'm going to submit this case to WIPO tomorrow.

If you have any comment on the attached files (except the payment section), please let me know in 24 hours.

I'll appreciate more information in detail although the evidences are already good enough to show the illegality.

I'll contact the new registrar(NameSilo), the registry(VeriSign) after the complaint is accepted.

And I reported this to ICANN.

I wasn't aware of the complaint form until yesterday, actually.

<https://forms.icann.org/en/resources/compliance/complaints/transfer/form>

Thank you,

Regards, Motohisa

 [complaint-lock-eudrp_I5xgk.pdf](#)

100 KB · Download

 [I5xgk_annexes.pdf](#)

4 MB · Download



Motohisa Ohno

9 days ago

If you have already reported a claim to a police department or any organization.

Please tell me the number or something to refer.

I'll add the info to the claim.

Thank you,
Regards, Motohisa



Motohisa Ohno

8 days ago

Ok, I realized that WIPO doesn't work this case.
Please tell me if you are still investigating or just waiting time goes by.
In fact, what are you investigating for 3 weeks?
Are your developers all idiots?



Motohisa Ohno

8 days ago

Please give me your official comments on this issue at this moment or tell me the email address of public relations.

Help



Daniel L

7 days ago

Hello,

We are working with our development team and have also engaged our compliance group in this matter. In the course of our investigation, our compliance team is requesting to know why you are bringing this to technical support's attention when the matter occurred nearly a year ago, and have already worked with our transfer dispute team in an attempt to resolve this issue? Can you provide us details to these questions?


Regards,
Daniel L

1 2 › »



Add to conversation

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Unauthorized transfer of L5.com and XGK.com

Ticket details

**Motohisa Ohno**

7 days ago

You didn't read the files.

You didn't contacted your transfer-dispute team.

What are you doing in the name of "investigating"?

I was not aware the lost of the domains for 8 months until February 6, 2018. I haven't received any notifications from you regarding to the domains.

I knew the ICANN rule and you implemented it.

Nobody couldn't transfer domains without notifications _even if_ my email account was hacked.

You already know somebody _inside you_ the account email address WITHOUT notification and my approval.

By the way, the transfer-dispute team told me; "These domains were transferred in June, 2017. The 6 month period to file a transfer dispute has elapsed."

Of course, "6 months" is enough period IF you sent such notifications.

I must contact you in 6 days IF it DID work.

BUT IT DIDN'T.

It's interesting that you have a compliance team.

If they don't admit your fault, i.e., accepting the fact, they must be against the "compliance".

How long do you pretend to be innocent?

Motohisa


**Motohisa Ohno**

7 days ago

(typo)

You already know somebody _inside you_ "changed" the account email address WITHOUT


Help

 **Motohisa Ohno**
7 days ago

Again, tell me the email address of public relations.

I'd like to have their official comment.


If you believe you are still innocent, you are not afraid "the fact" will be published, are you?

 **Motohisa Ohno**
6 days ago

So, any updates?

NameSilo, LLC mentioned the registrar, i.e., you(Enom), have to contact them according to the ICANN rule.

Have you already contacted them?

 **Motohisa Ohno**
6 days ago

Here are the facts;

- The domains, "L5.COM" and "XGK.COM", were transferred to the current registrar, NameSilo LLC, in June, 2017.
- Before transferring the domains from eNom, the email address of my account was updated to "mohno@m0hn0ker.com". Then the domains were pushed from my account to another account. The push notifications were sent to "mohno@m0hn0ker.com". Shortly after changed back to the current email address (mohno@mohno.com).
- The domain "m0hn0ker.com" was not registered so that nobody can't receive the notifications of changing the email address of the account.
- An account email address can't be changed in eNom without approval via the account email address in normal conditions.
- You haven't admitted your fault and no apology message from you for a month after I reported the issue.

The strong suspicions;

- The transfer date was June 13, 2017 (estimated from the Registry whois).
- You already knew the another account information although you haven't told me.
- You haven't report the issue to a police department or FBI yet.

Whether do you admit them or not?

If you will deny anyone above, just explain it (if possible).

There is still no your official comment from the public relations, isn't there?

Thank you,
Regards, Motohisa



Motohisa Ohno

6 days ago

Why didn't you remove the phrase "Enom's trusted platform" from your top page;
<https://www.enom.com/> although it's not trusted ?

Othrewise, you still insist it's a trusted platform even if somebody silently takes a few domains from customer's accounts internally?



Motohisa Ohno

6 days ago

I'd like to hear comments from your compliance team not only from your public relations.
Do they say "a customer of eNom is required to check the whois every 6 months not to move the domains to another account silently without any notifications" ?

Help



Yaro T

6 days ago

Hi Motohisa,

Thank you for your patience while we investigate this. We apologize for how much time it has taken to investigate the issue.

We've determined the following information in regards to events leading to the domain being pushed out of your account:

1. The contact information was changed from within your account
2. The individual making the change had access to the Account's Login ID and Password
3. All transfer and domain contact information was updated after the domain was moved from your account
4. All this occurred on June of 2016.

Our recommendations on the next step is to take the following actions:

1. Update your account login information, including account Password, as well.
2. We recommend enabling 2 Factor Authentication to protect your account going forward.

While we would normally refer you to email our Transfer Disputes team to file an investigation to resolve this issue, Registrars are only able to process disputes that are within 6 months of the disputed transfer. This case the complaint is outside the 6 month window from the date the transfer occurred.

At this time, we can only recommend that you update your account security settings to ensure you are no longer compromised.

Regards,

Yaro T
Technical Support



Motohisa Ohno

6 days ago

Are you sure?

Please let me know whether you are ordered to pretend an idiot or just an idiot?

At first, the domains were in my account in 2016!

Your transfer-dispute team told it was happened in June, 2017 not 2016.

The whois histories of DomainTools also show it.

Did you typo it on purpose?

You have already told the email address was changed to "mohno@m0hn0ker.com".

How can I do that even if my account or my email address was hacked?

EXPLAIN IT!

Motohisa



Motohisa Ohno

6 days ago

Is it difficult to understand for you?

If my account was really compromised,

it's possible to DO ONLY WHAT I CAN DO in my account.

It was your message;

> In researching the issue we found that the email on your account

> was updated to mohno@m0hn0ker.com and shortly after changed back

> to the current email address on your account.

How can I change back the email on my account _SHORTLY_ in Enom ?

ANSWER!



Motohisa Ohno

2 days ago

Please.

Again, you already said;

"Then the domains were pushed from my account to another account. The push notifications were sent to "mohno@m0hn0ker.com". Shortly after changed back to the current email address (mohno@mohno.com)."

You already knew the dates and times of the changings and the target account information.

You already knew it was impossible _from my account_.

You already knew nobody could approve the changing back the email address because the domain "m0hn0ker.com" was not registered _even if_ my email address and my account were compromised.

Therefore, you can't answer to the previous questions.

You already knew the facts, i.e., the issue happened in your company side not in my account.

It's a theft by insider job.

Please report this to a police or FBI or appropriate department.

And or Otherwise, report this also to ICANN and the registry(VeriSign), the registrar (NameSilo).

Let them investigate the issue.

It must be only chance to recover the damage caused by your fault, i.e., back the domains to me.

I thought you were a victim, too.

If you try to hide the crime, you will be part of the assailant.

You've already wasted for one month.

Do not be evil.

Thank you,

Regards, Motohisa



Yaro T

20 hours ago

Hello,

Thank you for following up with us. My apologies for the typo in my previous response, it was indeed moved out of your account in June of 2017.

However, our previous response to this still stands as the limitation in which we're able to file a transfer dispute has passed the 6 month window allowed for us to do this.

I apologize and understand that this may not be the answer that you were looking for, but the limitation in which a registrar like Enom is allowed to pull a domain name back has passed. It is ICANN's own regulations that prevents us for filing a transfer dispute at this date, as we have consulted with legal and compliance team regarding our options.

We apologize that we've exhausted our abilities as a registrar to assist you with this.

Regards,

Yaro T
Technical Support



Motohisa Ohno

18 hours ago

Help

> We apologize that we've exhausted our abilities as a registrar to assist you with this.

You understood well what you have to apologize for (not the registrar abilities).

You understood well you haven't explained your contradiction, didn't you?

I have asked some questions, i.e., the exact dates and times of each processes, the account information which you haven't answered.

To answer the questions are not included in your abilities as a registrar?

The simplest question is "if it was possible to do NOT by insider?"

There is no ICANN or registry rule to prevent answering it, isn't there?

Just answer it.



Motohisa Ohno

16 hours ago

(I'm requesting another not to waste more time for waiting.)

Please let VeriSign know the inside job.

I'd like to hear "the abilities as a registrar" from VeriSign not from you after they will be notified of the inside job.



Motohisa Ohno

13 hours ago

(Just be accurate to avoid quibbling.)

Please let VeriSign know the issue could be happend in the Registrar (Enom) NOT in customer's (my) account.

I'd like to hear "the abilities as a registrar" from VeriSign NOT from you after they will be notified of that.



Motohisa Ohno

11 hours ago

Another option.

I'll withdraw "Inside Job" if you tell me the details how I can change and change back shortly the email address of my account.

You will let VeriSign know the vulnerability.

Then, I can hear their opinion even if they still say "the abilities as a registrar".



Motohisa Ohno

11 hours ago

Again, please don't waste time any more.



Eddie D

1 hour ago

Hello,

Thank you for following up with us. My apologies for the typo in my previous response, it was indeed moved out of your account in June of 2017.

However, our previous response to this still stands as the limitation in which we're able to file a transfer dispute has passed the 6 month window allowed for us to do this.

I apologize and understand that this may not be the answer that you were looking for, but the limitation in which a registrar like Enom is allowed to pull a domain name back has passed. It is ICANN's own regulations that prevents us for filing a transfer dispute at this date, as we have consulted with legal and compliance team regarding our options.

We apologize that we've exhausted our abilities as a registrar to assist you with this.

Regards,

Eddie
Technical Support



Motohisa Ohno

10 minutes ago

It looks you misposted same message to the previous.

« ‹ 1 2



Add to conversation

Mark as solved

Help