

**Re: [EN] Case (#148149) > Re: [VODIEN #19424113] Re: Re: ycec.sg - Due for Renewal**

ycec\_lzm@yahoo.../寄件箱



**Heng Jie Lin** <ycec\_lzm@yahoo.com.hk>

25/2 上午3:44

收件人: EN | Customer Care <we.care@en.com.sg>

副本: culture.hj@hotmail.com, xiaojun\_17@hotmail.com, linhengjie@rocketmail.com, ycec\_lzm@qq.com

Dear  
En.com.sg Team

As behind to reply by you, I have not payment a question with vodien.com, so please tell me to transfer by you what time can to finish!

Urgent, thank you!

ycec.sg  
Master  
2021-2-15 am0345

EN | Customer Care we.care@en.com.sg 21/2 上午6:41  
Dear ZhenMan Lin,

Thank you for reaching back to us.

A typical domain transfer can take up average of 5 working days and this is the listed time line by the registry.  
The number of days varies based on few factors and effective for all companies.

At this current phase, the old registrar is still allowed to reject the transfer as long as they have valid reason to do so.  
Rest assured that unless they have valid reason, they will not reject the transfer as it is part of the rule when they become a registrar.  
Common reason is , non payment when service rendered, domain under ownership dispute etc.

Hope it clarifies.

Best Regards,  
The Customer Care Team  
<https://www.en.com.sg>

Heng Jie Lin (<ycec\_lzm@yahoo.com.hk>) 在 2021年2月20日星期六 上午11:21:45 [GMT+8] 寫道:

Dear  
En.com.sg Team

Please to see attachments, the EEP/Authorization code still can to use!

Thank you!  
Ycec.sg  
Master  
2021-2-20 am1120

EN | Customer Care (<we.care@en.com.sg>) 在 2021年2月20日星期六 上午03:39:23 [GMT+8] 寫道:

### Please reply above this line ###

Dear ZhenMan Lin,

- Please type your reply above this line -

Your request (19435766) has been updated. To add additional comments, reply to this email.  
If there are any additional contributors to this ticket, their names will appear here: culture.hj@hotmail.com, xiaojun\_17@hotmail.com, linhengjie@rocketmail.com, Ycec Lzm

**Mae B (Customer Care)**  
20 Feb 2021, 3:35 am AWST

Hello Client,

Thank you for bringing this to our attention. We understand that you need to transfer the domain name out from us and we are sorry to know regarding this matter. Rest assured we are happy to help.

May we know the Call In Pin to check this further. It can be seen on your Account Manager under Edit Profile and Security tab.

Keep safe and all the best.

We look forward serving you the best that we can. Should you seek further clarification, please do not hesitate to call or email us back whenever necessary as you are our utmost value.

Regards,

Mae B

Customer Care Specialist



Vodien Internet Solutions Pte Ltd

(65) 6914 7888 | [www.vodien.com](http://www.vodien.com)

Customer Feedback | How can Vodien improve?

Please let us know: [support@vodien.com](mailto:support@vodien.com)

[80QWR2-YEW0]

Best Regards,

The Customer Care Team

<https://www.en.com.sg>

EN Technologies Pte. Ltd.

Member of Asia Pacific Internet Registry (APNIC)

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**Case Details**

Case #: 148149

Subject: Re: [VODIEN #19424113] Re: Re: ycec.sg - Due for Renewal

Status: Open

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