

Why did I receive an email asking me to verify my domain contact details?

If you've recently received an email from **Hosting UK** asking you to verify your domain contact details, you might be wondering why it was sent.

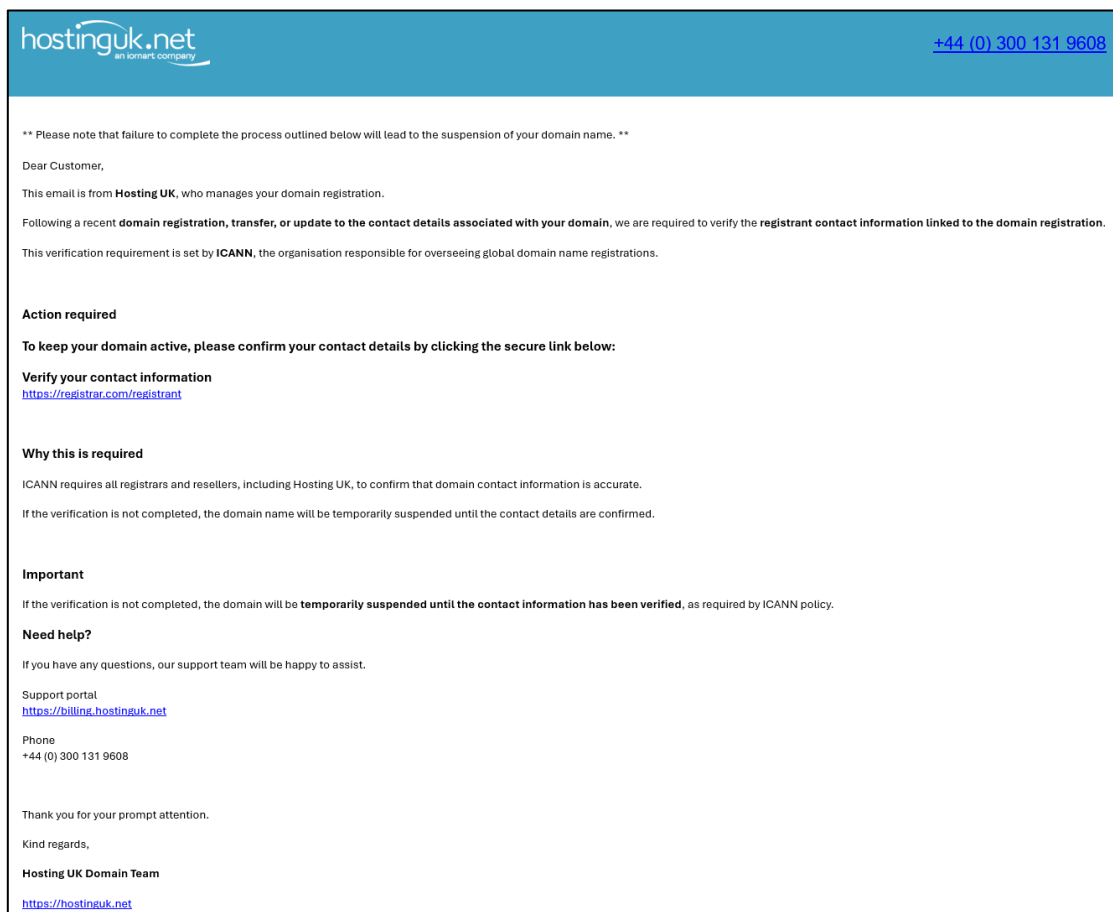
For many customers this can feel unexpected, especially if you haven't seen this type of message before.

The email is genuine and relates to a **required verification process for domain registrations**.

From time to time, domain providers must confirm that the contact information associated with a domain name is valid and up to date.

Example Email

You may receive an email similar to the example below asking you to verify the contact details associated with your domain registration.



Why you may receive this email even if you didn't change anything

Sometimes customers receive a verification email even if they don't remember updating their domain details.

This can happen because verification may be triggered by:

- registering a new domain
- transferring a domain between providers
- updating contact information
- certain account or system updates that require contact details to be reconfirmed

Even if the domain has been registered for some time, verification may occasionally be required to ensure the contact information remains accurate.

Why this verification is required

Domain registrations worldwide are governed by rules set by **ICANN (the Internet Corporation for Assigned Names and Numbers)**.

One of these rules requires domain registration providers to verify the **registrant contact details linked to a domain name**.

This helps ensure:

- Domain ownership records remain accurate
- Fraudulent registrations are reduced
- Domain holders can be contacted if necessary

Because of these requirements, Hosting UK may occasionally send an email asking customers to confirm their contact details.

When you might receive this email

You may receive a verification email if:

- You **register a new domain name**
- You **transfer a domain to Hosting UK**
- You **update the contact details associated with a domain**

In these situations, the domain contact details must be confirmed.

What you need to do

If you receive this email, simply follow the verification link in the message to confirm your contact details.

The process takes less than a minute.

What happens if the verification isn't completed?

If the contact details are not verified within the required timeframe, the domain will be **temporarily suspended** until the verification is completed.

Once the contact information is confirmed, the domain will become active again.

Not sure if the email is genuine?

If you ever receive an email asking you to verify domain contact details and want to check it's legitimate, you can always contact our support team before clicking the link.

Need help?

If you have any questions about domain verification, our support team will be happy to help.

Support Portal

<https://billing.hostinguk.net>

Phone

+44 (0) 300 131 9608