**SAMPLE 4**

**(Notice and Takedown: Letter to the Sender of the Notice)**

[Domain Provider heading]

[Address of sender of notice]

[City, date]

**Your complaint regarding the domain ["domain"]**

Dear Mr. […] / Dear Ms. […]

We are writing in reference to your notification dated […], in which you claim that the ["domain"] is unlawful.

First of all, please note that the customer who registered the domain in question is solely responsible for the lawfulness of the domain registered with us. As a provider of domain services, we administer domains to the extent chosen by our clients and in particular arrange for respective registrations. We have no control over the choice of domains registered with us. Furthermore, we are under no duty to these domains and, given the size of our customer base, we would not be in a position to do this either.

We have examined the domain in question and forwarded your complaint to the customer responsible for it. Since our examination indicates that it is highly likely that the registered domain is illegal, we have temporarily[*select applicable version(s):* blocked the registration / denied the requested assignment or transfer / blocked the user account / not renewed the registration]. In our letter to our customer, we have asked the customer to cancel the registered domain in question or, if the customer does not acknowledge your claims, to contact you directly in order to resolve the matter. This course of action is consistent with the Notice and Takedown Procedure specified in the Code of Conduct Domain Names of Swico.

Thus, we consider this matter closed. The described measures will remain in force until the customer has canceled the registration or until the matter has been resolved between you and the customer or, if necessary, by the courts or the relevant public authorities.

If you wish to take action against the customer despite the aforementioned measures but do not yet know the customer's identity, you can find it via the publicly accessible Who-is databases (e.g., [www.whois.com](http://www.whois.com)) or contact the appropriate law enforcement agencies. Please note that, for data protection reasons, we may not disclose customer data except with the customer's consent or based on an administrative or court order.

Sincerely,

[Signature]

[First name, surname]