

Izjava o reklamaciji / Dispute statement

Podaci o korisniku kartice / Cardholder Details

Broj platne kartice / *Payment card number*:

Ime i prezime / *Name*: _____ JMBG / *ID no*: _____

Broj ličnog dokumenta / *Passport no*: _____ Telefon / *Phone no*: _____

Adresa / *Adress*: _____

Molimo odgovorite na sledeća pitanja / Please answer the following questions:

- Da li ste blokirali karticu / *Have you blocked the card?* Da / *Yes* Ne / *No*
- Da li je kartica izgubljena/ukradena? / *Is your card lost/stolen?* Da / *Yes* Ne / *No*
- Da li je PIN mogao biti dostupan neovlašćenju osobi? / *PIN was available to an unauthorized person?* Da / *Yes* Ne / *No*
- Da li ste štitili podatak o PIN-u? / *PIN was protected during card usage?* Da / *Yes* Ne / *No*
- Da li je kartica bila sve vreme u Vašem posedu? / *Has the card always been in your possession?* Da / *Yes* Ne / *No*
- Da li ste karticu ili podatke sa kartice ikada dali drugoj osobi na korišćenje? / *Did you ever let anyone else use your card or card data?* Da / *Yes* Ne / *No*
- Da li ste podneli prijavu policiji, kada i gde? / *Did you report the case to the Police, when and where?* Datum/*Date* _____ Mesto/*Place* _____

Ukupan broj reklamiranih transakcija / *Number of disputed transactions*: _____

Shodno važećem tarifniku Banke račun korisnika će biti zadužen za trošak obrade neosnovane reklamacije, ukoliko se u toku reklamacionog postupka utvrdi da je:

- Podnosilac odustao od reklamacije po transakciji
- Reklamacija po transakciji rešena na teret podnosioca jer podnosilac nije dostavio dokumentaciju po zahtevu Banke
- Reklamacija po transakciji rešena na teret podnosioca, a podnosilac je sam učestvovao u transakciji.

Pod punom materijalnom i krivičnom odgovornošću potvrđujem da su podaci navedeni u Izjavi o neovlašćenom korišćenju platne kartice ili podataka sa platne kartice tačni, te da sam upoznat sa i prihvatam gore navedene uslove

According to the applicable Tariff of the Bank, Cardholder's account will be debited for the cost of the processing unfounded dispute if:

- Cardholder drops the complaint after the resolving process started
- Dispute is resolved against Cardholder because Cardholder failed to submit documentation required by the Bank
- Dispute is resolved against Cardholder and disputed transaction was performed by the Cardholder

I declare under full criminal accountability and liability for damage that the information specified in the Unauthorized use of payment card or payment card data are true and that I am aware of and accept the above conditions

Banka po osnovu predmetne izjave ima pravo da pokrene pravni postupak pred nadležnim organima / According to this statement the Bank has the right to initiate legal proceedings at the competent authority.

Mesto, datum i vreme / Location, date and time

Potpis korisnika kartice / Cardholder's signature

Podaci o zaposlenom koji je primio reklamaciju (popunjava Banka) / For Bank use only

Org. Jedinica/Branch

Ime i prezime/Name

Telefon/Telephone no.

E-mail

Prilog broj / Attachment no _____

Podaci o transakciji / Transaction details

	Prodajno mesto / Merchant	Datum transakcije / Transaction date Iznos	Iznos / Amount	Valuta / Currency
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				

Opis reklamacije / Chargeback Description (Označite jednu od ponuđenih opcija / check one of the listed options)
Kupovina-Usluge / Purchase-Services

- Na navedenom prodajnom mestu nisam imao uspešnu transakciju / *I did not make successful transaction at the above stated merchant place*
- Na navedenom prodajnom mestu sam napravio/la samo jednu transakciju / *I made only one transaction at the merchant place stated*
- Na navedenom prodajnom mestu sam napravio samo jednu transakciju u iznosu od _____, ostale _____ transakcije nisam u ukupnom iznosu od _____ nisam napravio / *I made only the transaction in the amount of _____ The other transaction in the amount of _____ was not done by me.*
- Moj račun je zadužen u iznosu od _____ umesto u iznosu od _____ U prilogu fotokopija računa / *My account was charged for the amount of _____ instead of _____ Purchase receipt enclosed.*
- Sporna transakcija je plaćena drugim platežnim sredstvom i to _____ Dokaz u prilogu / *Disputed transaction was payed by other means _____ Proof enclosed*
- Naručenu robu još nisam primio, isporuka je morala biti obavljena najkasnije do __/__/__ Kontaktirao/la sam trgovca kako bi rešili problem. / *I have not received the merchandise and it was to be delivered by date __/__/__ I have contacted the merchant to resolve the matter. Proof enclosed*
- Na navedenom prodajnom mestu je napravljena kreditna transakcija koja do danas nije obrađena. Dokaz u prilogu / *I have received a credit voucher for the above listed charge, but it has not yet appeared on my account. Proof enclosed*

Hotelske usluge / Hotel Accomodation Charges

- Hotelsku rezervaciju sam otkazao/la datuma __/__/__ Dokaz u prilogu. / *I cancelled the hotel reservation on __/__/__ Proof enclosed.*

Bankomati / ATM transactions

- Nisam podigao traženi iznos gotovine sa bankomata za koji je moj račun zadužen. / *I did not received the requested ATM cash withdrawal*
- Isplaćen mi je deo traženog iznosa na bankomatu u visini od _____, umesto u visini od _____ / *I did not receive the whole requested amount. The amount received was _____ instead of _____*

Neovlašćeno korišćenje / Unauthorized use

- Nisam izvršio navedenu transakciju, niti sam bilo koga ovlastio da izvrši transakciju umesto mene. Kartica nije izgubljena ili ukradena i sve vreme je u mom posedu. / *I did not authorise this transaction nor did I authorise anyone else to complete this transaction for me. My card was not lost or stolen and was in my possession at all times*
- Nisam izvršio navedenu transakciju, niti sam bilo koga ovlastio da izvrši transakciju umesto mene. Kartica je izgubljena/ukradena. Prijava krađe je izvršena _____ / *I did not authorise this transaction nor did I authorise anyone else to complete this transaction for me. My card was lost /stolen and it was reported on _____*

Ostalo / Other

Mesto, datum i vreme / Location, date and time

Potpis korisnika kartice / Cardholder's signature