

Fax: 021/304-465

**REKLAMACIJA**  
CARDHOLDER DISPUTE FORM

Ime i prezime: \_\_\_\_\_

Name and surname

Br.telefona/mob \_\_\_\_\_

Phone/Mobile phone number

Adresa: \_\_\_\_\_

Address

Br.kartice: \_\_\_\_\_

Card number

Broj tek.računa: \_\_\_\_\_

Current account number

PODACI O TRANSAKCIJI / TRANSACTION DATA:				
Datum transak. Date of trans.	Trgovac/bankomat Merchant/ATM	Grad City	Iznos u valuti Transac.amount	Iznos zaduženja Billing amount

**RAZLOG REKLAMACIJE:**

REASON FOR DISPUTE:

- navedenu transakciju(e) nisam napravio/la niti sam koga ovlastio/la da je (ih)napravi / *I have not made the mentioned transaction(s) nor have I authorized anyone else to make it*
- napravio/la sam jednu transakciju u iznosu od \_\_\_\_\_ kod navedenog trgovca, ali nisam napravio/la ostale transakcije kod istog trgovca / *I made one transaction for the amount of \_\_\_\_\_ at the mentioned merchant, but I did not make the other one(s) in the same merchant.*
- prilikom isplate na bankomatu od traženih \_\_\_\_\_ kn, dobio/la sam \_\_\_\_\_ kn, od toga u apoenima \_\_\_\_\_ kom po 100 kn i \_\_\_\_\_ kom po 200 kn / *during cash withdrawal request at ATM in amount of \_\_\_\_\_ kn, the customer has got amount of \_\_\_\_\_ kn in banknote of \_\_\_\_\_ per 100 kn or \_\_\_\_\_ per 200 kn.*
- više sam puta zadužen/a za istu transakciju / *The same transaction was processed more than once.*
- napravio/la sam transakciju u iznosu od \_\_\_\_\_ ,a terećen/a sam za iznos od \_\_\_\_\_ / *I authorized a transaction in the amount of \_\_\_\_\_ but I was charged \_\_\_\_\_*
- ne prepoznajem navedenu transakciju, molim dostavu kopije slipa./ *I do not recognize the above mentioned transaction. I request copy of the sales slip.*
- platio/la sam robu ili uslugu drugim sredstvom plaćanja. Kopija dokaza u prilogu / *I paid by other means.The proof of alternate payment enclosed.*
- ostalo / *other* \_\_\_\_\_

Podnoseći ovu reklamaciju, izjavljujem / *By submitting this claim, I hereby declare:*

- Kartica je cijelo vrijeme u mom posjedu i nije prijavljena kao izgubljena ili ukradena. / *My card has always been in my possession and has not been reported as lost or stolen.*
- Prijavio/la sam krađu ili gubitak kartice / *My card has been reported lost or stolen .*
- Upoznat/a sam s naknadom za neosnovanu reklamaciju / *I am informed with fee for unfounded complaints.*

**U slučaju postojanja opravdane sumnje Banke da se radi o zlouporabi predmetne kartice kao i potrebe za provođenjem istražnih radnji, ovlašćujem Banku da nadležnom državnom tijelu priopći, odnosno dostavi svu relevantnu dokumentaciju radi utvrđivanja činjeničnog stanja**

*In case of existence of justified doubt on behalf of the Bank that there was misuse of cards, as well as necessity for conducting investigative activities, I entitle the Bank to notify the government authorities, that is, to deliver all relevant documentation for determining the factual state.*

\_\_\_\_\_  
Potpis korisnika kartice / Cardh. signature