

Unitatea.....

Judetul.....

Nr./ Data de intrare.....

CONTESTATIE / STATEMENT OF COMPLAINT**(Tranzactii nerecunoscute / neautorizate/ unauthorized transactions)**

Data contestatiei / Date of complaint: _____

Numele utilizatorului de card / Cardholder name : _____

Numarul cardului trunchiat / Card number : _____ XXXX XXXX _____

CNP/ID : _____

Numar telefon mobil / Mobile phone number: _____

Adresa de e-mail / E-mail address: _____

Detalii despre tranzactiile refuzate la plata / Details of disputed or refused transaction(s):

| Nr./ No | Data tranzactiei/ Transaction date: | Valoarea tranzactiei- valuta tranzactiei / Transaction amount in transaction currency | Denumire comerciant/ ATM / MFM Merchant's Name/ ATM / MFM | Data inregistrarii in cont / Account registration date |
|---------|--|--|--|--|
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |

Motivul refuzului / Dispute reason (bifati dupa caz / check where applicable):

Nu am efectuat / nu am autorizat tranzactia mentionata / I neither completed nor authorized the above transaction

Am depus plangere la politie / I submitted a complaint at the local police:

DA, cu nr. si data / YES, under no/date

NU / NO

Inteleg ca plasticul card cu numarul de mai sus va fi blocat definitiv / I understand that the payment instrument with the above card no will be permanently blocked

Predau plasticul card cu numarul de mai sus / I handed the plastic card with the above card no

DA / YES

NU Motivul / NO Reason.....

Declar ca in momentul efectuarii tranzactiei / I declare that at the time of the transaction:

cardul se afla in posesia mea / the card was in my possession

cardul nu se afla in posesia mea intrucat...../ the card was not in my possession because.....

Comentarii/Observatii/Documente anexate (Additional comments or docs)

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Subsemnatul declar pe propria raspundere ca toate informatiile din prezentul document sunt adevarate si sunt de acord cu termenii de timp prevazute in regulamentele internationale de carduri pentru derularea demersurilor de recuperare a valorii tranzactiei. Am fost informat de catre reprezentantii Bancii privind prevederile Legii nr. 209/2019 privind serviciile de plata, inteleg si accept faptul ca, in cazul in care se constata actionarea frauduloasa sau nerespectarea intentionata sau din neglijenta grava a obligatiilor care imi revin, voi suporta integral raspunderea financiara a tranzactiilor contestate ca fiind neautorizate.

I, the Undersigned, declare, on my own responsibility, that all the information provided in this document are true. I agree to the terms and conditions stated in the International Card Regulations regarding dispute solving timeframes. The bank representatives informed me about PSD II legislation and I understand and accept that I shall bear all of the losses relating to any unauthorised payment transactions if they were incurred by acting fraudulently or failing to fulfil one or more of the obligations with intent or gross negligence.

Doresc sa primesc raspunsul privind rezultatul investigatiei Contestatiei astfel: / I desire to receive the result of the investigations related to my statement of complaint:

- Mesaj e-mail la adresa de e-mail:...../ E-mail message at the e-mail address:.....
- Scrisoare la adresa de corespondenta declarata:...../ Letter at the declared correspondance address:.....
- Scrisoare la sediul unitatii teritoriale:...../ Letter at the bank branch:.....

Am primit un exemplar a prezentului document / I have received a copy of this document.

Semnatura utilizator card / Cardholder Signature _____

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Sectiune rezervata Bancii / Bank Section

Nume si prenume / semnatura / stampila lucratorului bancar care a primit Contestatia si a verificat corectitudinea datelor inscrise

Name / signature /stamp of the bank clerk that received the Complaint and checked the correctness of the written information

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Certific verificarea blocarii / blocarea cardului la procesator:

- DA Data.....Ora.....
- NU Motivul.....

Nume si prenume / semnatura / stampila lucratorului bancar care a efectuat verificarile / a blocat cardul la procesator

Acest document se intocmeste in doua exemplare (original si copie) din care unul se inmaneaza clientului / This document is issued in two copies, of wich one is handled out to the customer.