

Unitatea.....

Judetul.....

Nr./ Data de intrare.....

CONTESTATIE / STATEMENT OF COMPLAINT**(Tranzactii recunoscute / autorizate/ authorized transactions)**

Data contestatiei / Date of complaint: _____

Numele utilizatorului de card / Cardholder name : _____

Numarul cardului trunchiat / Partial 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	ATM / MFM / Nume Comerciant ATM / MFM / Merchant Name	Data inregistrarii in cont/ Account registration date
1				
2				
3				

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

- | | |
|---|--|
| <input type="checkbox"/> ATM nu a eliberat numerarul (nicio bancnota / The ATM did not dispense the cash (no bill))
<input type="checkbox"/> ATM a eliberat numerarul partial, compus din urmatoarele cupiuri / The ATM did not dispense all the cash, the received amount was formed by the following:
Nr. bancnota 10 lei / No. of 10 lei bills.....
Nr. bancnota 50 lei / No. of 50 lei bills.....
Nr. bancnota 100 lei / No. of 100 lei bills.....
Nr. bancnota 200 lei / No. of 200 lei bills.....
<input type="checkbox"/> Serviciu neprestat / Bunurile nu au fost primite / Service not rendered / Non-receipt of merchandise or goods
<input type="checkbox"/> Valoarea tranzactiei a fost modificata fara acordul meu / The transaction amount was altered without my authorization
<input type="checkbox"/> Seviciul/ bunul a fost achitat cu alte mijloace...../ Service/ merchandise or goods have been paid by other means..... | <input type="checkbox"/> MFM nu a eliberat numerarul (nicio bancnota / The ATM did not dispense the cash (no bill))
<input type="checkbox"/> RON
<input type="checkbox"/> EUR (din cont curent card in RON/ from current card account in RON)
<input type="checkbox"/> MFM a eliberat numerarul partial, compus din urmatoarele cupiuri / The MFM did not dispense all the cash, the received amount was formed by the following:
<input type="checkbox"/> RON
Nr. bancnota 10 lei / No. of 10 lei bills.....
Nr. bancnota 50 lei / No. of 50 lei bills.....
Nr. bancnota 100 lei / No. of 100 lei bills.....
<input type="checkbox"/> EUR
Nr. bancnota 50 euro/ No. of 50 euro bills.....
<input type="checkbox"/> Tranzactia a fost inregistrata in cont deori / The transaction was registered times
<input type="checkbox"/> Credit neprocesat / Credit not processed |
|---|--|

Alte motive sau detalii (Other reasons or details)

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

Subsemnatul declar pe propria raspundere ca toate informatiile din prezentul document sunt adevarate si sunt de acord cu termenele de timp prevazute in regulamentele internationale de carduri pentru derularea demersurilor de recuperare a valorii tranzactiei. Am fost informat de catre reprezentantii Bancii, intreleg si accept ca termenul de rezolvare a constestatiei mele poate fi de pana la 120 zile calendarsitice de la data prezentei, functie de complexitatea investigatiilor necesate a fi derulate de Banc/ 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 and I understand and accept that my statement of complaint may be solved in up to 120 calendar days starting from today, depending on the complexity of the investigations to be fulfilled by the bank.

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

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.