

SUCURSALA (BRANCH): .....  
 Numar de inregistrare: ..... Data: .....

### FORMULAR CONTESTARE TRANZACTIE/ COMPLAINT FORM FOR CARD TRANSACTION

Numele detinatorului/ utilizatorului/ Cardholder name: \_\_\_\_\_  
 Adresa/ Address: \_\_\_\_\_  
 Telefon/ Telephone: \_\_\_\_\_  
 E-mail: \_\_\_\_\_  
 CNP: \_\_\_\_\_  
 ID client: \_\_\_\_\_  
 Nr. card/ Card No.: \_\_\_\_\_  
 Nr. cont card/ Account: \_\_\_\_\_

Detalii despre tranzactiile contestate/ Transaction(s) details:

Nr./ No.:	Data tranzactiei/ Transaction date:	Suma in valuta tranzactiei/ amount in transaction currency:	Nume comerciant/ Tara Merchant Name/ Country:

**Nu sunt de acord cu tranzactia descrisa mai sus si va rog sa solutionati aceasta situatie. Motivul refuzului este mentionat mai jos/ I am disputing the above mentioned transaction for the following reason and I would like for you to settle this case:**

- Nu am primit numerarul de la ATM (I did not received money from the ATM)
- ATM-ul a eliberat doar o parte din suma solicitata, si anume (I received only a part of the requested amount which is) .....
- Nu am efectuat tranzactia si nu am autorizat pe nimeni sa o efectueze (I did not made the transaction and I did not authorised anybody to do it)
- Serviciu neprestat, dar suma a fost achitata (Service not rendered but the amount paid). Data la care bunul trebuia furnizat este (The merchant should have delivered the goods/ services on) .....
- Credit neprocesat (Credit not processed)
- Bunul/ serviciul a fost achitat prin alte mijloace - atasez copia (Goods/ services were paid by other means - see copy attached)
- Suma tranzactiei diferita (Transaction amount differs)
- C/v tranzactiei a fost retinuta de mai multe ori (I was debited several times for the same transaction)
- Rezervarea serviciilor a fost anulata - atasez confirmarea anularii (Services were cancelled - see cancellation confirmation)
- Numerarul depus in ATM nu a fost inregistrat in cont. Suma depusa a fost de... (The amount deposited at ATM was not registered into the requested account). Suma inregistrata a fost de... (The deposited amount was of) .....

Alte motive sau detalii (Other reasons or details) .....

**Anexez la contestatie urmatoarele documente (You will find enclosed):**

Mentionez ca in momentul efectuarii tranzactiei cardul se afla/ nu se afla in posesia mea (The card was/ was not in my possession at the time of the transaction).

Declar pe propria raspundere ca informatiile de mai sus sunt conform cu realitatea, sunt de acord ca aceste informatii sa fie transmise bancii acceptatoare pentru a sustine disputa si accept retinerea comisioanelor pentru refuz la plata nejustificat in cazul solutionarii nefavorabile a contestatiei (I declare that all information is correct and I agree with sending it to the acquirer bank in order to solve the dispute and to pay for bank commission if dispute is denied).

Banca isi rezerva dreptul de a respinge contestarea tranzactiei daca detinatorul de card nu poate furniza documentele solicitate.

Semnatura (Signature) .....