



ZAHTEV ZA PROVERU KARTIČNE TRANSAKCIJE
REQUEST TO REVIEW THE CARD TRANSACTION

Ime i prezime korisnika/*Cardholder's name* _____

Naziv kompanije/*Company's name* _____

Broj kartice/*Card number* _____
(broj kartice treba da bude maskiran, uneti bez unosa svih cifara, kao na primeru: 1234 56XX XXXX 7890)

Broj računa/*Account number* _____

Način dostave odgovora po zahtevu (**izabrati**) / *preferred way for response on the request receipt (choose)*:

Mejl adresa/ *E-mail*: _____

Poštanska adresa/ *Postal address*: _____

Detalji transakcije/Details of transaction

Datum transakcije / <i>Transaction date</i>	Naziv trgovine / <i>Merchant name</i> Oznaka/adresa bankomata <i>ATM Code/address</i>	Iznos transakcije u originalnoj valuti / <i>Amount in transaction source currency</i>	Iznos u valuti računa – zaduženja <i>Amount in account currency</i>	Datum valute/ <i>Value date</i>

Molim Vas da proverite gore navedene transakcije i da prezentujete prodajne slipove/slipove bankomata iz sledećih razloga:

I kindly request you to check the above-mentioned transactions and to present the merchant sales slips/ATM slips for the following reason:

- Moj račun je dva puta zadužen za istu transakciju./ *The same transaction was debited twice from my account.*
- Nisam izvršio gore napomenutu-naznačenu(e) transakciju(e)./ *I did not give perform the above-mentioned transaction(s).*
- Valuta transakcije je promenjena iz _____ u _____, bez mog znanja./ *The transaction currency was changed from _____ to _____, without my knowledge.*
- Obavio sam jednu ili _____ transakcija kod gore pomenutog trgovca, ali nisam izvršio transakciju(e) naznačenu(e) gore./ *I performed one/or _____ transaction(s) at the above merchant, but I did not give order/permission for the transaction(s) listed above.*
- Iznos transakcije je promenjen sa _____ u _____ bez moje dozvole po izvršenju transakcije/ *The transaction amount was changed from _____ to _____ without my order/permission after the transaction had been completed.*
- Poručio sam robu/usluge kog gore pomenutog trgovca, ali do sada nisam primio naručenu robu/usluge./ *I have order a product/service at the above-mentioned merchant, but until now I have never received the ordered product/service.*
- Hotelska rezervacija je otkazana i dokaz je priložen./ *The hotel reservation was cancelled, and proof is enclosed.*



- Već sam platio ovu transakciju na drugi način (_____) i dokaz je priložen./ *I have already paid for this transaction by other means (_____) and evidence is enclosed.*
- Sumnjam da je transakcija nastala kao posledica prevare ili zloupotrebe i dostavljam dokaze kojima raspolažem./ *I have suspicions that the transaction is a result of fraud or misuse and evidence that I have is enclosed.*
- Nije mi isplaćen novac na gore navedenom bankomatu, a izvršeno je zaduženje mog računa/ *The money was not paid out to me on the ATM, but my account was debited*
- Uplata izvršena na bankomatu nije odobrena mom tekućem računu/ *Cash-in transaction from ATM was not credited to my current accounts*
- Zadržana mi je platna kartica u bankomatu / *My payment card was retained in ATM*
- Drugi razlog opisati/ *Other reason*

Detaljan opis okolnosti pod kojima je transakcija/e nastala/e (**obavezno popuniti**) / *Details of the circumstances in which the transaction occurred (mandatory):*

Predmet reklamacionog postupka mogu biti isključivo transakcije koje su Banci dostavljene na knjiženje, odnosno transakcije za koje je zadužen račun korisnika kartice. Za osporene transakcije na bankomatima, Banka će izvršiti potrebne provere, ako se radi o bankomatima iz njene mreže, odnosno kontaktirati banku u čijoj se mreži nalazi bankomat u cilju utvrđivanja činjenica i shodno utvrđenom činjeničnom stanju odgovoriti na prigovor.

Nakon pokretanja reklamacionog postupka, Vaš račun može biti odobren za iznos reklamirane proknjižene transakcije/a. Po završetku reklamacionog postupka u slučaju neosnovane reklamacije, Banka zadržava pravo naknadnog zaduženja vašeg računa za iznos reklamiranih transakcije/a. Ukoliko je reklamacija neosnovana, korisnik kartice je u obavezi da obezbedi dovoljan iznos sredstva na računu vezanom za karticu u iznosu prethodno odobrenih transakcija./

The subject of the complaint procedure can only be transactions that have been submitted to the Bank for posting, that is, transactions that have debited the card user's account. For the disputed ATM transactions, Bank will conduct necessary checks, for the ATMs within its' own network, or contact the bank in whose network the ATM is operating and based on the collected facts will respond to the complaint.

After starting the complaint procedure, your account might be approved for the amount of the reported posted transaction/s. Upon completion of the complaint procedure in the case of an unfounded complaint, the Bank reserves the right to subsequently debit your account for the amount of the complained transaction/s. If the complaint is unfounded, the card user is obliged to provide a sufficient amount of funds in the account linked to the card in the amount of previously approved transactions.

Ovaj zahtev se smatra prigovorom u smislu Odluke o postupku po prigovoru, pritužbi i predlogu za posredovanje korisnika finansijskih usluga. Banka je u obavezi da na prigovor odgovori u roku od 15 dana. Sve informacije u vezi sa načinom podnošenja prigovora možete pronaći na internet prezentaciji Banke putem linka <https://www.unicreditbank.rs/rs/pi/kontakt/kontakt.html>.

This request is to be considered as a complaint in term of the Decision on Financial service Consumers' Complaints to Service Providers and the National Bank of Serbia and Mediation Proposals. Bank is obligated to respond to this complaint in 15 days. All information regarding the way to submit complaints you may find on the Banks' web site, following the link <https://www.unicreditbank.rs/rs/pi/kontakt/kontakt.html>.

Potpis korisnika/ *Customer's signature*

Datum i mesto/ *Date and place*