

**Aviz de refuz la plata / Letter of Complaint****1. Date privind detinatorul cardului / Cardholder Information**

Nume detinator/Name	:	_____
Adresa/ Address	:	_____
Telefon/ Telephone	:	_____
E-mail	:	_____
Posesor BI/CI - CNP	:	_____
<b>Nr. card / Card No.</b>	:	_____
Nr.cont card/Account	:	_____

**2. Informatii referitoare la tranzactia refuzata la plata / Details of disputed transaction**

Data tranzactiei / Transaction date	:	_____
Valoarea tranzactiei / Transaction amount	:	_____
Denumire comerciant / ATM / Merchant's name	:	_____
Tara in care a avut loc tranzactia/ 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:**

- ATM-ul nu a eliberat suma/ I did not receive cash from the ATM**
- ATM-ul a eliberat doar o parte din suma, aceasta fiind in valoare de :\_\_\_\_\_**  
I received only a part of the requested amount which is:
- Comerciantul nu a furnizat bunul/ serviciul solicitat dar eu am achitat suma / The merchant did not deliver the goods/services but my account was already debited.**  
**Data la care bunul/serviciul trebuia furnizat este:\_\_\_\_\_**  
The merchant should have delivered the goods before:
- C/v tranzactiei a fost retinuta de doua ori din contul de card/I was debited twice for the same transaction;**
- Nu am efectuat sau aprobat tranzactia de mai sus (utilizare frauduloasa). Sunt de acord cu blocarea cardului./ I neither made nor authorised the above transaction (fraudulent use)**
- Rezervarea la hotel a fost anulata iar codul de anulare este\_\_\_\_\_**  
The hotel reservation was cancelled and the cancellation code is
- Serviciul/bunul a fost achitat prin alte mijloace ( ex. numerar sau alt card ): \_\_\_\_\_ si atasez copia**  
I paid for the transaction by other means (cash/by another card),here is the copy of the receipt;
- Alt motiv(specificati)/Other ( please specify): \_\_\_\_\_**  
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**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, in suma de.....\*/ I declare that all information is correct and I agree with sending it to the acquirer bank in order to solve the dispute.*

Data

Semnatura detinator card

Validat consilier client \*\*

\* se completeaza in conformitate cu tariful de comisioane la data completarii prezentei

\*\* Nume si prenume consilier client/Date de contact/Semnatura/Stampila