

PRITOŽBA / ZAHTEVEK ZA FOTOKOPIJO SLIPA*

COMPLAINT / RETRIEVAL REQUEST*

*Izpolnite lahko samo v enem jeziku / Fill it out in only one language.

CORE številka stranke / Bank Identification Number: _____
(izpolni banka / filled in by the bank)

Ime in priimek / Name and Surname: _____

Maskirana številka kartice / Masked Card Number: _____

Kartični produkt: Poslovna kartica z odloženim plačilom Mastercard World Elite
Card product: Corporate card with deferred payment Mastercard World Elite

Datum transakcije Transaction Date	Znesek Amount	Naziv prodajnega mesta Title of Merchant

Označite izjavo, ki najbolje opisuje vašo sporno transakcijo:

1. Nakupa nisem opravil

Navedenega nakupa nisem opravil sam, niti nisem nikogar pooblastil, da ga opravi namesto mene. Kartice nisem izgubil, niti mi ni bila ukradena, ves čas sem jo imel pri sebi. Prosim za vračilo zneska. S podpisom reklamacije pooblašчам UniCredit Bank in njen procesni center, da sme kriminalistični policiji posredovati vse podatke, vključno z vsemi osebnimi podatki, ki so potrebni za preiskavo kaznivenga dejanja zlorabe moje kartice.

2. Večkratna bremenitev

Navedeno transakcijo sem na prodajnem mestu opravil samo enkrat, bremenjen sem bil večkrat. Večkratni vnos PINa sem izvedel, ker

(opis postopka nakupa)

3. Napačen znesek bremenitve

Moja kartica je bila obremenjena za znesek v višini: _____
namesto _____
V prilogi pošiljam fotokopijo računa oziroma potrdilo o nakupu.

4. Blago plačano na drug način

Sporna transakcija je bila plačana z drugim plačilnim sredstvom, in sicer z _____

Prilagam dokazilo: _____

Please mark the correct statement:

1. I did not make a purchase

I did not make the above-mentioned transaction, nor did I authorise anyone else to make it. My card was not lost or stolen and I had it in my possession all the time. I ask for a refund..

2. Multiple charging

I made the transaction mentioned above only once, but my card was charged more than one time. PIN was entered more than once, because

(description of the situation)

3. Incorrect amount of debit

My account was debited for the transaction in the amount of :
_____ instead of _____
Find enclosed a copy of my payment receipt stating the correct amount.

4. Other way of paying goods

The disputed transaction was paid by other means, as follows

Evidence enclosed: _____

5. Naročeno blago ni bilo dostavljeno

Naročenega blaga še nisem prejel.

Dostava bi morala biti opravljena najpozneje do _____.

Dne _____ sem kontaktiral prodajno mesto in trgovec je

odgovoril: _____

Naročil sem: _____

(natančen opis blaga)

6. Dobljeno blago ne ustreza naročenemu

Na prodajnem mestu sem naročil _____

(natančen opis blaga)

vendar sem dne _____ namesto naročenega prejel

(natančen opis blaga)

Dne _____ sem kontaktiral prodajno mesto in trgovec

je dne _____ odgovoril _____

Blago sem dne _____ poskušal vrniti _____

(natančen opis postopka vračila blaga oziroma zakaj blago prodajnemu mestu ni bilo vrnjeno).

Prilagam dokazila: _____

7. Prejem ponaredek

Na prodajnem mestu sem naročil _____

(natančen opis blaga)

vendar sem dne _____ namesto naročenega prejel

ponaredek _____

(natančen opis zakaj gre za ponaredek)

O tem da gre za ponaredek sem bil dne _____

obveščen s strani _____,
(podrobne informacije o subjektu, ki je blago identificiral kot ponaredek)

blago pa se nahaja _____.

Prilagam dokazila: _____

5. The ordered merchandise not delivered

I have not yet received the ordered merchandise.

The agreed delivery date was _____.

On _____ I contacted the merchant and the merchant

responded: _____

I ordered: _____

(detailed description of the goods)

6. Delivered merchandise does not match the ordered one

I ordered _____

(detailed description of the goods)

but on _____ I received

(detailed description of the goods)

On _____ I contacted the merchant who

on _____ responded _____

I returned/attempted to return the goods on _____

by _____
(detailed description how the goods were returned/attempted to be returned and why the goods were not returned to merchant).

See enclosed documents: _____

7. Fake merchandise delivered

I ordered _____

(detailed description of the goods)

but I believe I received counterfeit merchandise on _____

because _____

(detailed description why cardholder believes the goods is counterfeit)

The _____

(detailed information regarding the entity who identified the goods as counterfeit)

informed me on _____,

The goods are located at _____.

See enclosed documents: _____

8. Neizplačana sredstva na bankomatu

Bančni avtomat mi želenega zneska, za katerega je bila bremenjena moja kartica, ni izplačal.

9. Delno izplačilo na bankomatu

Izplačan je bil le delni znesek dviga na bančnem avtomatu v višini

_____ namesto _____,
za kolikor je bila moja kartica tudi bremenjena.

10. Prošnja za fotokopijo slipa

Prosim za kopijo slipa za navedeno transakcijo, zaradi (označi):

- ☐ z bremenjenim zneskom se ne strinjam
- ☐ ne prepoznam transakcije
- ☐ kopijo slipa potrebujem za lastno evidenco

11. Ostalo

8. Outstanding funds at ATM

I did not receive the amount for which my account was debited.

9. Partial payout at ATM

I did not receive the whole amount for which my account was debited. I received the amount of

_____ instead of _____

10. Retrieval Request

Reason (please mark):

- ☐ I do not agree with the amount
- ☐ I do not recognize the transaction
- ☐ Copy for personal evidence

11. Other

Kraj in datum / Place and date: _____

Podpis imetnika / Cardholder's signature: _____

IZPOLNI BANKA / FILLED IN BY THE BANK:

Svetovalec, ki je sprejel reklamacijo: _____

Poslovna enota: _____

Žig in podpis svetovalca v PE: _____