

BIROU RELATII CLIENTI: _____

DATA: ___ / ___ / _____

AVIZ DE REFUZ LA PLATA / LETTER OF COMPLAINT

TIP CARD : _____

1) DATE PRIVIND POSESORUL CARDULUI / CARDHOLDER INFORMATION
Nume si prenume / Name: _____
Adresa / Address: _____
Telefon / Telephone: _____
Nr. card (16 cifre) / Card no (16 digits): <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> X X X X X X X X <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Nr. Contract / Account no: _____
2) DATE PRIVIND OPERATIUNEA REFUZATA LA PLATA / DETAILS OF DISPUTED TRANSACTION
Data operatiunii (zz/ll/aaaa) / Transaction date (dd/mm/yyyy): ___ / ___ / _____
Valoarea operatiunii / Transaction amount: _____
Valoarea disputata / Disputed amount: _____
Denumire ATM / Comerciant ATM location / Merchant name: _____
Tara unde s-a realizat operatiunea / Country: _____
Cod autorizare / Authorization Code: _____

Nu sunt de acord cu tranzactia descrisa mai sus si va rog sa solutionati aceasta situatie. Motivul refuzului este descris mai jos.
I am disputing the transaction listed above for the reason of as follows and request you to settle the case.

- ATM-ul nu a eliberat numerarul solicitat**
I did not receive cash from ATM.
- Eliberarea de numerar de la ATM nu s-a finalizat corect/ Cash withdrawal from ATM was not completed correctly:**
Suma solicitata/ Requested amountSuma primita/ Received amount.....
- Comerciantul nu mi-a furnizat bunurile/serviciile solicitate insa contul de card a fost debitat.**
I did not receive the goods/services from the merchant but my account was debited.
- Am fost debitat de doua ori pentru aceeasi tranzactie.**
I was debited twice for the same transaction.
- Nu am efectuat sau aprobat tranzactia de mai sus**
I neither made nor authorized the above transaction.
- Rezervarea la hotel a fost anulata, iar codul anularii este:** _____
Hotel reservation was cancelled and the cancellation code is:
- Am platit pentru aceasta tranzactie prin alte mijloace** _____ **(ex. numerar) si atasez copia documentului.**
I already paid for the transaction by other means _____ (e.g.cash) and the evidence is enclosed.
- Alt motiv (Specificati) / Other (Please specify):** _____

Comentarii / Comments: _____

Anexez la aviz urmatoarele documente:

I am enclosing the following documents: _____

Declar pe propria raspundere ca informatiile de mai sus sunt conforme cu realitatea si sunt de acord ca datele cu caracter personal inscrise in acest document sa fie transmise bancii acceptatoare pentru a sustine disputa.

I declare the above information is true and I agree that my personal data mentioned here may be transmitted to acquirer's bank, in order to solve this case.

REPREZENTANT BRD FINANCE
Agent BRD FINANCESEMNATURA POSESOR
Cardholder's signature