



PRITOŽBA IMETNIKA NLB Predplačniške kartice MasterCard KARTICE / NLB Prepaid MasterCard CARDHOLDER DISPUTE FORM

Ta obrazec je potrebno poslati v SZSPFO, ki pritožbo posreduje na elektronski naslov PFS:
disputes@prepaidfinancialservices.com / This form must be sent directly to PFS e-
disputes@prepaidfinancialservices.com

IME IN PRIIMEK / CUSTOMER NAME: _____

NASLOV / ADDRESS: _____

POŠTNA ŠTEVILKA / POSTCODE: _____

E-pošta / E-mail: _____

TEL.ŠTEVILKA / PHONE NUMBER: _____

ŠT. KARTICE / CARD NO. : _____ (5329 **** * ***)

ŠT. IMETNIKA / CARDHOLDER ID : _____ (978....)

Reklamacija nakupa -/ Disputed transactions

Datum transakcije / Date of Transaction	Prodajno mesto / Merchant:	Znesek /Amount:

Nakup storitve vključno s spletnimi transakcijami / Purchases/services including on-line transactions

1. Zgoraj navedene transakcije nisem opravil jaz, niti nisem nikogar pooblastil, da opravi nakup namesto mene. Kartice nisem izgubil, niti mi ni bila ukradena, ves čas sem jo imel pri sebi. / The above listed transaction has been performed neither by me nor a person that I would authorise to make the purchase on my behalf. I have neither lost the card nor it was stolen, I had it on me all the time.
Kartico sem blokiral dne / I blocked the card on _____

2. Na zgoraj navedenem prodajnem mestu sem opravil nakup v višini / I made a purchase at the listed point of sale for the amount of _____, samega nakupa v višini / the disputed purchase in the amount of _____ nisem opravil jaz / has not been performed by me. Kartice nisem izgubil, niti mi ni bila ukradena, ves čas sem jo imel pri sebi. / I have neither lost the card nor it was stolen, I had it on me all the time.
3. Zgoraj navedeno transakcijo sem na prodajnem mestu opravil samo enkrat. / I only performed once the above listed transaction at the point of sale.
4. Prodajno mesto je sprovedlo potrdilo o odobritvi (kreditni slip), vendar do danes za zgoraj omenjeni znesek moja kartica še ni bila odobrena. Prilagam dokazilo. / The point of sale produced a credit slip but my card has not been credited for the amount to date. Please find evidence attached.
5. Prodajno mesto je sprovedlo potrdilo o odobritvi (kreditni slip), vendar je bila moja kartica bremenjena namesto odobrena. Prilagam dokazilo. / The point of sale produced a credit slip but my card has been debited instead of credited. Please find evidence attached.
6. Moja kartica je bila obremenjena za znesek v višini / My card has been debited for the amount of _____ namesto v višini / instead of _____. V prilogi vam pošiljam fotokopijo računa oziroma potrdila o nakupu. / Please find attached a copy of the invoice or slip.
7. Sporna transakcija je bila plačana z drugim plačilnim sredstvom, in sicer / The disputed transaction has been paid by another means of payment, namely _____. Prilagam dokazilo, da sem zadeve poskušal na prodajnem mestu urediti sam, ter dokazilo o plačilu. / Please find attached the evidence that I have attempted to settle the issue at the point of sale, and evidence of payment.
8. Zgoraj navedene transakcije ne priznam, saj na tem prodajnem mestu nisem opravil nakupa. / I do not acknowledge the above listed transaction because I have made no purchase at that point of sale. Delovanje kartice sem preklical dne / I cancelled my card on _____ zaradi / due to (ustrezno obkroži / circle as appropriate):

- a) kraje / theft b) izgube / loss c) zlorabe / abuse d) poneverbe / fraud.

Hotelske storitve / Hotel services

1. Hotelsko rezervacijo sem pisno / telefonsko preklical dne / I cancelled the hotel reservation in writing/by phone on _____. Preklicna številka je / The cancellation number is _____. Prilagam dokazilo, da sem zadevo poskušal na prodajnem mestu urediti sam, ter dokazilo o plačilu. / Please find attached the evidence that I have attempted to settle the issue at the point of sale, and evidence of payment.
2. Hotelsko rezervacijo sem pisno / telefonsko preklical dne / I cancelled the hotel reservation in writing/by phone on _____, vendar preklicne številke nisem prejel. Prilagam dokazilo, da sem zadevo poskušal na prodajnem mestu urediti sam, ter dokazilo o plačilu. / but I have received no cancellation number. Please find attached the evidence that I have attempted to settle the issue at the point of sale, and evidence of payment.
3. Pri rezervaciji hotela sem kot garancijo navedel številko kartice. O tem, da mi hotel zaračuna stroške nočitve za en dan, če ne odpovem rezervacije, nisem bil obveščen. Prilagam dokazilo, da sem zadevo poskušal na prodajnem mestu urediti sam, ter dokazilo o plačilu. / I gave my card number upon hotel reservation as a guarantee of the reservation. I have not been informed that the hotel would charge me an overnight stay if I did not cancel the reservation. Please find attached the evidence that I have attempted to settle the issue at the point of sale, and evidence of payment.
4. Nikoli nisem uporabil storitve v navedenem hotelu, prav tako nisem opravil nobene hotelske rezervacije. / I have neither used a service at the listed hotel nor made a hotel reservation there.

Bankomati / ATM

1. Bankomat mi zelenega zneska, za katerega je bila bremenjena moja kartica, ni izplačal. The ATM did not pay out the amount for which my card has been debited.
2. Izplačan je bil le delni znesek dviga na bankomatu v višini / Only a partial amount of the cash machine withdrawal has been paid out, in the amount of _____ namesto v / instead of _____, for which the card has been debited.

Zahtevek za kopijo potrdila o nakupu (slipa) za zgoraj omenjeno transakcijo (obkroži) / Request for a copy of the slip for the transaction (please circle as appropriate):

1. Z bremenjenim zneskom se ne strinjam / I do not approve the debited amount
2. Ne prepoznam transakcije / I do not recognise the transaction
3. Za lastno evidenco / For my own records
4. Zaradi suma zlorabe / For suspected abuse

5. Drugo / Other

Drugi razlogi za zavrnitev s kratkim opisom / Other reasons for rejection with a brief description

Pravno obvestilo /Legal information:

V primeru, da bo pritožbo iz tega obrazca prejela NLB d.d., je ta kot upravljalec storitev (posrednik) in distributer NLB Predplačniške kartice MasterCard ne bo obravnavala, temveč jo bo v [...] delovnih dneh posredovala izdajatelju NLB Predplačniške kartice MasterCard, družbi Prepaid Financial Services Limited, ki bo na vašo pritožbo odgovorila v roku 8 dni.

Imetnik NLB Predplačniške kartice MasterCard s podpisom tega obrazca potrjuje in soglaša, da izdajatelj NLB Predplačniške kartice MasterCard, družba Prepaid Financial Services Limited obvesti NLB d.d. o podani pritožbi iz tega obrazca in jo obvešča o poteku njenega reševanja ter ji v zvezi s tem posreduje vse informacije in podatke, vključno z osebnimi in zaupnimi podatki.

In the event this form is received by NLB d.d., NLB d.d. shall not process the complaint, since NLB d.d. acts as an operator of services (agent) and distributor of NLB Prepaid MasterCard. NLB d.d. will forward the complaint to the issuer of NLB prepaid MasterCard Prepaid Financial Services Limited in [...] working days. The issuer will be respond to your complaint within 8 days.

The holder of the NLB Prepaid MasterCard by signing this form acknowledges and agrees that the issuer of NLB Prepaid MasterCard Prepaid Financial Services Limited keeps NLB d.d. informed about the process with the complaint and the solution of it and to this purpose agrees that the issuer sends to NLB d.d. all information and data, including personal and confidential data.

Podpis / Customer Signature: _____ Datum/Date: _____