

PRITOŽBA / ZAHTEVEK ZA FOTOKOPIJO SLIPA
COMPLAINT / RETRIEVAL REQUEST**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 / Card product:** Poslovna plačilna kartica VISA

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

Obkrožite izjavo, ki najbolje opisuje vašo sporno transakcijo/ *Please mark the correct statement:*

- 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 kaznivega dejanja zlorabe moje kartice.
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.
- Večkratna bremenitev:** Navedeno transakcijo sem na prodajnem mestu opravil samo enkrat, bremenjen sem bil večkrat. Večkratni vnos PINa sem izvedel, ker _____ (opis postopka nakupa).
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).
- Napačen znesek bremenitve:** Moja kartica je bila obremenjena za znesek v višini _____ namesto _____. V prilogi pošiljam fotokopijo računa oziroma potrdilo o nakupu.
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.
- Blago plačano na drug način:** Sporna transakcija je bila plačana z drugim plačilnim sredstvom, in sicer z _____. Prilagam dokazilo.
The disputed transaction was paid by other means, as follows: _____ (evidence enclosed).
- 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 _____.
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. **Dobavljeno 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 _____.
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. **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 _____, blago pa se nahaja _____. Prilagam dokazila _____.
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 counterfeit. The goods are located at _____. See enclosed documents.
8. **Neizplačana sredstva na bankomatu:** Bančni avtomat mi zelenega zneska, za katerega je bila bremenjena moja kartica, ni izplačal.
I did not receive the amount for which my account was debited.
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.
I did not receive the whole amount for which my account was debited. I received the amount of _____ instead of _____.
10. **Prošnja za fotokopijo slipa/ Retrieval Request:** Prosim za kopijo slipa za navedeno transakcijo, zaradi (obkroži)/ Reason (please mark):
a) z bremenjenim zneskom se ne strinjam/ *I do not agree with the amount*
b) ne prepoznam transakcije/ *I do not recognize the transaction*
c) kopijo slipa potrebujem za lastno evidenco/ *copy for personal evidence*
11. **Ostalo/ Other:**

Kraj in datum / Place and date: _____

Podpis imetnika / Cardholder's signature: _____

Svetovalec, ki je sprejel reklamacijo: _____

Poslovna enota: _____

Žig in podpis svetovalca v PE: _____