

Date: __/__/__

FORME REKLAMIMI E TRANSAKSIONEVE TE KRYERA ME KARTE
CARD TRANSACTION DISPUTE FORM

Visa Electron,

Visa Classic,

Visa Gold,

Visa Bussines Gold

Emri i plote i Kartembajtesit/ Full name of the Cardholder _____

Numri i Kartes/ Card Number

Plotesoni 6 numrat e pare dhe 4 te fundit te kartes/Fill 6 first numbers and 4 last one of the card

Gjate kohes se transakcion(it)/eve, ju lutem tregoni statusin e kartes (plotesoni nje nga alternativat)./At the time of the transaction(s), please indicate status of card(check one)

Karte e humbur/Lost Card

Data e humbjes/Lost Date __/__/__

Karte e vjedhur/ Stolen Card

Data e vjedhjes/Stolen Date __/__/__

E kam pasur me vete karten/Card in my possession

Po/Yes

Jo/No

A keni autorizuar dike tjeter per te perdorur karten tuaj?

Have you authorized anyone else to use your card?

Po/Yes

Jo/No

Nese po, i pranon personi i autorizuar kete(keto) transakcion(e)?

If yes, does the authorized person accept this(these) transaction(s)?

Po/Yes

Jo/No

A e keni raportuar kete ceshtje ne polici? Have you reported this issue to the Police?

Po/Yes

Jo/No

INFORMACION MBI TRANSAKSIONET QE NUK PRANOHEN NGA KLIENTI
INFORMATION ON CLAIMED TRANSACTION(S)

Date/Date	Koha/Time	Shuma /Amount	Monedha/ Currency	Emri I tregtarit/Merchant Name

Arsyeja e ankeses (zgjidhni nje nga alternativat e meposhtme)/Reason of the complaint (check one of the following):

- Transaksioni(et) eshte (jane) i(te) paautorizuar(a) nga une/ The transaction(s) was (were) unauthorized by me
- Bankomati nuk nxorri fonde/ ATM didn't dispense money
- Llogaria eshte debituar disa here (2 ose me shume) per te njejin transakcion./I have been billed multiple times (2 or more) for the same transaction.
 Une deklaroj se vetem nje transakcion eshte kryer nga une ne tregtarin e mesiperme per shumen _____ ne daten __/__/__/ I certify that only one transaction was made with the above referenced merchant in the amount of _____ on date __/__/__.

Firma e punonjesit/Personal bank Signature

Firma e klientit/ Cardholder Signature