***Приложение 3***

к Правилам использования и обслуживания

банковских карт АКБ !СЛАВИЯ» (АО)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Банк :** |  | **Город:** |  | **Отделение:** |  | |
| Bank: |  | City: |  | Branch: | |  |
|  |  |  |  |  | |  |
| **Адрес:** |  | | | | | |
| Address: |  | | | | | |

|  |  |
| --- | --- |
| **Держатель карты:** |  |
| Cardholder |  |
|  |  |
| **Адрес:** |  |
| Address |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Рабочий телефон №:** |  | **Домашний телефон №:** |  | |
| Office telephone № |  | Home Telephone № |  | |
|  | | | | |
| **Название Карты:** |  | | | |
| Card Name: |  | | | |
| **Карта №:** |  |  | |
| Card № |  |  | |  | |

**Заявление № \_\_\_\_\_\_\_ о несогласии с транзакцией.**

***Сardholder dispute form.***

Я, владелец указанного выше карточного счета, обнаружил в выписке по счету (прилагается к заявлению) транзакции, с которыми я не согласен. Я заявляю следующее (отметить нужное):

*I have noticed on my billing statement(s) attached those transactions that are not authorized by me and are fraudulent. I declare the following*:

|  |  |
| --- | --- |
|  | Ни я, ни кто-либо, уполномоченный мною, ни кто-либо, мне известный, не участвовал в совершении транзакции, не получал и не ожидает получения какого-либо товара или услуги в результате этой транзакции (этих транзакций). |
|  | I have neither authorized nor participated nor expect to receive any benefit or value as a result of this transaction (s). |
|  | Моя карта была утеряна/украдена. Дата: “ \_\_\_\_ “ \_\_\_\_\_\_\_\_\_\_\_\_\_\_ 199\_\_ г.  Место:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  | My card was lost/stolen Date Location |
|  | Моя карта была у меня во время совершения этой транзакции и я не передавал ее в третьи руки. |
|  | My card was in my possession and I did not give the card to a third party at the time of fraudulent use. |
|  | Моя карта еще не была получена мною во время совершения этой транзакции. |
|  | My card was never received. |
|  | Сумма торгового чека была изменена с \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ на \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  | The amount of the sales slip was altered from \_\_\_\_\_\_\_\_\_ to \_\_\_\_\_\_\_\_\_ |
|  | Несмотря на то, что я заказал номер в отеле, я отказался от заказа. |
|  | Although I made the reservation with the hotel, I cancelled it. |
|  | Я участвовал в одной транзакции на сумму \_\_\_\_\_\_\_\_\_\_\_\_\_\_ на данном Предприятии сервиса/торговли “ \_\_\_\_” \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_20 \_\_ г., однако, я не участвовал в другой транзакции (других транзакциях). |
|  | I did participate in one transaction for \_\_\_\_\_\_\_\_\_\_\_\_\_ at the same merchant listed above, howerer, I did not participate in the other transaction (s). |
|  | Я все еще не получил товара (услуги). |
|  | I have not received the merchandise (service) up to now. |
|  | У меня есть причины полагать, что следующие лица имели доступ к моей карте, знали номер моей карты, ПИН без моего на то разрешения (Напишите на обороте Заявления имена, адреса, телефоны) |
|  | I have reasons to believe that the following individual(s) had access to my card, knew my account number, knew my PIN without my authorization. See on the back side. |
|  | Другое. |
|  | Other |

Список транзакций, с которыми я не согласен.

*A list of disputable transaction(s).*

|  |  |  |  |
| --- | --- | --- | --- |
| **№** | **Дата операции по карте**  *Transaction Date* | **Название Предприятия торговли/сервиса** Merchant Name | ***Сумма транзакции*** Transaction Amount |
| **1** |  |  |  |
| **2** |  |  |  |
| **3** |  |  |  |
| **4** |  |  |  |
| **5** |  |  |  |
| **6** |  |  |  |
| **7** |  |  |  |
| **8** |  |  |  |
| **9** |  |  |  |
| **10** |  |  |  |
| **11** |  |  |  |
| **12** |  |  |  |
| **13** |  |  |  |
| **14** |  |  |  |
| **15** |  |  |  |
| **16** |  |  |  |
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| **18** |  |  |  |
| **19** |  |  |  |
| **20** |  |  |  |
| **21** |  |  |  |
| **22** |  |  |  |
| **23** |  |  |  |
| **24** |  |  |  |
| **25** |  |  |  |

Лица, возможно имевшие доступ к моей карте:

## Individuals that might had access to my card

|  |  |  |  |
| --- | --- | --- | --- |
| **№** | **Ф.И.О.** Full Name | **Домашний адрес** Home Address | **Телефон** Telephone |
| **1** |  |  |  |
| **2** |  |  |  |
| **3** |  |  |  |
| **4** |  |  |  |

|  |  |
| --- | --- |
| Имя держателя карты (как напечатано на карте): |  |
| Primary cardholder name |  |
| Подпись держателя карты (как на карте): |  |
| Signature of primary cardholder as set on the card |  |
| Подпись владельца валютного карточного счета: |  |
| Signature of card account holder |  |
|  |  |
| Дата Заявления: | “ \_\_\_\_\_\_ “ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 20 \_\_\_\_ г. |
| Date of Declaration |  |

Дополнительная информация\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Additional information*

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Прилагаемые документы \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Documents enclosed* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Дата заявления \_\_\_\_\_\_\_\_\_\_\_\_\_ Подпись клиента \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Date of declaration Signature*

Заявление и документы принял от клиента \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(должность, Ф.И.О., подпись)

Заявление и документы получил \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (должность, Ф.И.О., подпись отв. лица)