**QUESTIONNAIRE No. 1**

***(to be filled in by the complainant)***

**1. Type of incident**

|  |  |
| --- | --- |
| □ Amount not received during an ATM withdrawal\* | The cardholder claims that he did not receive the entire amount or part of the required amount during the withdrawal  \* *Requirement : attach an ATM receipt* |
| □ Unauthorized ATM withdrawal operation | The cardholder claims that he did not order the withdrawal |
| □ Duplicate transactions\* | The amount has been collected several times from the cardholder's account  \* *Requirement: attach a POS receipt and a receipt for the purchased goods/ services/* |
| □ Unauthorized transaction /via Internet, at a POS/\* | The cardholder has not ordered or participated in the transaction  \* *Requirement: attach a POS receipt in case of a transaction at a POS terminal* |
| □ Product / service not received\* | The cardholder claims that he has not received from the trader the goods/ services paid with a card  \* *Requirement: provide a document certifying exactly what goods / services the complainant should have received* |

**2. Issues related to contesting payment transactions carried out by bank cards**

**/do not fill in for goods not received or services not provided/**

|  |  |
| --- | --- |
| 1. Indicate your location during the disputed transaction |  |
| 2. Do you keep the payment instrument? |  |
| 3. Is the payment instrument used by any other person/ please, specify? |  |
| 4. Do you regularly change the PIN code of the payment card? |  |
| 5. What measures do you take to keep the PIN code secret? |  |
| 6. Where do you save the PIN code to the card? How do you keep it? |  |
| 7. Is the payment instrument used for payments via a POS terminal device? In these cases, is the card observed by the cardholder? |  |
| 8. Is the payment card used for Internet payments? On which sites? |  |
| 9. Have you been offered the "SMS notifications for available balance and payments" service? |  |
| 10. Has the card been registered for the " SMS notifications for available balance and payments" service? |  |
| 11. If you do not currently use the "SMS notifications for available balance and payments" service, do you want to use this service? |  |
| 12. Is a family member or another person using the mobile phone that receives messages with a 3D secret code? Please indicate who uses it? |  |
| 13. Is the message for received 3D secret code displayed when the mobile phone screen is locked? |  |
| 14. Have you responded to a message or email with a request for sending information about the number and validity of the card, password for Internet access, etc. Please indicate to whom and for what reason you have provided such data. |  |

**3. Issues related to undelivered goods or services**

**/do not fill in for any other cases/**

|  |  |
| --- | --- |
| 1. Which trader did you order from and which product/ service did you order? |  |
| 1. Do you have a document that proves that you contacted the trader to resolve the dispute and he refused or did not take action to deliver the goods / services or to initiate a reverse credit transaction for the entire or part of the amount |  |
| 1. What is the delivery date specified by the trader |  |
| 1. Please briefly state the circumstances related to the undelivered product / service |  |

***I am aware that I bear legal responsibility for stating false or incomplete facts and circumstances.***

Date ……………………..   Name / Signature: ……………………………………………

|  |
| --- |
| FURTHER INFORMATION  *(to be filled in by the Bank\*\*)*                      ………………………………………………………. / ……………………… / ………………..  Names and signature of the employee / Date |

*\*\* To be filled in if additional information has been collected during the conversation with the client.*

*To be filled in also if illegible data needs to be clarified.*