

PLEASE ANSWER THE FOLLOWING QUESTIONS:

(TO BE COMPLETED IN CASE OF UNRECOGNIZED / UNAUTHORIZED TRANSACTIONS)

1. Describe the way you keep your card:

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.....

2. Describe the way you keep your PIN code:

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3. Do other people have access to your card, if so, please specify:

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.....

4. Have you provided your card to other people, if so please specify:

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.....

5. When and under what circumstances you found out the lack of funds and what actions did you take?

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6. Have you ever used your card at this/these merchant/s:

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.....

7. Have you informed the local police department for lost /stolen or unrecognized transaction/s:

.....

****If there are more clarifications or documents, please attach them in free text to claim.***

Signature.....

Date/.....

CARDHOLDER CONTACT DETAILS :

Name Personal ID:
Address:
Phone: E-mail

UNICREDIT BULBANK EMPLOYEE DETAILS:

Employee: Branch: Code:
Telephone: Signature:

! In case of non-recognized/unauthorized transaction the card shall be blocked and the following additional documents shall be provided to us:

- A copy of the I.D. card/international passport - all pages shall be photocopied (in case the transactions have not been performed online and have been performed in a country that is not member state of the EU);
- Statement of Acceptance of a card delivered to the branch card with date and hour of its returning;
- A copy of the destroyed card - front and back;

! In case of lost or stolen card Customer must inform the Local police authority and provide a copy of police report to the Bank!

IN CONNECTION WITH THE CLAM FORM I ENCLOSE THE FOLLOWING ADDITIONAL DOCUMENTATION:

1.
2.
3.

Signature

Date/.....