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| Ime i prezime/ Naziv korisnika finansijskih usluga:  *Name and Surname*: |  |
| JMBG:  *Unique Citizen Identification Number/* *Company Registration Number, TIN* |  |
| Adresa prebivališta/sedišta :  *Address:* |  |
| Mejl:  E-mail: |  |
| Telefon:  Phone number: |  |
| Predmet prigovora:  *Subject-matter of the compliant:* |  |
| Opis spornog slučaja:  *Description of the disputable situation*: | |

**Napomena:** Korisnik finansijskih uslugaje: (i) fizičko lice, (ii) preduzetnik, (iii) poljoprivrednik i/ili (iv) davalac obezbeđenja za potraživanje fizičkog lica, preduzetnika ili poljoprivrednika (osim preduzetnika u svojstvu ili u vezi sa svojstvom zastupnika pružaoca platne usluge ili lica kome je Banka, kao davalac usluga, poverila aktivnost pružanja platnih usluga), kao i (v) klijent - pravno lice kao korisnik platnih usluga ili imalac elektronskog novca u smislu zakona kojim se uređuju platne usluge (osim pravnog lica davaoca usluga i pravnog lica u svojstvu ili u vezi sa svojstvom zastupnika pružaoca platne usluge ili lica kome je Banka, kao davalac usluga, poverila aktivnost pružanja platnih usluga).

*Financial services consumer is: (i) natural person, (ii) entrepreneur, (iii) agriculturist and/or (iv) guarantor of a natural person, entrepreneur or agriculturist (save for the entrepreneur in the capacity of a representative of a payment service provider or a person to whom the Bank, as a service provider, has entrusted the activity of providing payment services), as well as (v) client - legal entity as a payment services consumer or a holder of e-money in the sense of the law regulating payment services (save for a legal entity service providers and legal entities in the capacity or in connection with the capacity of a payment services provider representative or a person to whom the Bank, as a service provider, has entrusted the activity of providing payment services)*

Ukoliko ne budete zadovoljni odgovorom ALTA Banke a.d. Beograd, ili ako odgovor ne dobijete u propisanom roku, možete se obratiti Narodnoj banci Srbije, Sektor za zaštitu korisnika finansijskih usluga na adresu:

*If you are not satisfied with the reply of ALTA banka a.d. Beograd, you may contact the National Bank of Serbia, Department for Financial Consumer Protection at the address:*

* Nemanjina 17 11000 Beograd ili poštanski fah 712, 11000 Beograd,/ Nemanjina 17, 11000 Beograd, or P.O.BOX 712, 11000 Belgrade ili/or elektronskim putem: preko web forme na početnoj stranici internet prezentacije NBS, deo: Podnesite pritužbu/prigovor na rad davaoca finansijskih usluga*/trough the web form on the homepage of the NBS website, part: Submit a complaint about the work of a financial service provider.*

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| U Beogradu/ *In Belgrade,* | |  | godine/*year* |  | |  | Potpis/*Signature* |