|  |  |
| --- | --- |
| Poslovno *ime /**Business name*:  |       |
| Matični broj /*Company reg.number*:  |       |
| PIB/*TIN*  |       |
| Adresa/*Address*: |       |
| Mejl:E-mail: |       |
| Predmet prigovora/*Subject-matter of complaint:*  |       |
| Opis spornog slučaja / *Description of the disputable situation:*       |

**Napomena:** Ukoliko prigovor podnosite u vezi sa platnim uslugama u smislu zakona kojima se uređuju platne usluge jer niste 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:

***Note****: If you file a complaint regarding payment services in terms of laws governing payment services because you are not satisfied with ALTA Banka's response, or if you do not receive an answer within the prescribed timeframe, , you may contact the National Bank of Serbia, Department for Financial Consumer Protection at the following 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/prigovoru 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* |  |  | Pečat i potpis ovlašćenog lica/*Sealed and signed by the authorized person* |