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|  | **Prigovor za fizička lica / Complaint Form - natural persons** | | |
| Šifra: OBR-124 | Verzija: 8 | Strana: 1/1 |

|  |
| --- |
| Ime i prezime / *Name and Surname*: |
| JMBG / *Unique Citizen Identification Number:* |
| Adresa / *Address:* |
| Pravni osnov / *Legal basis:* |
| Opis spornog odnosa / *Description of the disputable relation*: |

**Napomena:** Ukoliko ne budete zadovoljni odgovorom ALTA Banke a.d. Beograd, možete se obratiti Narodnoj banci Srbije, Sektor za zaštitu korisnika finansijskih usluga na adresu:

***Note****: 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/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.*

U Beogradu/ Potpis/*Signature*

*In Belgrade,* godine/*year*

Bulevar Zorana Đin ića 121 • 11070 Beograd • Poštanski fah 59 • PAK 190347 • Tel.: 2205-500 • Fax: 311-0217

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