

The client's complaint is filled out by the user and submitted to the Institution / representative in two copies. After filling in the data by the Institution/representative, one copy in the form of a confirmation of receipt of the complaint is given to the user.

## CLIENT COMPLAINT

### Client data

Name and surname / Company name: \_\_\_\_\_

ID no. / Company registration no: \_\_\_\_\_

Contact address: \_\_\_\_\_

Contact telephone: \_\_\_\_\_

E-mail: \_\_\_\_\_

### Subject of the complaint / transaction reclamation /

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Complainant

\_\_\_\_\_, in \_\_\_\_\_, date \_\_\_\_\_.

### Filled in by the Institution

This to acknowledge that the user's complaint as stated above has been received. The answer to the complaint will be delivered to the user in accordance with the applicable regulations.

Date: \_\_\_\_\_, branch of the Institution/representative: \_\_\_\_\_

Employee's name and surname: \_\_\_\_\_, signature \_\_\_\_\_ / stamp