

Standard form of claims

Received date of claim: _____

Registration number N _____

Applicant's personal number

Name, surname	
Personal number	
Address	
Contact phone number	
E-mail:	

Name of product

Auto loan <input type="checkbox"/>	Credit card <input type="checkbox"/>	Deposits money <input type="checkbox"/>
Consumer's loan <input type="checkbox"/>	Loan for an apartment repair <input type="checkbox"/>	Term deposits <input type="checkbox"/>
Instant installment <input type="checkbox"/>	Mortgage loan <input type="checkbox"/>	Internet banking <input type="checkbox"/>
Business loan <input type="checkbox"/>	Credit Information Bureau <input type="checkbox"/>	Pawn loan <input type="checkbox"/>
Overdraft <input type="checkbox"/>	Current accounts/debit card <input type="checkbox"/>	Other (please specify) <input type="checkbox"/>

Character of claim

Interest contributions <input type="checkbox"/>	Confidential information <input type="checkbox"/>
Service fee <input type="checkbox"/>	Terms of the agreement <input type="checkbox"/>
Fines and overdue fees <input type="checkbox"/>	Advertising, selling, advices <input type="checkbox"/>
Fee for credit prepayment repayment <input type="checkbox"/>	Transactions <input type="checkbox"/>
Other duties <input type="checkbox"/>	Related credit agreement <input type="checkbox"/>
Administration / service quality <input type="checkbox"/>	Other (please specify) <input type="checkbox"/>
Incorrectly supplied information <input type="checkbox"/>	
Non-supply of mandatory information <input type="checkbox"/>	

Content of claim (if necessary, the extensive description present in Attachment form)

What form do you want to receive the response?

Written <input type="checkbox"/> (<i>Specify the address</i>) By phone <input type="checkbox"/>	Via e-mail: <input type="checkbox"/> Via internet banking <input type="checkbox"/>
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Signature: _____

Date: _____

Read helpful information for consumers on the web-page <http://www.nbg.gov.ge/cp> and the hotline – 032 406 406 of National Bank of Georgia.