

Standard Claim Form

Date of Claim Receipt: _____

Registration Number: _____

Personal Information of the Applicant

Name, Surname	
Personal Number	
Address	
Contact Phone Number	
Email address	

Product Name

Car Loan <input type="checkbox"/>	Credit Card <input type="checkbox"/>	Deposits Repayable on Demand <input type="checkbox"/>
Consumer Loan <input type="checkbox"/>	Apartment Renovation Loan <input type="checkbox"/>	Fixed Term Deposits <input type="checkbox"/>
Instantly Approved Installment Plan <input type="checkbox"/>	Mortgage Loan <input type="checkbox"/>	Internet Banking <input type="checkbox"/>
Business Loan <input type="checkbox"/>	Credit Information Agency <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"/>

Nature of the Claim

Interest Deposits <input type="checkbox"/>	Disclosure of confidential information <input type="checkbox"/>
Service fees <input type="checkbox"/>	Terms of agreement <input type="checkbox"/>

Penalties and late fees <input type="checkbox"/>	Advertising, sales, advice <input type="checkbox"/>
Early loan repayment fee <input type="checkbox"/>	Transactions <input type="checkbox"/>
Other payments <input type="checkbox"/>	Related loan agreement <input type="checkbox"/>
Administration/Quality of service <input type="checkbox"/>	Other (please specify) <input type="checkbox"/>
Incorrectly provided information <input type="checkbox"/>	
Mandatory information not provided <input type="checkbox"/>	

Content of the Claim (if necessary, submit a detailed description as an attachment)

Preferred Response Format

In writing <input type="checkbox"/> (<i>specify address</i>)	By email <input type="checkbox"/>
By phone <input type="checkbox"/>	Via Internet banking <input type="checkbox"/>

Signature: _____

Date: _____

Please familiarize yourself with useful information for customers on the National Bank of Georgia's website at <http://www.nbg.gov.ge/cp> and contact the helpline at 032 2 2 406 406 for assistance.

Date: _____