



Complaint form

reg. No.:

Dear Customer,

Thank you for sending comments to UniCredit Bank Hungary Zrt. (headquarters: 1054 Budapest, Szabadság tér 5-6.; mailing address: 1242 Budapest, Pf. 386; henceforth: „Bank”) and we are really sorry that you have complaint. We will send you our answer about the result of the investigation within the legal deadlines, but we strive to be as short as possible. We send our answer based on your order via post, or via Internet Banking or via Mobile Application. If you would like to inquiry through phone, please call the Complaint Handling (+ 36-1-325-3205) or our Telephonebank (+36-1-325-3200).

Thank you for your cooperation and for your patience

Name:			
<input type="checkbox"/> Customer number:		<input type="checkbox"/> Bankcard number	
<input type="checkbox"/> Account number		<input type="checkbox"/> Contract number	
Address		<i>City:</i> <i>ZIP code:</i> <i>Address:</i> <i>Country:</i>	
Phone number:			
Type of notification:	<input type="checkbox"/> Postal letter	<input type="checkbox"/> Internet Banking	<input type="checkbox"/> Mobile Application
	 <i>(Internet Banking user ID)</i> <i>(Mobile Application user ID)</i>
Product related to the complaint			
<input type="checkbox"/> ATM	<input type="checkbox"/> Account overdraft	<input type="checkbox"/> SME loans	
<input type="checkbox"/> Debit card	<input type="checkbox"/> Credit card	<input type="checkbox"/> Electronic service	
<input type="checkbox"/> Securities	<input type="checkbox"/> Personal loan	<input type="checkbox"/> Account handling	
<input type="checkbox"/> Data protection/Bank secret	<input type="checkbox"/> Mortgage Loan Any-Purpose	<input type="checkbox"/> Customer Service	
<input type="checkbox"/> Fraud	<input type="checkbox"/> Housing loans	<input type="checkbox"/> Other	

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Detailed description of the complaint

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Attached documents *(e.g. account contract, authorization etc.)*
Place, Date: Budapest;
Signature of the customer:
Mode of lodging the complaint:
 phone

 E-mail

 Fax

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