

## Account transaction claim

The form consists of 2 pages that must be filled out when submitting the form

Account holders name:	Personal ID number:
E-mail address:	Phone number:

### Disputed transaction(s)

Date	Amount	From Account no.	To Account no. and name

### Reason for dispute

Please read the following, choose the relevant reason for dispute and attach relevant documentation.

<input type="checkbox"/> I have received an SMS / email with a link where I was asked to give personal / bank information. I have given out the information without knowing it was fraud.	<input type="checkbox"/> I have received a phone call where I was asked to give personal / bank information. I have given out the information without knowing it was fraud. I have neither performed nor authorised this/these transaction(s).
<input type="checkbox"/> My BankID / Nordea ID information is <u>not</u> stolen, but I have neither performed nor authorised this / these transaction(s).	<input type="checkbox"/> My BankID / Nordea ID information is stolen and I have neither performed nor authorised this / these transaction(s). I have blocked my bankID / Nordea ID.
<input type="checkbox"/> I have neither performed nor authorised this/these transaction(s).	<input type="checkbox"/> Other. <i>Please specify below in "course of events".</i>

### Other information

Did you download Nordea ID around the time of the incident?	<input type="checkbox"/> <b>YES</b> <input type="checkbox"/> <b>NO</b>
Have you reported the incident to the police? If YES, please add the Police report number below.	<input type="checkbox"/> <b>YES</b> <input type="checkbox"/> <b>NO</b>
Police report number	

## Course of events:

To enable us to make a proper judgement of your claim, please give a detailed account of the course of events, including the timeline.

## Information about treatment of personal data.

To consider this complaint, Nordea Bank Abp, filial i Norge may disclose the information herein, and other information already registered by the bank in connection with this complaint, to other Nordea banks abroad, and to its co-operation partners.

## Declaration regarding unauthorised transactions.

I confirm that the transaction(s) listed above have not been performed by me. I confirm that the information above is true and correct. If I after the repayment accept responsibility for the transaction(s), or the Norwegian Financial Services Complaints Board (Finansklagenemnda) or the court find me responsible for the transaction(s), I am aware that Nordea may do a correction by debiting any amounts credited my account.

## I am aware of the possible consequences (penalties) of giving false information.

I am aware of and approve that this document may be given to the Police for further investigations of this matter, and that this document may also be used as evidence in legal proceedings.

Place and date	Account holders signature