

The provider will responde to the dispute paper if:
The application is submitted by the user (authorised person)
The required fields specified in the statement are fully filled
The claim has been filed to the specified address (Tbilisi - Politkovskaya 3, Building 9, Office 1 which is registered as mentioned by the provider.

The Claim will not be reviewed by the bank if:
The provider has already reviewed claim with the similar content
Customer's claim refers to provider's refusal to issue credit/overdraft/Credit Card/Acceptance of deposit
The reason for the dispute is delays in providing or refusing to provide services to a customer, According to Georgian law regarding legalization of illicit revenue
Failure to state the claim in the dispute paper
The Paper is submitted by an unauthorized person

The deadline for reviewing the application starts on the day following the registration of the application and ends with 30 calendar days after the application has been registered. The response to the request is handled in the event of identification of the applicant, Otherwise the response to the claim will be sent by mail or email to the address indicated in the statement

I agree with the content of the statement and confirm it's authenticity. However I am also aware that in case of incomplete or unfounded claim, the provider reserves the right not to review my application

By submitting this application, I hereby declare and confirm that:
The information stated in the statement is true and accurate
I have the appropriate authority to submit the application and / or have obtained all necessary approvals / permits
I am fully responsible for any damage / loss occurred by me submitting the form
Application submitted by electronic mail has the identical legal force as the application submitted by material form

Find useful information on the National Bank of Georgia's website at <http://www.nbg.gov.ge/cp> and hotline - 2 406 406