Objection Form for Remote Purchase

Please fill out this form electronically and send it:

- via your online banking, or
- print and sign it before sending it in a regular envelope to:

Føroya Banki
Oknarvegur 5
Postboks 3048
110 Tórshavn

Once we have received your form, we will assess whether you are eligible for a refund and process your case as quickly as possible.

We may need to contact you during the case review.

An account statement with the relevant transactions clearly marked must be attached.

Customer Information

Name:

Date of Birth:

Address:

Postal Code, Town/City:

Email:

Mobile Telephone:

Account Number:

Card Information

Card type (check box):

☐ Dankort

☐ Visa/Dankort

☐ MasterCard

☐ Withdrawal card

Last 4 digits of card number:

Card expiry date:

Questions Everyone Must Answer

NB:
The information entered in this field will also be displayed on page 4.

1. Please describe in detail the reason for this objection::

2. When did you last use the card?

Date:

Time:

Location/website:

3. How did you store the card?

4. How did you store the PIN?

5. Have you told anyone your PIN?

6. Have you lent the card to anyone?

Questions to Answer if the Card Was Stolen, Lost, or Missing

1. When did you notice the card was stolen, lost, or missing?

_____

2. When did you report the card stolen and to whom?

Date: Time.:

_____ _____

☐ Nets ☐ Føroya Banki

3. If the card is stolen, a police report must be filed before submitting the form to the bank.

(A copy of the report must be attached)

Have you reported it to the police?

Date: Time:

_____ _____

Location:

_____

4. Please provide a detailed description of the circumstances under which the card was lost:

Questions to Answer if the Card Was Misused

(e.g., online, goods not as described, goods not received, refund not processed)

1. Have you purchased goods from the store/website?

☐ No ☐ Yes, a few times ☐ Yes, often

2.Have you read the purchase terms and contacted the store?

☐ No ☐ Yes

3.Have you tried to get your money back from the store/website?

☐ No ☐ Yes

You must contact the store/website before an objection can be made, unless a third party has misused the card online.

4.Describe in detail the circumstances where you believe you are entitled to a refund for an online payment:

Declaration

If the objection is made incorrectly, a handling fee will be charged. See the price list on the website www.bankin.fo.

Date (DD-MM-YY): Signature: