

(Form of the consumer's application for settlement of consumer dispute)
APPLICATION

FOR SETTLEMENT OF CONSUMER DISPUTE

16.10.2024
(date)

To the Legal and Licensing Department
of the Bank of Lithuania

I. CONSUMER DETAILS

Name Gellért Levente
Surname Mayer
Address (street, house and apartment No, postal code, city):
Pražské Námestie 2658/35, 946 03 Kolárovo, Slovakia
Phone +421915158140
Email mayerlevente@icloud.com

II. CONSUMER REPRESENTATIVE

Name
Surname
Address (street, house and apartment No, postal code, city):
Phone
Email

Where the consumer is represented by a consumer association:

Association name
Address
Phone
Email

NB: Where the authorised representative appeals on behalf of the consumer, the document confirming the power of attorney must be attached to the application.

III. FINANCIAL MARKET PARTICIPANT DETAILS

Name Revolut Bank UAB
Address Konstitucijos pr. 21B, 08130 Vilnius, Lithuania

IV. DETAILS OF THE CONTRACT (SUBJECT TO THE DISPUTE)

Contract title Revolut VISA Card
Contract number
Contract date

NB: Please provide these data, if available, and attach a copy of the financial service contract, if available.

V. DETAILS OF THE DISPUTE

When did you become aware of the infringement of your rights?
On October 6, 2024, I noticed several unauthorized transactions on my account
When did you appeal to the financial market participant in writing?
I submitted the dispute to Revolut on the same day, October 6, 2024

When did the financial market participant reply to you?

Revolut responded to my disputes on October 8, 2024, rejecting all of them, and issued a final response on October 16, 2024, upholding their decision.

Circumstances (**NB:** If space is insufficient, please write on a separate sheet of paper and sign it):

Attached

Consumer's requirements:

I request the Bank of Lithuania to intervene and compel Revolut to process the chargebacks in accordance with Visa's regulations and refund the total unauthorized amount of €1,344.00.

Is the dispute between you and the financial market participant being settled by a court or a body for out-of-court settlement of consumer disputes?

Yes ☐ No ☒

Is there an enforced decision of a court on the dispute between you and the financial market participant?

Yes ☐ No ☒

Has a body for out-of-court settlement of consumer disputes made an out-of-court decision on the consumer dispute or terminated the settlement of the dispute between you and the financial market participant?

Yes ☐ No ☒

Do you prefer to have your dispute investigated following the procedure of the oral proceedings specified in paragraph 50 of the Rules (On request of any of the parties to the dispute or its own initiative, the Bank of Lithuania may decide to settle the dispute following the procedure of the oral proceedings. The request of one or both parties to settle the dispute following the procedure of the oral proceedings shall not be binding on the Bank of Lithuania. The Bank of Lithuania may decide to settle the dispute following the procedure of the oral proceedings, where it is necessary to hear the oral explanations of the parties to the dispute or in when the dispute may be better settled following the procedure of the oral proceedings)?

Yes ☐ No ☒

Is there any evidence which you cannot to obtain and would like to have them obtained by the Bank of Lithuania from the financial market participant (if yes, please indicate: the evidence you are requesting; the grounds for believing that the financial market participant has this evidence; the circumstances that may be justified by the written evidence)?

Yes ☐ No ☒

Please indicate (if any) the data the confidentiality of which should be ensured in the course of the out-of-court settlement of consumer dispute:

NB: Please attach the copies of your application to the financial market participant and of the financial market participant's reply.

VI. DOCUMENTS SUPPORTING THE REQUIREMENT

List of attached documents:

1. Detailed circumstances.....
2. Complaint submission confirmation.....
3. Final response.....
4. Visa Chargeback guide summary.....

(name, surname, signature)
