

Financial System Mediator's summary for the second quarter of 2009, including the case of June

The activities of The Financial System Mediator started on January 24, 2009 in conformity with the RoA law on "Financial system mediator". The case of the second quarter of 2009 formed by the Mediator is summarized below.

Overall, during the second quarter of its activities the office of the Mediator got eighty complaints concerning financial organizations. There were numerous calls and visits to the Office not concerning financial organizations. According to the Law, from eighty complaints concerning financial organizations forty-nine were inadmissible to be reviewed by the Mediator (some part of customers were juridicial entities, complaints of the other part of customers refer to the events, which had taken place before the Law on Mediator came into force; there were already a court decision about some claims or the case was under the consideration of the court; in other cases complaints had common nature and in essence did not contain pecuniary claim).

From thirty complains admissible to be reviewed by the Mediator nine were received in a written form, from which eight were admitted for the consideration. A refusal decisions were made for two claims from these eight, which were admitted for the consideration. Two claims were met through the reconciliation between the customer and the organization with the interference of the Mediator, and the other four claims are still under the consideration process.

From thirty complains admissible to be reviewed by the Mediator nineteen were not lodged to the Mediator's consideration in a written form. From nineteen customers who lodged their complaints two applied to the Mediator's office orally and were explained about their rights and responsibilities by the Office staff and also were helped to write complaint-claims against an organization where it was stated that the customer is going to apply to the Mediator's office. At the result of this, these two complaints were met by the organizations without the interference of the Mediator. From the above stated eighteen complaints two are already admitted to be reviewed by the Mediator during July. The consideration of the other seventeen demands are under the Mediator's competence, but the customers had not presented their demand-complaints to the organization by the beforehand established order. The Office staff helped those customers to formulate and lodge the claims to the financial organization.

The total number of complaints in the second quarter of 2009	80
1. Admissible to be reviewed by the Mediator	30
1.1. Admissible to be reviewed by the Mediator, but the customer did not applied to the financial organization beforehand	19
1.2. Met by the organization based on the lodged complaint-claim of customer	2
1.3. The claim was rejected to be reviewed because of the deadlines	1
1.4. Written-form lodged claims admitted to be reviewed	8
1.4.1 Concerning the payment and settlement operations (cashing operations and account service by ATM)	1
1.4.2 Concerning the time deposits	2
1.4.3 Concerning the realization of pledge by the pawnshops	3
1.4.4 Concerning the credit deals	2

The nature of decisions about 8 claims	
1. The claim was rejected	2
2. The claim review was stopped at the result of the agreement reached between the customer and the organization with the support of the Mediator’s intervention	2
3. The claim review is under the process	4

The total number of complaints lodged in June	25
1. Admissible to be reviewed by the Mediator	8
1.1. Admissible to be reviewed by the Mediator, but the customer did not applied to the financial organization beforehand	6
1.3. Written-form lodged claims admitted to be reviewed	2
1.3.1 Concerning the realization of pledge by the pawnshops	1
1.3.2 Concerning the time deposits	1

You may apply to the Mediator’s office by calling 58-23-22, 58-23-21 or visiting 26/1 Vazgen Sargsyan Str., “Erebuni Plaza” Business Center, 4th floor, room # 411. E-mail: info@fsm.am Web: www.fsm.am