

Financial System Mediator's summary for the second quarter of 2010, 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 2010 formed by the Mediator is summarized below.

Overall, during the second quarter of its activities the office of the Mediator got 164 complaints concerning financial organizations. There were numerous calls and visits to the Office not concerning financial organizations. According to the Law, from 164 complaints concerning financial organizations 57 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 107 complains admissible to be reviewed by the Mediator 21 were received in a written form.

The total number of complaints in the second quarter of 2010	164
1. Admissible to be reviewed by the Mediator	107
1.1. Admissible to be reviewed by the Mediator, but the customer did not applied to the financial organization beforehand	45
1.2. Met by the organization based on the lodged complaint-claim of customer	15
1.3. After initial review by the claim handling specialists the customer was advised not to proceed the complaint	27
1.4. Written-form lodged claims admitted to be reviewed	21
1.4.1 Claims against banks	11
1.4.2 Claims against credit organizations	2
1.4.3 Claims against insurance companies	4
1.4.4 Claims against pawnshops	3
1.4.5 Claims against money transfer organizations	1

The total number of complaints lodged in June 2010	50
1. Admissible to be reviewed by the Mediator	35
1.1. Written-form lodged claims admitted to be reviewed	4
1.1.1 Claims against banks	2
1.1.2 Claims against insurance companies	1
1.1.3 Claims against credit organizations	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