

Financial System Mediator's summary for the October

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 October 2010 formed by the Mediator is summarized below.

Overall, during the October the office of the Mediator got 60 complaints concerning financial organizations. There were numerous calls and visits to the Office not concerning financial organizations. According to the Law, from 60 complaints concerning financial organizations 10 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 50 complains admissible to be reviewed by the Mediator 18 were received in a written form.

The total number of complaints in the October	60
1. Admissible to be reviewed by the Mediator	50
1.1. Admissible to be reviewed by the Mediator, but the customer did not applied to the financial organization beforehand	27
1.2. Met by the organization based on the lodged complaint-claim of customer	1
1.3. After initial review by the claim handling specialists the customer was advised not to proceed the complaint	4
1.4. Written-form lodged claims admitted to be reviewed	18
1.4.1 Concerning the realization of pledge by the pawnshops	13
1.4.2 Concerning the credit deals	3
1.4.3 Concerning the insurance claims	2

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