

Financial System Mediator's summary for the February

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 February 2010 formed by the Mediator is summarized below.

Overall, during the February the office of the Mediator got 68 complaints concerning financial organizations. There were numerous calls and visits to the Office not concerning financial organizations. According to the Law, from 68 complaints concerning financial organizations 22 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 46 complains admissible to be reviewed by the Mediator 11 were received in a written form and admitted for the consideration. 20 complaints are within the authority of the Mediator but the clients haven't presented the complaint-claims to the financial organization in the formerly determined order. The staff of the Mediator's office helped the clients to develop their claims and present to the financial organization.

The total number of complaints in the February	68
1. Admissible to be reviewed by the Mediator	46
1.1. Admissible to be reviewed by the Mediator, but the customer did not applied to the financial organization beforehand	20
1.2. Met by the organization based on the lodged complaint-claim of customer	5
1.3. After initial review by the claim handling specialists the customer was advised not to proceed the complaint	10
1.4. Written-form lodged claims admitted to be reviewed	11
1.4.1 Claims against banks	8
1.4.2 Claims against credit organizations	2
1.4.3 Claims against pawnshops	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

FINANCIAL SYSTEM MEDIATOR