

*Financial System Mediator's summary for the fourth quarter of 2010, including the case of December*

---

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 fourth quarter of 2010 formed by the Mediator is summarized below.

Overall, during the fourth quarter of its activities the office of the Mediator got 165 complaints concerning financial organizations. There were numerous calls and visits to the Office not concerning financial organizations. According to the Law, from 165 complaints concerning financial organizations 35 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 130 complains admissible to be reviewed by the Mediator 50 were received in a written form.

<b>The total number of complaints in the fourth quarter of 2010</b>	<b>165</b>
<b>1. Admissible to be reviewed by the Mediator</b>	<b>130</b>
<b>1.1. Admissible to be reviewed by the Mediator, but the customer did not applied to the financial organization beforehand</b>	<b>66</b>
<b>1.2. Met by the organization based on the lodged complaint-claim of customer</b>	<b>4</b>
<b>1.3. After initial review by the claim handling specialists the customer was advised not to proceed the complaint</b>	<b>10</b>
<b>1.4. Written-form lodged claims admitted to be reviewed</b>	<b>50</b>
<b>1.4.1 Concerning the payment and settlement operations (cashing operations and account service by ATM)</b>	<b>2</b>
<b>1.4.2 Concerning the insurance claims</b>	<b>6</b>
<b>1.4.3 Concerning the realization of pledge by the pawnshops</b>	<b>31</b>
<b>1.4.4 Concerning the credit deals</b>	<b>11</b>

<b>The total number of complaints lodged in December 2010</b>	<b>46</b>
<b>1. Admissible to be reviewed by the Mediator</b>	<b>35</b>
<b>1.1. Written-form lodged claims admitted to be reviewed</b>	<b>13</b>
<b>1.1.1 Concerning the realization of pledge by the pawnshops</b>	<b>6</b>
<b>1.1.2 Concerning the credit deals</b>	<b>5</b>
<b>1.1.3 Concerning the insurance claims</b>	<b>2</b>

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, 4<sup>th</sup> floor, room # 411. E-mail: [info@fsm.am](mailto:info@fsm.am) Web: [www.fsm.am](http://www.fsm.am)