

Financial System Mediator's summary for the November 2011

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 November 2011 formed by the Mediator is summarized below.

Overall, during the November 2011 the office of the Mediator got 57 complaints concerning financial organizations. There were numerous calls and visits to the Office not concerning financial organizations. According to the Law, from 57 complaints concerning financial organizations 17 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 40 complains admissible to be reviewed by the Mediator 27 were received in a written form.

Total number of complaints against financial organizations in November 2011	57
1. Not eligible for review by Mediator	17
2. Eligible for review by Mediator	40
2.1. Met by the organization based on the lodged complaint-claim of customer	8
2.2. Written-form lodged claims admitted to be reviewed	27
2.2.1. Claims against banks, concerning	13
• credit operations	3
• depositary operations	3
• payment and settlement transactions	7
• other	0
2.2.2. Claims against insurance companies and Bureau, concerning	14
• vehicle insurance	2
• medical insurance	1
• travel insurance	0
• accident insurance	0
• property insurance	1
• MTPLI	10
2.2.3. Claims against credit organizations	0

2.2.4. Claims against pawnshops	0
2.2.5. Claims against money transfer organizations	0

Written-form lodged claim's results	15
Claim satisfied through reconciliation	3
Claim partially satisfied by a compulsory decision	3
Claim satisfied	2
Claim declined	3
Review of the claim suspended	4
Review of the claim declined	0

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