

*Financial System Mediator's summary for the second quarter of 2011,
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 2011 formed by the Mediator is summarized below.

Overall, during the second quarter of 2011 the office of the Mediator got 185 complaints concerning financial organizations. There were numerous calls and visits to the Office not concerning financial organizations. According to the Law, from 185 complaints concerning financial organizations 71 were inadmissible to be reviewed by the Mediator (some part of customers were juridical 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 114 complains admissible to be reviewed by the Mediator 27 were received in a written form.

Total number of complaints against financial organizations in second quarter of 2011	185
1. Not eligible for review by Mediator	71
2. Eligible for review by Mediator	114
2.1. Met by the organization based on the lodged complaint-claim of customer	11
2.2. Written-form lodged claims admitted to be reviewed	27
2.2.1. Claims against banks, concerning	16
• credit operations	9
• depositary operations	2
• payment and settlement transactions	4
• other	1
2.2.2. Claims against insurance companies, concerning	10
• vehicle insurance	4
• medical insurance	0
• travel insurance	0
• accident insurance	0
• MTPLI	6
2.2.3. Claims against credit organizations	1

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

Written-form lodged claim's results	48
Claim satisfied through reconciliation	21
Claim partially satisfied by a compulsory decision	4
Claim satisfied	0
Claim declined	15
Review of the claim suspended	8
Review of the claim declined	0

During the *June 2011* the office of the Mediator got 50 complaints concerning financial organizations. There were numerous calls and visits to the Office not concerning financial organizations. According to the Law, from 50 complaints concerning financial organizations 18 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 32 complains admissible to be reviewed by the Mediator 6 were received in a written form.

The total number of complaints against financial organizations in June 2011	50
1. Inadmissible to be reviewed by Mediator	18
2. Admissible to be reviewed by Mediator	32
2.1. Met by the organization based on the lodged complaint-claim of customer	2
2.2. Written-form lodged claims admitted to be reviewed	6
2.2.1. Claims against banks, concerning	3
• credit operations	1
• depositary operations	1
• payment and settlement transactions	0
• other	1
2.2.2. Claims against insurance companies, concerning	2
• vehicle insurance	1
• medical insurance	0

• travel insurance	0
• accident insurance	0
• MTPLI	1
2.2.3. Claims against credit organizations	1
2.2.4. Claims against pawnshops	0
2.2.5. Claims against money transfer organizations	0

Written-form lodged claim's results	11
Claim satisfied through reconciliation	6
Claim partially satisfied by a compulsory decision	2
Claim satisfied	0
Claim declined	2
Review of the claim suspended	1
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