

*Financial System Mediator's summary for the third quarter of 2011,
including the case of September*

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 third quarter of 2011 formed by the Mediator is summarized below.

Overall, during the third quarter of 2011 the office of the Mediator got 212 complaints concerning financial organizations. There were numerous calls and visits to the Office not concerning financial organizations. According to the Law, from 212 complaints concerning financial organizations 53 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 159 complains admissible to be reviewed by the Mediator 30 were received in a written form.

Total number of complaints against financial organizations in third quarter of 2011	212
1. Not eligible for review by Mediator	53
2. Eligible for review by Mediator	159
2.1. Met by the organization based on the lodged complaint-claim of customer	10
2.2. Written-form lodged claims admitted to be reviewed	30
2.2.1. Claims against banks, concerning	10
• credit operations	3
• depositary operations	5
• payment and settlement transactions	2
• other	0
2.2.2. Claims against insurance companies and Bureau, concerning	18
• vehicle insurance	0
• medical insurance	2
• travel insurance	1
• accident insurance	1
• MTPLI	14
2.2.3. Claims against credit organizations	1

2.2.4. Claims against pawnshops	1
2.2.5. Claims against money transfer organizations	0

Written-form lodged claim's results	21
Claim satisfied through reconciliation	10
Claim partially satisfied by a compulsory decision	1
Claim satisfied	4
Claim declined	3
Review of the claim suspended	2
Review of the claim declined	1

During the *September 2011* the office of the Mediator got 85 complaints concerning financial organizations. There were numerous calls and visits to the Office not concerning financial organizations. According to the Law, from 85 complaints concerning financial organizations 27 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 58 complains admissible to be reviewed by the Mediator 11 were received in a written form.

The total number of complaints against financial organizations in September 2011	85
1. Inadmissible to be reviewed by Mediator	27
2. Admissible to be reviewed by Mediator	58
2.1. Met by the organization based on the lodged complaint-claim of customer	3
2.2. Written-form lodged claims admitted to be reviewed	11
2.2.1. Claims against banks, concerning	5
• credit operations	1
• depositary operations	4
• payment and settlement transactions	0
• other	0
2.2.2. Claims against insurance companies, concerning	6
• vehicle insurance	0
• medical insurance	0

• travel insurance	0
• accident insurance	0
• MTPLI	6
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	7
Claim satisfied through reconciliation	2
Claim partially satisfied by a compulsory decision	1
Claim satisfied	2
Claim declined	2
Review of the claim suspended	0
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