

## *Financial System Mediator's summary for the February 2011*

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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 2011 formed by the Mediator is summarized below.

Overall, during the February the office of the Mediator got 91 complaints concerning financial organizations. There were numerous calls and visits to the Office not concerning financial organizations. According to the Law, from 91 complaints concerning financial organizations 19 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 72 complains admissible to be reviewed by the Mediator 8 were received in a written form.

<b>The total number of complaints in February 2011</b>	<b>91</b>
<b>1. Inadmissible to be reviewed by Mediator</b>	<b>19</b>
<b>2. Admissible to be reviewed by Mediator</b>	<b>72</b>
<b>2.1. Admissible to be reviewed by Mediator, but the customer did not applied to the financial organization beforehand</b>	<b>63</b>
<b>2.2. Met by the organization based on the lodged complaint-claim of customer</b>	<b>1</b>
<b>2.3. After initial review by the claim handling specialists the customer was advised not to proceed the complaint</b>	<b>0</b>
<b>2.4. Written-form lodged claims admitted to be reviewed</b>	<b>8</b>
<b>2.4.1. Claims against banks, concerning</b>	<b>6</b>
• credit operations	0
• depositary operations	1
• payment and settlement transactions	4
• other	1
<b>2.4.2. Claims against insurance companies, concerning</b>	<b>1</b>
• vehicle insurance	0
• medical insurance	1
• travel insurance	0
• acciedent insurance	0

• MTPLI	0
2.4.3. Claims against credit organizations	0
2.4.4. Claims against pawnshops	1
2.4.5. Claims against money transfer organizations	0

Written-form lodged claim's results	8
Claim satisfied through reconciliation	0
Claim partially satisfied by a compulsory decision	0
Claim satisfied	0
Claim declined	0
Review of the claim suspended	0
Review of the claim declined	0
<i>Currently under review</i>	8

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)