

*Financial System Mediator's summary for the first quarter of 2011, including the case of March*

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

Overall, during the first quarter of 2011 the office of the Mediator got 213 complaints concerning financial organizations. There were numerous calls and visits to the Office not concerning financial organizations. According to the Law, from 213 complaints concerning financial organizations 60 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 153 complains admissible to be reviewed by the Mediator 34 were received in a written form.

<b>Total number of complaints against financial organizations in first quarter of 2011</b>	<b>213</b>
<b>1. Not eligible for review by Mediator</b>	<b>60</b>
<b>2. Eligible for review by Mediator</b>	<b>153</b>
<b>2.1. Admissible to be reviewed by the Mediator, but the customer did not applied to the financial organization beforehand</b>	<b>115</b>
<b>2.2. Met by the organization based on the lodged complaint-claim of customer</b>	<b>4</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>34</b>
<b>2.4.1. Claims against banks, concerning</b>	<b>15</b>
• credit operations	1
• depositary operations	1
• payment and settlement transactions	11
• other	2
<b>2.4.2. Claims against insurance companies, concerning</b>	<b>14</b>
• vehicle insurance	4
• medical insurance	6

• travel insurance	1
• accident insurance	1
• MTPLI	2
2.4.3. Claims against credit organizations	0
2.4.4. Claims against pawnshops	5
2.4.5. Claims against money transfer organizations	0

<b>Written-form lodged claim's results</b>	<b>34</b>
Claim satisfied through reconciliation	4
Claim partially satisfied by a compulsory decision	0
Claim satisfied	0
Claim declined	1
Review of the claim suspended	0
Review of the claim declined	0
Currently under review	29

<b>Satisfied and/or partially satisfied decision's results</b>	
Already reimbursed	4
During compensation	0
The client does not agree with the decision of Mediator	0

<b>Results of decisions made in favor of the client</b>	
<i>1. Actual reimbursement (AMD)</i>	<i>187350</i>
1.1. Reimbursements based on satisfied and/or partially satisfied decisions	0
1.2. Reimbursements granted through reconciliation	187350
1.3. Improvement of Customer's financial condition	0
<i>2. Loan reclassification cases</i>	<i>0</i>

<b>The total number of complaints against financial organizations in March 2011</b>	<b>87</b>
1. Inadmissible to be reviewed by Mediator	28
2. Admissible to be reviewed by Mediator	59

2.1. Admissible to be reviewed by Mediator, but the customer did not applied to the financial organization beforehand	32
2.2. Met by the organization based on the lodged complaint-claim of customer	3
2.3. After initial review by the claim handling specialists the customer was advised not to proceed the complaint	0
2.4. Written-form lodged claims admitted to be reviewed	24
2.4.1. Claims against banks, concerning	9
• credit operations	1
• depositary operations	0
• payment and settlement transactions	7
• other	1
2.4.2. Claims against insurance companies, concerning	11
• vehicle insurance	3
• medical insurance	5
• travel insurance	0
• accident insurance	1
• MTPLI	2
2.4.3. Claims against credit organizations	0
2.4.4. Claims against pawnshops	4
2.4.5. Claims against money transfer organizations	0

Written-form lodged claim's results	24
Claim satisfied through reconciliation	3
Claim partially satisfied by a compulsory decision	0
Claim satisfied	0
Claim declined	1
Review of the claim suspended	0
Review of the claim declined	0
<i>Currently under review</i>	20

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)