

*Financial System Mediator's summary for the fourth quarter of 2011,  
including the case of December*

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

Overall, during the fourth quarter of 2011 the office of the Mediator got 193 complaints concerning financial organizations. There were numerous calls and visits to the Office not concerning financial organizations. According to the Law, from 193 complaints concerning financial organizations 68 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 125 complains admissible to be reviewed by the Mediator 53 were received in a written form.

<b>Total number of complaints against financial organizations in fourth quarter of 2011</b>	<b>193</b>
<b>1. Not eligible for review by Mediator</b>	<b>68</b>
<b>2. Eligible for review by Mediator</b>	<b>125</b>
<b>2.1. Met by the organization based on the lodged complaint-claim of customer</b>	<b>18</b>
<b>2.2. Written-form lodged claims admitted to be reviewed</b>	<b>53</b>
<b>2.2.1. Claims against banks, concerning</b>	<b>21</b>
• credit operations	9
• depositary operations	4
• payment and settlement transactions	8
• other	0
<b>2.2.2. Claims against insurance companies and Bureau, concerning</b>	<b>29</b>
• vehicle insurance	4
• medical insurance	2
• travel insurance	0
• accident insurance	0
• property insurance	2
• MTPLI	21

2.2.3. Claims against credit organizations	1
2.2.4. Claims against pawnshops	2
2.2.5. Claims against money transfer organizations	0

Written-form lodged claim's results	50
Claim satisfied through reconciliation	16
Claim partially satisfied by a compulsory decision	7
Claim satisfied	3
Claim declined	17
Review of the claim suspended	7
Review of the claim declined	0

During the *December 2011* the office of the Mediator got 62 complaints concerning financial organizations. There were numerous calls and visits to the Office not concerning financial organizations. According to the Law, from 62 complaints concerning financial organizations 24 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 38 complains admissible to be reviewed by the Mediator 16 were received in a written form.

The total number of complaints against financial organizations in December 2011	62
1. Inadmissible to be reviewed by Mediator	24
2. Admissible to be reviewed by Mediator	38
2.1. Met by the organization based on the lodged complaint-claim of customer	5
2.2. Written-form lodged claims admitted to be reviewed	16
2.2.1. Claims against banks, concerning	2
• credit operations	1
• depositary operations	1
• payment and settlement transactions	0
• other	0
2.2.2. Claims against insurance companies and Bureau, concerning	13
• vehicle insurance	1

• 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	1
2.2.5. Claims against money transfer organizations	0

Written-form lodged claim's results	28
Claim satisfied through reconciliation	10
Claim partially satisfied by a compulsory decision	4
Claim satisfied	1
Claim declined	10
Review of the claim suspended	3
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, 4<sup>th</sup> floor, room # 411. E-mail: [info@fsm.am](mailto:info@fsm.am) Web: [www.fsm.am](http://www.fsm.am)