

*Financial System Mediator's summary for the second quarter of 2012,
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 2012 formed by the Mediator is summarized below.

Overall, during the second quarter of 2012 the office of the Mediator got 345 complaints concerning financial organizations. There were numerous calls and visits to the Office not concerning financial organizations. According to the Law, from 345 complaints concerning financial organizations 106 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 239 complains admissible to be reviewed by the Mediator 114 were received in a written form.

Total number of complaints against financial organizations in second quarter of 2012	345
1. Not eligible for review by Mediator	106
2. Eligible for review by Mediator	239
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	114
2.2.1. Claims against banks, concerning	25
• credit operations	14
• depositary operations	3
• payment and settlement transactions	4
• other	4
2.2.2. Claims against insurance companies and Bureau, concerning	88
• vehicle insurance	8
• medical insurance	7
• travel insurance	2
• accident insurance	1
• property insurance	1
• MTPLI	69

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	79
Claim satisfied through reconciliation	29
Claim partially satisfied by a compulsory decision	18
Claim satisfied	6
Claim declined	19
Review of the claim suspended	7
Review of the claim declined	0

During the *June 2012* the office of the Mediator got 139 complaints concerning financial organizations. There were numerous calls and visits to the Office not concerning financial organizations. According to the Law, from 138 complaints concerning financial organizations 48 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 91 complains admissible to be reviewed by the Mediator 39 were received in a written form.

The total number of complaints against financial organizations in June 2012	139
1. Inadmissible to be reviewed by Mediator	48
2. Admissible to be reviewed by Mediator	91
2.1. Met by the organization based on the lodged complaint-claim of customer	1
2.2. Written-form lodged claims admitted to be reviewed	39
2.2.1. Claims against banks, concerning	9
• credit operations	5
• depositary operations	1
• payment and settlement transactions	1
• other	2
2.2.2. Claims against insurance companies and Bureau, concerning	30
• vehicle insurance	3

• medical insurance	2
• travel insurance	0
• accident insurance	0
• MTPLI	25
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	32
Claim satisfied through reconciliation	10
Claim partially satisfied by a compulsory decision	11
Claim satisfied	1
Claim declined	8
Review of the claim suspended	2
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