

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

Overall, during the first quarter of 2012 the office of the Mediator got 249 complaints concerning financial organizations. There were numerous calls and visits to the Office not concerning financial organizations. According to the Law, from 249 complaints concerning financial organizations 73 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 176 complains admissible to be reviewed by the Mediator 47 were received in a written form.

<b>Total number of complaints against financial organizations in first quarter of 2012</b>	<b>249</b>
<b>1. Not eligible for review by Mediator</b>	<b>73</b>
<b>2. Eligible for review by Mediator</b>	<b>176</b>
<b>2.1. Met by the organization based on the lodged complaint-claim of customer</b>	<b>7</b>
<b>2.2. Written-form lodged claims admitted to be reviewed</b>	<b>47</b>
<b>2.2.1. Claims against banks, concerning</b>	<b>16</b>
• credit operations	6
• depositary operations	2
• payment and settlement transactions	5
• other	3
<b>2.2.2. Claims against insurance companies and Bureau, concerning</b>	<b>29</b>
• vehicle insurance	7
• medical insurance	2
• travel insurance	1
• accident insurance	1
• property insurance	0
• MTPLI	18

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

<b>Written-form lodged claim's results</b>	<b>34</b>
Claim satisfied through reconciliation	7
Claim partially satisfied by a compulsory decision	4
Claim satisfied	5
Claim declined	14
Review of the claim suspended	3
Review of the claim declined	1

During the March 2012 the office of the Mediator got 97 complaints concerning financial organizations. There were numerous calls and visits to the Office not concerning financial organizations. According to the Law, from 97 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 73 complains admissible to be reviewed by the Mediator 26 were received in a written form.

<b>The total number of complaints against financial organizations in March 2012</b>	<b>97</b>
<b>1. Inadmissible to be reviewed by Mediator</b>	<b>24</b>
<b>2. Admissible to be reviewed by Mediator</b>	<b>73</b>
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	26
2.2.1. Claims against banks, concerning	9
• credit operations	3
• depositary operations	2
• payment and settlement transactions	2
• other	2
2.2.2. Claims against insurance companies and Bureau, concerning	17
• vehicle insurance	4

• medical insurance	1
• travel insurance	1
• accident insurance	0
• MTPLI	11
2.2.3. Claims against credit organizations	0
2.2.4. Claims against pawnshops	0
2.2.5. Claims against money transfer organizations	0

<b>Written-form lodged claim's results</b>	<b>14</b>
Claim satisfied through reconciliation	2
Claim partially satisfied by a compulsory decision	2
Claim satisfied	2
Claim declined	5
Review of the claim suspended	2
Review of the claim declined	1

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)