

*Financial System Mediator's summary for the fourth quarter of 2012,
including the case of December*

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 2012 formed by the Mediator is summarized below.

Overall, during the fourth quarter of 2012 the office of the Mediator got 338 complaints concerning financial organizations. There were numerous calls and visits to the Office not concerning financial organizations. According to the Law, from 338 complaints concerning financial organizations 71 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 267 complains admissible to be reviewed by the Mediator 148 were received in a written form.

Total number of complaints against financial organizations in fourth quarter of 2012	338
1. Not eligible for review by Mediator	71
2. Eligible for review by Mediator	267
2.1. Met by the organization based on the lodged complaint-claim of customer	10
2.2. Written-form lodged claims admitted to be reviewed	148
2.2.1. Claims against banks, concerning	38
• credit operations	18
• depositary operations	5
• payment and settlement transactions	8
• other	7
2.2.2. Claims against insurance companies and Bureau, concerning	108
• vehicle insurance	6
• medical insurance	20
• travel insurance	1
• accident insurance	0
• property insurance	1
• MTPLI	80

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

Written-form lodged claim's results	110
Claim satisfied through reconciliation	63
Claim partially satisfied by a compulsory decision	15
Claim satisfied	1
Claim declined	22
Review of the claim suspended	9
Review of the claim declined	0

During the *December 2012* the office of the Mediator got 104 complaints concerning financial organizations. There were numerous calls and visits to the Office not concerning financial organizations. According to the Law, from 104 complaints concerning financial organizations 27 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 77 complains admissible to be reviewed by the Mediator 40 were received in a written form.

The total number of complaints against financial organizations in December 2012	104
1. Inadmissible to be reviewed by Mediator	27
2. Admissible to be reviewed by Mediator	77
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	40
2.2.1. Claims against banks, concerning	8
• credit operations	3
• depositary operations	0
• payment and settlement transactions	4
• other	1
2.2.2. Claims against insurance companies and Bureau, concerning	32
• vehicle insurance	2

• medical insurance	6
• travel insurance	0
• accident insurance	0
• MTPLI	24
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	40
Claim satisfied through reconciliation	26
Claim partially satisfied by a compulsory decision	3
Claim satisfied	0
Claim declined	11
Review of the claim suspended	0
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