

*Financial System Mediator's summary for the second quarter of 2013,
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 2013 formed by the Mediator is summarized below.

Overall, during the second quarter of 2013 the office of the Mediator got 417 complaints concerning financial organizations. There were numerous calls and visits to the Office not concerning financial organizations. According to the Law, from 417 complaints concerning financial organizations 61 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 356 complains admissible to be reviewed by the Mediator 160 were received in a written form.

Total number of complaints against financial organizations in second quarter of 2013	417
1. Not eligible for review by Mediator	61
2. Eligible for review by Mediator	356
2.1. Met by the organization based on the lodged complaint-claim of customer	29
2.2. Written-form lodged claims admitted to be reviewed	192
2.2.1. Claims against banks, concerning	62
• credit operations	30
• depositary operations	5
• payment and settlement transactions	19
• other	8
2.2.2. Claims against insurance companies and Bureau, concerning	126
• vehicle insurance	15
• medical insurance	27
• travel insurance	1
• accident insurance	1
• property insurance	4
• MTPLI	77

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

Written-form lodged claim's results	178
Claim satisfied through reconciliation	86
Claim partially satisfied by a compulsory decision	15
Claim satisfied	6
Claim declined	48
Review of the claim suspended	21
Review of the claim declined	2

During the *June 2013* the office of the Mediator got 132 complaints concerning financial organizations. There were numerous calls and visits to the Office not concerning financial organizations. According to the Law, from 132 complaints concerning financial organizations 18 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 114 complains admissible to be reviewed by the Mediator 57 were received in a written form.

The total number of complaints against financial organizations in June 2013	132
1. Inadmissible to be reviewed by Mediator	18
2. Admissible to be reviewed by Mediator	114
2.1. Met by the organization based on the lodged complaint-claim of customer	15
2.2. Written-form lodged claims admitted to be reviewed	57
2.2.1. Claims against banks, concerning	21
• credit operations	7
• depositary operations	2
• payment and settlement transactions	7
• other	5
2.2.2. Claims against insurance companies and Bureau, concerning	36
• vehicle insurance	5

• medical insurance	11
• travel insurance	0
• accident insurance	0
• property insurance	1
• MTPLI	18
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	61
Claim satisfied through reconciliation	30
Claim partially satisfied by a compulsory decision	4
Claim satisfied	2
Claim declined	17
Review of the claim suspended	7
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, 4th floor, room # 411. E-mail: info@fsm.am Web: www.fsm.am