

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

Overall, during the fourth quarter of 2013 the office of the Mediator got 690 complaints concerning financial organizations. According to the Law, from 690 complaints concerning financial organizations 140 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 550 complains admissible to be reviewed by the Mediator 283 were received in a written form.

Total number of complaints against financial organizations in fourth quarter of 2013	690
1. Not eligible for review by Mediator	140
2. Eligible for review by Mediator	550
2.1. Met by the organization based on the lodged complaint-claim of customer	24
2.2. Written-form lodged claims admitted to be reviewed	283
2.2.1. Claims against banks, concerning	59
• credit operations	39
• depositary operations	8
• payment and settlement transactions	7
• other	5
2.2.2. Claims against insurance companies and Bureau, concerning	219
• vehicle insurance	32
• medical insurance	58
• travel insurance	2
• accident insurance	1
• property insurance	1
• MTPLI	125

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

Written-form lodged claim's results	217
Claim satisfied through reconciliation	112
Claim partially satisfied by a compulsory decision	30
Claim satisfied	9
Claim declined	43
Review of the claim suspended	23
Review of the claim declined	0

During the *December 2013* the office of the Mediator got 240 complaints concerning financial organizations. According to the Law, from 240 complaints concerning financial organizations 53 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 187 complains admissible to be reviewed by the Mediator 105 were received in a written form.

The total number of complaints against financial organizations in December 2013	240
1. Inadmissible to be reviewed by Mediator	53
2. Admissible to be reviewed by Mediator	187
2.1. Met by the organization based on the lodged complaint-claim of customer	8
2.2. Written-form lodged claims admitted to be reviewed	105
2.2.1. Claims against banks, concerning	17
• credit operations	9
• depositary operations	3
• payment and settlement transactions	3
• other	2
2.2.2. Claims against insurance companies and Bureau, concerning	87
• vehicle insurance	13

• medical insurance	23
• travel insurance	1
• accident insurance	0
• property insurance	0
• MTPLI	50
2.2.3. Claims against credit organizations	0
2.2.4. Claims against pawnshops	0
2.2.5. Claims against money transfer organizations	1

Written-form lodged claim's results	79
Claim satisfied through reconciliation	30
Claim partially satisfied by a compulsory decision	14
Claim satisfied	3
Claim declined	20
Review of the claim suspended	12
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