

Financial System Mediator's summary for the July 2013

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 July 2013 formed by the Mediator is summarized below.

Overall, during the July 2013 the office of the Mediator got 162 complaints concerning financial organizations. There were numerous calls and visits to the Office not concerning financial organizations. According to the Law, from 162 complaints concerning financial organizations 32 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 130 complains admissible to be reviewed by the Mediator 63 were received in a written form.

Total number of complaints against financial organizations in July 2013	162
1. Not eligible for review by Mediator	32
2. Eligible for review by Mediator	130
2.1. Met by the organization based on the lodged complaint-claim of customer	9
2.2. Written-form lodged claims admitted to be reviewed	63
2.2.1. Claims against banks, concerning	15
<input type="checkbox"/> credit operations	11
<input type="checkbox"/> depositary operations	0
<input type="checkbox"/> payment and settlement transactions	3
<input type="checkbox"/> other	1
2.2.2. Claims against insurance companies, concerning	46
<input type="checkbox"/> vehicle insurance	6
<input type="checkbox"/> medical insurance	8
<input type="checkbox"/> travel insurance	0
<input type="checkbox"/> acciedent insurance	0
<input type="checkbox"/> property insurance	1
<input type="checkbox"/> MTPLI	31
2.2.3. Claims against Armenian Motor Insurers' Bureau, concerning	2

<input type="checkbox"/> MTPLI	2
2.2.4. Claims against credit organizations	0
2.2.5. Claims against pawnshops	0
2.2.6. Claims against money transfer organizations	0

Written-form lodged claim's results	70
Claim satisfied through reconciliation	32
Claim partially satisfied by a compulsory decision	3
Claim satisfied	1
Claim declined	25
Review of the claim suspended	8
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