

*Financial System Mediator's summary for the first quarter of 2014,
including the case of March*

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 2014 formed by the Mediator is summarized below.

Overall, during the first quarter of 2014 the office of the Mediator got 850 complaints concerning financial organizations. According to the Law, from 850 complaints concerning financial organizations 169 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 681 complains admissible to be reviewed by the Mediator 320 were received in a written form.

Total number of complaints against financial organizations in first quarter of 2014	850
1. Not eligible for review by Mediator	169
2. Eligible for review by Mediator	681
2.1. Met by the organization based on the lodged complaint-claim of customer	23
2.2. Written-form lodged claims admitted to be reviewed	320
2.2.1. Claims against banks, concerning	49
• credit operations	24
• depositary operations	1
• payment and settlement transactions	19
• other	5
2.2.2. Claims against insurance companies and Bureau, concerning	271
• vehicle insurance	33
• medical insurance	35
• travel insurance	1
• accident insurance	0
• property insurance	3
• MTPLI	197

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	259
Claim satisfied through reconciliation	119
Claim partially satisfied by a compulsory decision	42
Claim satisfied	6
Claim declined	71
Review of the claim suspended	20
Review of the claim declined	0

During the March 2014 the office of the Mediator got 270 complaints concerning financial organizations. According to the Law, from 270 complaints concerning financial organizations 52 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 218 complains admissible to be reviewed by the Mediator 135 were received in a written form.

The total number of complaints against financial organizations in March 2014	270
1. Inadmissible to be reviewed by Mediator	52
2. Admissible to be reviewed by Mediator	218
2.1. Met by the organization based on the lodged complaint-claim of customer	5
2.2. Written-form lodged claims admitted to be reviewed	135
2.2.1. Claims against banks, concerning	12
• credit operations	7
• depositary operations	0
• payment and settlement transactions	5
• other	0
2.2.2. Claims against insurance companies and Bureau, concerning	121
• vehicle insurance	14

• medical insurance	16
• travel insurance	0
• accident insurance	0
• property insurance	2
• MTPLI	90
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	99
Claim satisfied through reconciliation	39
Claim partially satisfied by a compulsory decision	22
Claim satisfied	1
Claim declined	28
Review of the claim suspended	8
Review of the claim declined	0

You may apply to the Mediator's office by calling 58-23-22, 58-23-21 or visiting 15 M. Khorenatsi Str., "Elit Plaza" Business Center, 7th floor. E-mail: info@fsm.am Web: www.fsm.am