

*Financial System Mediator's summary for the second quarter of 2014,
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 2014 formed by the Mediator is summarized below.

Overall, during the second quarter of 2014 the office of the Mediator got 723 complaints concerning financial organizations. According to the Law, from 723 complaints concerning financial organizations 124 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 599 complains admissible to be reviewed by the Mediator 320 were received in a written form.

Total number of complaints against financial organizations in second quarter of 2014	723
1. Not eligible for review by Mediator	124
2. Eligible for review by Mediator	559
2.1. Met by the organization based on the lodged complaint-claim of customer	30
2.2. Written-form lodged claims admitted to be reviewed	324
2.2.1. Claims against banks, concerning	50
• credit operations	20
• depositary operations	1
• payment and settlement transactions	23
• other	6
2.2.2. Claims against insurance companies and Bureau, concerning	271
• vehicle insurance	20
• medical insurance	34
• travel insurance	2
• accident insurance	1
• property insurance	1
• MTPLI	213

2.2.3. Claims against credit organizations	2
2.2.4. Claims against pawnshops	1
2.2.5. Claims against money transfer organizations	0

Written-form lodged claim's results	347
Claim satisfied through reconciliation	167
Claim partially satisfied by a compulsory decision	53
Claim satisfied	9
Claim declined	69
Review of the claim suspended	49
Review of the claim declined	0

During the *June 2014* the office of the Mediator got 226 complaints concerning financial organizations. According to the Law, from 226 complaints concerning financial organizations 29 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 197 complains admissible to be reviewed by the Mediator 112 were received in a written form.

The total number of complaints against financial organizations in March 2014	226
1. Inadmissible to be reviewed by Mediator	29
2. Admissible to be reviewed by Mediator	197
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	112
2.2.1. Claims against banks, concerning	13
• credit operations	5
• depositary operations	0
• payment and settlement transactions	5
• other	3
2.2.2. Claims against insurance companies and Bureau, concerning	98
• vehicle insurance	9

• medical insurance	9
• travel insurance	1
• accident insurance	0
• property insurance	0
• MTPLI	79
2.2.3. Claims against credit organizations	0
2.2.4. Claims against pawnshops	1
2.2.5. Claims against money transfer organizations	0

Written-form lodged claim's results	122
Claim satisfied through reconciliation	57
Claim partially satisfied by a compulsory decision	18
Claim satisfied	5
Claim declined	20
Review of the claim suspended	22
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., "Elite Plaza" Business Center, 7th floor. E-mail: info@fsm.am Web: www.fsm.am