

Financial System Mediator's summary for the May 2014

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 May 2014 formed by the Mediator is summarized below.

Overall, during the May 2014 the office of the Mediator got 237 complaints concerning financial organizations. According to the Law, from 237 complaints concerning financial organizations 39 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 198 complains admissible to be reviewed by the Mediator 96 were received in a written form.

Total number of complaints against financial organizations in May 2014	237
1. Not eligible for review by Mediator	39
2. Eligible for review by Mediator	198
2.1. Met by the organization based on the lodged complaint-claim of customer	10
2.2. Written-form lodged claims admitted to be reviewed	96
2.2.1. Claims against banks, concerning	16
• credit operations	6
• depositary operations	1
• payment and settlement transactions	8
• other	1
2.2.2. Claims against insurance companies, concerning	79
• vehicle insurance	4
• medical insurance	10
• travel insurance	1
• accident insurance	0
• property insurance	0
• MTPLI	64
2.2.3. Claims against Armenian Motor Insurers' Bureau, concerning	0

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

Written-form lodged claim's results	97
Claim satisfied through reconciliation	53
Claim partially satisfied by a compulsory decision	12
Claim satisfied	1
Claim declined	18
Review of the claim suspended	13
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