

*Financial System Mediator's summary for the third quarter of 2014,
including the case of September*

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 third quarter of 2014 formed by the Mediator is summarized below.

Overall, during the third quarter of 2014 the office of the Mediator got 740 complaints concerning financial organizations. According to the Law, from 740 complaints concerning financial organizations 116 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 624 complains admissible to be reviewed by the Mediator 286 were received in a written form.

Total number of complaints against financial organizations in third quarter of 2014	740
1. Not eligible for review by Mediator	116
2. Eligible for review by Mediator	624
2.1. Met by the organization based on the lodged complaint-claim of customer	32
2.2. Written-form lodged claims admitted to be reviewed	286
2.2.1. Claims against banks, concerning	64
• credit operations	29
• depositary operations	4
• payment and settlement transactions	18
• other	13
2.2.2. Claims against insurance companies and Bureau, concerning	215
• vehicle insurance	21
• medical insurance	11
• travel insurance	1
• accident insurance	2
• property insurance	3
• MTPLI	177

2.2.3. Claims against credit organizations	1
2.2.4. Claims against pawnshops	2
2.2.5. Claims against money transfer organizations	4

Written-form lodged claim's results	315
Claim satisfied through reconciliation	138
Claim partially satisfied by a compulsory decision	82
Claim satisfied	4
Claim declined	67
Review of the claim suspended	23
Review of the claim declined	1

During the *September 2014* the office of the Mediator got 242 complaints concerning financial organizations. According to the Law, from 242 complaints concerning financial organizations 37 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 205 complains admissible to be reviewed by the Mediator 96 were received in a written form.

The total number of complaints against financial organizations in Septmeber 2014	242
1. Inadmissible to be reviewed by Mediator	37
2. Admissible to be reviewed by Mediator	205
2.1. Met by the organization based on the lodged complaint-claim of customer	12
2.2. Written-form lodged claims admitted to be reviewed	96
2.2.1. Claims against banks, concerning	24
• credit operations	16
• depositary operations	0
• payment and settlement transactions	4
• other	4
2.2.2. Claims against insurance companies and Bureau, concerning	69
• vehicle insurance	9

• medical insurance	2
• travel insurance	0
• accident insurance	1
• property insurance	0
• MTPLI	57
2.2.3. Claims against credit organizations	0
2.2.4. Claims against pawnshops	0
2.2.5. Claims against money transfer organizations	3

Written-form lodged claim's results	95
Claim satisfied through reconciliation	45
Claim partially satisfied by a compulsory decision	21
Claim satisfied	2
Claim declined	21
Review of the claim suspended	5
Review of the claim declined	1

You may apply to the Mediator's office by calling 060-70-11-11 or visiting 15 M. Khorenatsi Str., "Elite Plaza" Business Center, 7th floor. E-mail: info@fsm.am Web: www.fsm.am