

Financial System Mediator's summary for the October 2015

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 October 2015 formed by the Mediator is summarized below.

Overall, during the October 2015 the office of the Mediator got 321 complaints concerning financial organizations. According to the Law, from 321 complaints concerning financial organizations 73 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 248 complains admissible to be reviewed by the Mediator 123 were received in a written form.

Total number of complaints against financial organizations in October 2015	248
1. Not eligible for review by Mediator	73
2. Eligible for review by Mediator	248
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	123
2.2.1. Claims against banks, concerning	19
• credit operations	12
• depositary operations	1
• payment and settlement transactions	2
• other	4
2.2.2. Claims against insurance companies, concerning	101
• vehicle insurance	8
• medical insurance	2
• travel insurance	2
• acciedent insurance	0
• property insurance	0
• MTPLI	88
• Voluntary MTPL	1

2.2.3. Claims against Armenian Motor Insurers' Bureau	0
2.2.4. Claims against credit organizations	3
2.2.5. Claims against pawnshops	0
2.2.6. Claims against money transfer organizations	0

Written-form lodged claim's results	93
Claim satisfied through reconciliation	33
Claim partially satisfied by a compulsory decision	37
Claim satisfied	1
Claim declined	14
Review of the claim suspended	8
Review of the claim declined	0

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