

Financial System Mediator's summary for the August 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 August 2015 formed by the Mediator is summarized below.

Overall, during the August 2015 the office of the Mediator got 220 complaints concerning financial organizations. According to the Law, from 220 complaints concerning financial organizations 36 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 184 complains admissible to be reviewed by the Mediator 104 were received in a written form.

Total number of complaints against financial organizations in August 2015	220
1. Not eligible for review by Mediator	36
2. Eligible for review by Mediator	184
2.1. Met by the organization based on the lodged complaint-claim of customer	11
2.2. Written-form lodged claims admitted to be reviewed	104
2.2.1. Claims against banks, concerning	24
• credit operations	15
• depositary operations	0
• payment and settlement transactions	6
• other	3
2.2.2. Claims against insurance companies, concerning	80
• vehicle insurance	2
• medical insurance	3
• travel insurance	0
• accident insurance	0
• property insurance	1
• MTPLI	74
2.2.3. Claims against Armenian Motor Insurers' Bureau	0

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

Written-form lodged claim's results	138
Claim satisfied through reconciliation	46
Claim partially satisfied by a compulsory decision	43
Claim satisfied	5
Claim declined	23
Review of the claim suspended	21
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