

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

Overall, during the February 2015 the office of the Mediator got 302 complaints concerning financial organizations. According to the Law, from 302 complaints concerning financial organizations 53 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 249 complains admissible to be reviewed by the Mediator 107 were received in a written form.

Total number of complaints against financial organizations in February 2015	302
1. Not eligible for review by Mediator	53
2. Eligible for review by Mediator	249
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	107
2.2.1. Claims against banks, concerning	31
• credit operations	17
• depositary operations	1
• payment and settlement transactions	10
• other	3
2.2.2. Claims against insurance companies, concerning	71
• vehicle insurance	10
• medical insurance	0
• travel insurance	0
• accident insurance	0
• property insurance	2
• MTPLI	59
2.2.3. Claims against Armenian Motor Insurers' Bureau, concerning	2

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	108
Claim satisfied through reconciliation	47
Claim partially satisfied by a compulsory decision	31
Claim satisfied	2
Claim declined	18
Review of the claim suspended	10
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