

*Financial System Mediator's summary for the first quarter of 2015,
including the case of March*

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 first quarter of 2015 formed by the Mediator is summarized below.

Overall, during the first quarter of 2015 the office of the Mediator got 819 complaints concerning financial organizations. According to the Law, from 819 complaints concerning financial organizations 151 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 668 complains admissible to be reviewed by the Mediator 339 were received in a written form.

Total number of complaints against financial organizations in first quarter of 2015	819
1. Not eligible for review by Mediator	151
2. Eligible for review by Mediator	668
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	339
2.2.1. Claims against banks, concerning	95
• credit operations	53
• depositary operations	7
• payment and settlement transactions	27
• other	8
2.2.2. Claims against insurance companies and Bureau, concerning	236
• vehicle insurance	23
• medical insurance	3
• travel insurance	1
• accident insurance	4
• property insurance	3
• MTPLI	202

2.2.3. Claims against credit organizations	8
2.2.4. Claims against pawnshops	0
2.2.5. Claims against money transfer organizations	0

Written-form lodged claim's results	289
Claim satisfied through reconciliation	123
Claim partially satisfied by a compulsory decision	75
Claim satisfied	6
Claim declined	53
Review of the claim suspended	31
Review of the claim declined	1

During the March 2015 the office of the Mediator got 270 complaints concerning financial organizations. According to the Law, from 311 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 258 complains admissible to be reviewed by the Mediator 164 were received in a written form.

The total number of complaints against financial organizations in March 2015	311
1. Inadmissible to be reviewed by Mediator	53
2. Admissible to be reviewed by Mediator	258
2.1. Met by the organization based on the lodged complaint-claim of customer	13
2.2. Written-form lodged claims admitted to be reviewed	164
2.2.1. Claims against banks, concerning	45
• credit operations	26
• depositary operations	3
• payment and settlement transactions	11
• other	5
2.2.2. Claims against insurance companies and Bureau, concerning	115
• vehicle insurance	9

• medical insurance	3
• travel insurance	0
• accident insurance	3
• property insurance	1
• MTPLI	101
2.2.3. Claims against credit organizations	4
2.2.4. Claims against pawnshops	0
2.2.5. Claims against money transfer organizations	0

Written-form lodged claim's results	104
Claim satisfied through reconciliation	50
Claim partially satisfied by a compulsory decision	20
Claim satisfied	2
Claim declined	22
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