

Financial System Mediator's summary for the November 2016

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 2016 formed by the Mediator is summarized below.

Overall, during the November 2016 the office of the Mediator got 369 complaints concerning financial organizations. According to the Law, from 369 complaints concerning financial organizations 98 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 271 complains admissible to be reviewed by the Mediator 170 were received in a written form.

Total number of complaints against financial organizations in November 2016	369
1. Not eligible for review by Mediator	98
2. Eligible for review by Mediator	271
2.1. Met by the organization based on the lodged complaint-claim of customer	30
2.2. Written-form lodged claims admitted to be reviewed	170
2.2.1. Claims against banks, concerning	24
• credit operations	16
• depositary operations	5
• payment and settlement transactions	2
• other	2
2.2.2. Claims against insurance companies, concerning	143
• vehicle insurance	5
• medical insurance	1
• travel insurance	0
• acciedent insurance	0
• property insurance	4
• MTPLI	137
2.2.3. Claims against Armenian Motor Insurers' Bureau	2

2.2.4. Claims against credit organizations	1
2.2.5. Claims against pawnshops	0
2.2.6. Claims against money transfer organizations	0

Written-form lodged claim's results	134
Claim satisfied through reconciliation	59
Claim partially satisfied by a compulsory decision	39
Claim satisfied	3
Claim declined	22
Review of the claim suspended	11
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