

*Financial System Mediator's summary for the second quarter of 2016,
including the case of June*

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 second quarter of 2016 formed by the Mediator is summarized below.

Overall, during the second quarter of 2016 the office of the Mediator got 1054 complaints concerning financial organizations. According to the Law, from 1054 complaints concerning financial organizations 370 were inadmissible to be reviewed by the Mediator (some part of customers were juridicial 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 684 complains admissible to be reviewed by the Mediator 346 were received in a written form.

Total number of complaints against financial organizations in second quarter of 2016	1054
1. Not eligible for review by Mediator	370
2. Eligible for review by Mediator	684
2.1. Met by the organization based on the lodged complaint-claim of customer	65
2.2. Written-form lodged claims admitted to be reviewed	346
2.2.1. Claims against banks, concerning	66
• credit operations	44
• depositary operations	9
• payment and settlement transactions	13
2.2.2. Claims against insurance companies and Bureau, concerning	268
• vehicle insurance	13
• medical insurance	6
• travel insurance	2
• acciedent insurance	0
• property insurance	3
• MTPLI	244
2.2.3. Claims against credit organizations	10
2.2.4. Claims against pawnshops	2

2.2.5. Claims against money transfer organizations	0
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Written-form lodged claim's results	441
Claim satisfied through reconciliation	168
Claim partially satisfied by a compulsory decision	133
Claim satisfied	12
Claim declined	89
Review of the claim suspended	38
Review of the claim declined	1

During June 2016 the office of the Mediator got 351 complaints concerning financial organizations. According to the Law, from 351 complaints concerning financial organizations 121 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 230 complains admissible to be reviewed by the Mediator 115 were received in a written form.

The total number of complaints against financial organizations in June 2016	351
1. Inadmissible to be reviewed by Mediator	121
2. Admissible to be reviewed by Mediator	230
2.1. Met by the organization based on the lodged complaint-claim of customer	18
2.2. Written-form lodged claims admitted to be reviewed	115
2.2.1. Claims against banks, concerning	17
• credit operations	11
• depositary operations	1
• payment and settlement transactions	5
• other	0
2.2.2. Claims against insurance companies and Bureau, concerning	98
• vehicle insurance	4
• medical insurance	3
• travel insurance	1

• accident insurance	0
• property insurance	3
• MTPLI	87
2.2.3. Claims against credit organizations	0
2.2.4. Claims against pawnshops	0
2.2.5. Claims against money transfer organizations	0

Written-form lodged claim's results	124
Claim satisfied through reconciliation	52
Claim partially satisfied by a compulsory decision	25
Claim satisfied	2
Claim declined	26
Review of the claim suspended	18
Review of the claim declined	1

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