

Financial System Mediator's summary for the November 2017

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 November 2017 formed by the Mediator is summarized below.

Overall, during the November 2017 the office of the Mediator got 435 complaints concerning financial organizations. According to the Law, from 435 complaints concerning financial organizations 134 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 301 complains admissible to be reviewed by the Mediator 126 were received in a written form.

Total number of complaints against financial organizations in November 2017	435
1. Not eligible for review by Mediator	134
2. Eligible for review by Mediator	301
2.1. Met by the organization based on the lodged complaint-claim of customer	4
2.2. Written-form lodged claims admitted to be reviewed	126
2.2.1. Claims against banks, concerning	22
• credit operations	12
• depositary operations	2
• payment and settlement transactions	8
2.2.2. Claims against insurance companies, concerning	101
• vehicle insurance	3
• medical insurance	3
• travel insurance	1
• MTPLI	94
2.2.3. Claims against credit organizations	2
2.2.4. Claims against money transfer organizations	1

Claim satisfied through reconciliation	55
Claim partially satisfied by a compulsory decision	48
Claim satisfied	4
Claim declined	14
Review of the claim suspended	13
Review of the claim declined	0

You may apply to the Mediator's office by calling 060-70-11-11 or visiting 15 Movses Khorenatsi Str., "Elite Plaza" Business Center, 7th floor. E-mail: info@fsm.am Web: www.fsm.am