

Financial System Mediator's summary for the August 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 August 2016 formed by the Mediator is summarized below.

Overall, during the August 2016 the office of the Mediator got 407 complaints concerning financial organizations. According to the Law, from 407 complaints concerning financial organizations 113 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 244 complains admissible to be reviewed by the Mediator 115 were received in a written form.

Total number of complaints against financial organizations in August 2016	407
1. Not eligible for review by Mediator	113
2. Eligible for review by Mediator	244
2.1. Met by the organization based on the lodged complaint-claim of customer	25
2.2. Written-form lodged claims admitted to be reviewed	115
2.2.1. Claims against banks, concerning	21
• credit operations	11
• depositary operations	6
• payment and settlement transactions	3
• other	1
2.2.2. Claims against insurance companies, concerning	86
• vehicle insurance	4
• medical insurance	7
• travel insurance	0
• acciedent insurance	1
• property insurance	1
• MTPLI	73
2.2.3. Claims against Armenian Motor Insurers' Bureau	1

2.2.4. Claims against credit organizations	5
2.2.5. Claims against pawnshops	1
2.2.6. Claims against money transfer organizations	0
2.2.7. ACRA Credit Bureau	1

Written-form lodged claim's results	103
Claim satisfied through reconciliation	55
Claim partially satisfied by a compulsory decision	26
Claim satisfied	2
Claim declined	8
Review of the claim suspended	12
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