

Financial System Mediator's summary for the October 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 October 2017 formed by the Mediator is summarized below.

Overall, during the October 2017 the office of the Mediator got 374 complaints concerning financial organizations. According to the Law, from 374 complaints concerning financial organizations 131 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 243 complains admissible to be reviewed by the Mediator 132 were received in a written form.

Total number of complaints against financial organizations in October 2017	374
1. Not eligible for review by Mediator	131
2. Eligible for review by Mediator	243
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	132
2.2.1. Claims against banks, concerning	27
• credit operations	17
• depositary operations	2
• payment and settlement transactions	7
• other	1
2.2.2. Claims against insurance companies and Armenian Motor Insurers' Bureau, concerning	104
• vehicle insurance	5
• medical insurance	1
• MTPLI	98
2.2.3. Claims against credit organizations	1
Written-form lodged claim's results	136
Claim satisfied through reconciliation	44
Claim partially satisfied by a compulsory decision	54

Claim satisfied	10
Claim declined	22
Review of the claim suspended	6
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