

*Financial System Mediator's summary for the third quarter of 2017,
including the case of September*

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 third quarter of 2017 formed by the Mediator is summarized below.

Overall, during the third quarter of 2017 the office of the Mediator got 967 complaints concerning financial organizations. According to the Law, from 967 complaints concerning financial organizations 346 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 621 complains admissible to be reviewed by the Mediator 324 were received in a written form.

Total number of complaints against financial organizations in the third quarter of 2017	967
1. Not eligible for review by Mediator	346
2. Eligible for review by Mediator	621
2.1. Met by the organization based on the lodged complaint-claim of customer	7
2.2. Written-form lodged claims admitted to be reviewed	315
2.2.1. Claims against banks, concerning	65
• credit operations	48
• depositary operations	6
• payment and settlement transactions	9
• other	2
2.2.2. Claims against insurance companies and Bureau, concerning	246
• vehicle insurance	20
• medical insurance	4
• acciedent insurance	1
• property insurance	2
• MTPLI	219
2.2.3. Claims against credit organizations	4

Written-form lodged claim's results	398
Claim satisfied through reconciliation	138
Claim partially satisfied by a compulsory decision	122
Claim satisfied	8
Claim declined	81
Review of the claim suspended	49
Review of the claim declined	0

During September 2017 the office of the Mediator got 340 complaints concerning financial organizations. According to the Law, from 340 complaints concerning financial organizations 145 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 195 complains admissible to be reviewed by the Mediator 119 were received in a written form.

The total number of complaints against financial organizations in September 2017	340
1. Inadmissible to be reviewed by Mediator	145
2. Admissible to be reviewed by Mediator	195
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	119
2.2.1. Claims against banks, concerning	22
• credit operations	15
• depositary operations	3
• payment and settlement transactions	4
2.2.2. Claims against insurance companies and Bureau, concerning	96
• vehicle insurance	6
• accident insurance	1
• property insurance	1
• MTPLI	88
2.2.3. Claims against credit organizations	1
2.2.4. Claims against money transfer organizations	0

Written-form lodged claim's results	96
Claim satisfied through reconciliation	36
Claim partially satisfied by a compulsory decision	30
Claim satisfied	1
Claim declined	19
Review of the claim suspended	10
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