

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

Overall, during the April 2017 the office of the Mediator got 318 complaints concerning financial organizations. According to the Law, from 318 complaints concerning financial organizations 85 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 233 complains admissible to be reviewed by the Mediator 147 were received in a written form.

Total number of complaints against financial organizations in April 2017	318
1. Not eligible for review by Mediator	85
2. Eligible for review by Mediator	233
2.1. Met by the organization based on the lodged complaint-claim of customer	3
2.2. Written-form lodged claims admitted to be reviewed	147
2.2.1. Claims against banks, concerning	19
• credit operations	13
• depositary operations	1
• payment and settlement transactions	2
• other	3
2.2.2. Claims against insurance companies and Armenian Motor Insurers' Bureau, concerning	126
• vehicle insurance	0
• medical insurance	1
• travel insurance	0
• accident insurance	0
• property insurance	1
• MTPLI (including Bureau)	121

• Voluntary MTPL	3
2.2.3. Claims against credit organizations	2
2.2.5. Claims against pawnshops	0
2.2.6. Claims against money transfer organizations	0

Written-form lodged claim's results	150
Claim satisfied through reconciliation	58
Claim partially satisfied by a compulsory decision	60
Claim satisfied	1
Claim declined	14
Review of the claim suspended	17
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