

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

Overall, during the July 2016 the office of the Mediator got 307 complaints concerning financial organizations. According to the Law, from 307 complaints concerning financial organizations 89 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 218 complains admissible to be reviewed by the Mediator 85 were received in a written form.

Total number of complaints against financial organizations in July 2016	307
1. Not eligible for review by Mediator	89
2. Eligible for review by Mediator	218
2.1. Met by the organization based on the lodged complaint-claim of customer	32
2.2. Written-form lodged claims admitted to be reviewed	85
2.2.1. Claims against banks, concerning	12
• credit operations	7
• depository operations	0
• payment and settlement transactions	3
• other	2
2.2.2. Claims against insurance companies, concerning	72
• vehicle insurance	2
• medical insurance	1
• travel insurance	1
• acciedent insurance	0
• property insurance	2
• MTPLI	66
2.2.3. Claims against Armenian Motor Insurers' Bureau	1

2.2.4. Claims against credit organizations	0
2.2.5. Claims against pawnshops	0
2.2.6. Claims against money transfer organizations	0

Written-form lodged claim's results	102
Claim satisfied through reconciliation	35
Claim partially satisfied by a compulsory decision	25
Claim satisfied	2
Claim declined	26
Review of the claim suspended	14
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