

*Financial System Mediator's summary for the first quarter of 2016,
including the case of March*

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 first quarter of 2016 formed by the Mediator is summarized below.

Overall, during the first quarter of 2016 the office of the Mediator got 955 complaints concerning financial organizations. According to the Law, from 955 complaints concerning financial organizations 186 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 769 complains admissible to be reviewed by the Mediator 409 were received in a written form.

Total number of complaints against financial organizations in first quarter of 2016	955
1. Not eligible for review by Mediator	186
2. Eligible for review by Mediator	769
2.1. Met by the organization based on the lodged complaint-claim of customer	49
2.2. Written-form lodged claims admitted to be reviewed	409
2.2.1. Claims against banks, concerning	53
• credit operations	37
• depositary operations	1
• payment and settlement transactions	11
• other	4
2.2.2. Claims against insurance companies and Bureau, concerning	351
• vehicle insurance	21
• medical insurance	5
• travel insurance	8
• accident insurance	0
• property insurance	2
• MTPLI	315

2.2.3. Claims against credit organizations	1
2.2.4. Claims against pawnshops	1
2.2.5. Claims against money transfer organizations	0

Written-form lodged claim's results	335
Claim satisfied through reconciliation	88
Claim partially satisfied by a compulsory decision	121
Claim satisfied	12
Claim declined	75
Review of the claim suspended	39
Review of the claim declined	0

During the March 2016 the office of the Mediator got 345 complaints concerning financial organizations. According to the Law, from 311 complaints concerning financial organizations 53 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 274 complains admissible to be reviewed by the Mediator 174 were received in a written form.

The total number of complaints against financial organizations in March 2016	345
1. Inadmissible to be reviewed by Mediator	71
2. Admissible to be reviewed by Mediator	274
2.1. Met by the organization based on the lodged complaint-claim of customer	18
2.2. Written-form lodged claims admitted to be reviewed	174
2.2.1. Claims against banks, concerning	21
• credit operations	17
• depositary operations	0
• payment and settlement transactions	2
• other	2
2.2.2. Claims against insurance companies and Bureau, concerning	150
• vehicle insurance	5

• medical insurance	3
• travel insurance	3
• accident insurance	0
• property insurance	1
• MTPLI	138
2.2.3. Claims against credit organizations	0
2.2.4. Claims against pawnshops	0
2.2.5. Claims against money transfer organizations	0

Written-form lodged claim's results	121
Claim satisfied through reconciliation	29
Claim partially satisfied by a compulsory decision	44
Claim satisfied	4
Claim declined	33
Review of the claim suspended	11
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