

## *Financial System Mediator's summary for February 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 February 2017 formed by the Mediator is summarized below.

Overall, during February 2017 the office of the Mediator got 363 complaints concerning financial organizations. According to the Law, from 363 complaints concerning financial organizations 91 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 272 complains admissible to be reviewed by the Mediator 172 were received in a written form.

<b>Total number of complaints against financial organizations in February 2017</b>	<b>363</b>
<b>1. Not eligible for review by Mediator</b>	<b>91</b>
<b>2. Eligible for review by Mediator</b>	<b>272</b>
<b>2.1. Met by the organization based on the lodged complaint-claim of customer</b>	<b>7</b>
<b>2.2. Written-form lodged claims admitted to be reviewed</b>	<b>172</b>
<b>2.2.1. Claims against banks, concerning</b>	<b>25</b>
• credit operations	18
• depositary operations	2
• payment and settlement transactions	3
• other	2
<b>2.2.2. Claims against insurance companies and Armenian Motor Insurers' Bureau, concerning</b>	<b>145</b>
• vehicle insurance	2
• medical insurance	2
• travel insurance	0
• acciedent insurance	0
• property insurance	0
• MTPLI (including Bureau)	139

• Voluntary MTPL	2
<b>2.2.3. Claims against credit organizations</b>	<b>2</b>

<b>Written-form lodged claim's results</b>	<b>140</b>
Claim satisfied through reconciliation	45
Claim partially satisfied by a compulsory decision	57
Claim satisfied	2
Claim declined	26
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 Movses Khorenatsi Str., "Elite Plaza" Business Center, 7<sup>th</sup> floor. E-mail: [info@fsm.am](mailto:info@fsm.am) Web: [www.fsm.am](http://www.fsm.am)