

Financial System Mediator's summary for the February 2018

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 2018 formed by the Mediator is summarized below.

Overall, during the February 2018 the office of the Mediator got 485 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 340 complains admissible to be reviewed by the Mediator 218 were received in a written form.

Total number of complaints against financial organizations in February 2018	485
1. Not eligible for review by Mediator	145
2. Eligible for review by Mediator	340
2.1. Met by the organization based on the lodged complaint-claim of customer	5
2.2. Written-form lodged claims admitted to be reviewed	218
2.2.1. Claims against banks, concerning	27
• Credit operations	18
• Depository operations	1
• Payment and settlement transactions	7
• Other	1
2.2.2. Claims against insurance companies and Armenian Motor Insurers' Bureau, concerning	173
• Vehicle insurance	3
• Medical insurance	2
• Travel insurance	2
• Accident insurance	2
• Property insurance	1
• Voluntary MTPL	1
• MTPLI (including Bureau)	162

2.2.3. Claims against credit organizations	17
2.2.4. Claims against money transfer organizations	1

Written-form lodged claim's results	137
Claim satisfied through reconciliation	47
Claim partially satisfied by a compulsory decision	38
Claim satisfied	7
Claim declined	28
Review of the claim suspended	16
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