

*Financial System Mediator's summary for the first quarter of 2017,  
including the case of March*

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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 2017 formed by the Mediator is summarized below.

Overall, during the first quarter of 2017 the office of the Mediator got 1071 complaints concerning financial organizations. According to the Law, from 1071 complaints concerning financial organizations 246 were inadmissible to be reviewed by the Mediator (some part of customers were juridicial 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 825 complains admissible to be reviewed by the Mediator 471 were received in a written form.

<b>Total number of complaints against financial organizations in first quarter of 2017</b>	<b>1071</b>
<b>1. Not eligible for review by Mediator</b>	<b>246</b>
<b>2. Eligible for review by Mediator</b>	<b>825</b>
<b>2.1. Met by the organization based on the lodged complaint-claim of customer</b>	<b>22</b>
<b>2.2. Written-form lodged claims admitted to be reviewed</b>	<b>471</b>
<b>2.2.1. Claims against banks, concerning</b>	<b>54</b>
• credit operations	39
• depositary operations	6
• payment and settlement transactions	5
• other	4
<b>2.2.2. Claims against insurance companies and Bureau, concerning</b>	<b>410</b>
• vehicle insurance	6
• medical insurance	9
• travel insurance	4
• accident insurance	0
• property insurance	2
• MTPLI	387

• Voluntary liability insurance	2
2.2.3. Claims against credit organizations	4
2.2.4. ACRA credit Bureau	1
2.2.5. Claims against money transfer organizations	2

Written-form lodged claim's results	410
Claim satisfied through reconciliation	153
Claim partially satisfied by a compulsory decision	146
Claim satisfied	8
Claim declined	65
Review of the claim suspended	38
Review of the claim declined	0

During the March 2017 the office of the Mediator got 414 complaints concerning financial organizations. According to the Law, from 414 complaints concerning financial organizations 103 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 311 complains admissible to be reviewed by the Mediator 198 were received in a written form.

The total number of complaints against financial organizations in March 2017	414
1. Inadmissible to be reviewed by Mediator	103
2. Admissible to be reviewed by Mediator	311
2.1. Met by the organization based on the lodged complaint-claim of customer	6
2.2. Written-form lodged claims admitted to be reviewed	198
2.2.1. Claims against banks, concerning	20
• credit operations	14
• depositary operations	2
• payment and settlement transactions	2
• other	2
2.2.2. Claims against insurance companies, concerning	173

• vehicle insurance	2
• medical insurance	5
• travel insurance	3
• accident insurance	0
• property insurance	2
• MTPLI	161
<b>2.2.3. Claims against credit organizations</b>	<b>2</b>
<b>2.2.4. Claims against ACRA Credit Bureau</b>	<b>1</b>
<b>2.2.5. Claims against money transfer organizations</b>	<b>2</b>

<b>Written-form lodged claim's results</b>	<b>173</b>
Claim satisfied through reconciliation	73
Claim partially satisfied by a compulsory decision	57
Claim satisfied	4
Claim declined	22
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 M. 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)