

Financial System Mediator's summary for the January 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 January 2018 formed by the Mediator is summarized below.

Overall, during the January 2018 the office of the Mediator got 412 complaints concerning financial organizations. According to the Law, from 412 complaints concerning financial organizations 116 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 296 complains admissible to be reviewed by the Mediator 162 were received in a written form.

Total number of complaints against financial organizations in January 2018	412
1. Not eligible for review by Mediator	116
2. Eligible for review by Mediator	296
2.1. Met by the organization based on the lodged complaint-claim of customer	3
2.2. Written-form lodged claims admitted to be reviewed	162
2.2.1. Claims against banks, concerning	20
• Credit operations	16
• Depository operations	2
• Payment and settlement transactions	1
• Other	1
2.2.2. Claims against insurance companies and Armenian Motor Insurers' Bureau, concerning	138
• Vehicle insurance	3
• Medical insurance	1
• MTPLI (including Bureau)	134
2.2.3. Claims against credit organizations	4

Written-form lodged claim's results	134
Claim satisfied through reconciliation	47
Claim partially satisfied by a compulsory decision	48
Claim satisfied	4
Claim declined	24
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 Movses Khorenatsi Str., "Elite Plaza" Business Center, 7th floor. E-mail: info@fsm.am Web: www.fsm.am