

*Financial System Mediator's summary for the fourth quarter of 2017,
including the case of December*

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 fourth quarter of 2017 formed by the Mediator is summarized below.

Overall, during the fourth quarter of 2017 the office of the Mediator got 1224 complaints concerning financial organizations. According to the Law, from 1224 complaints concerning financial organizations 388 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 836 complains admissible to be reviewed by the Mediator 425 were received in a written form.

Total number of complaints against financial organizations in fourth quarter of 2017	1224
1. Not eligible for review by Mediator	388
2. Eligible for review by Mediator	836
2.1. Met by the organization based on the lodged complaint-claim of customer	21
2.2. Written-form lodged claims admitted to be reviewed	425
2.2.1. Claims against banks, concerning	76
• Credit operations	48
• Depositary operations	7
• Payment and settlement transactions	20
• Other	1
2.2.2. Claims against insurance companies and Bureau, concerning	340
• Vehicle insurance	12
• Medical insurance	8
• Travel insurance	2
• Acciedent insurance	1
• Property insurance	2
• MTPLI	315

2.2.3. Claims against credit organizations	7
2.2.4. Claims against money transfer organizations	2

Written-form lodged claim's results	378
Claim satisfied through reconciliation	137
Claim partially satisfied by a compulsory decision	131
Claim satisfied	22
Claim declined	54
Review of the claim suspended	34
Review of the claim declined	0

During the *December 2017* the office of the Mediator got 416 complaints concerning financial organizations. According to the Law, from 416 complaints concerning financial organizations 125 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 291 complains admissible to be reviewed by the Mediator 167 were received in a written form.

The total number of complaints against financial organizations in December 2017	416
1. Inadmissible to be reviewed by Mediator	125
2. Admissible to be reviewed by Mediator	291
2.1. Met by the organization based on the lodged complaint-claim of customer	13
2.2. Written-form lodged claims admitted to be reviewed	167
2.2.1. Claims against banks, concerning	27
• Credit operations	19
• Depositary operations	3
• Payment and settlement transactions	5
2.2.2. Claims against insurance companies, concerning	135
• Vehicle insurance	4
• Medical insurance	4
• Travel insurance	1
• Accident insurance	1

• Property insurance	2
• MTPLI	123
2.2.3. Claims against credit organizations	4
2.2.4. Claims against money transfer organizations	1

Written-form lodged claim's results	107
Claim satisfied through reconciliation	38
Claim partially satisfied by a compulsory decision	29
Claim satisfied	8
Claim declined	18
Review of the claim suspended	14
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