

Financial System Mediator's summary for January 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 January 2017 formed by the Mediator is summarized below.

Overall, during the January 2017 the office of the Mediator got 294 complaints concerning financial organizations. According to the Law, from 202 complaints concerning financial organizations 35 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 237 complains admissible to be reviewed by the Mediator 101 were received in a written form.

Total number of complaints against financial organizations in January 2017	294
1. Not eligible for review by Mediator	57
2. Eligible for review by Mediator	237
2.1. Met by the organization based on the lodged complaint-claim of customer	9
2.2. Written-form lodged claims admitted to be reviewed	101
2.2.1. Claims against banks, concerning	9
• credit operations	7
• depositary operations	2
• payment and settlement transactions	0
• other	0
2.2.2. Claims against insurance companies and Armenian Motor Insurers' Bureau, concerning	92
• vehicle insurance	2
• medical insurance	2
• travel insurance	1
• accident insurance	0
• property insurance	0
• MTPLI (including Bureau)	87

2.2.3. Claims against credit organizations	0
2.2.4. Claims against pawnshops	0
2.2.5. Claims against money transfer organizations	0

Written-form lodged claim's results	94
Claim satisfied through reconciliation	32
Claim partially satisfied by a compulsory decision	33
Claim satisfied	2
Claim declined	17
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, 7th floor. E-mail: info@fsm.am Web: www.fsm.am