

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

Overall, during the May 2017 the office of the Mediator got 417 complaints concerning financial organizations. According to the Law, from 417 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 314 complains admissible to be reviewed by the Mediator 177 were received in a written form.

Total number of complaints against financial organizations in May 2017	417
1. Not eligible for review by Mediator	103
2. Eligible for review by Mediator	314
2.1. Met by the organization based on the lodged complaint-claim of customer	4
2.2. Written-form lodged claims admitted to be reviewed	177
2.2.1. Claims against banks, concerning	34
• credit operations	18
• depositary operations	14
• payment and settlement transactions	2
2.2.2. Claims against insurance companies and Armenian Motor Insurers' Bureau, concerning	139
• vehicle insurance	4
• medical insurance	3
• travel insurance	3
• property insurance	4
• MTPLI	125
2.2.3. Claims against credit organizations	3
2.2.4. Central Depository of Armenia	1

Written-form lodged claim's results	167
Claim satisfied through reconciliation	50
Claim partially satisfied by a compulsory decision	56
Claim satisfied	3
Claim declined	32
Review of the claim suspended	25
Review of the claim declined	1

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