

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

Overall, during the May 2018 the office of the Mediator got 458 complaints concerning financial organizations. According to the Law, from 458 complaints concerning financial organizations 137 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 321 complains admissible to be reviewed by the Mediator 157 were received in a written form.

Total number of complaints against financial organizations in May 2018	458
1. Not eligible for review by Mediator	137
2. Eligible for review by Mediator	321
2.1. Met by the organization based on the lodged complaint-claim of customer	5
2.2. Written-form lodged claims admitted to be reviewed	157
2.2.1. Claims against banks, concerning	25
• Credit operations	18
• Depository operations	5
• Payment and settlement transactions	2
2.2.2. Claims against insurance companies and Armenian Motor Insurers' Bureau, concerning	126
• Vehicle insurance	7
• Medical insurance	1
• Property insurance	1
• MTPLI (including Bureau)	117
2.2.3. Claims against credit organizations	6

Written-form lodged claim's results	165
Claim satisfied through reconciliation	38
Claim partially satisfied by a compulsory decision	72
Claim satisfied	4

Claim declined	35
Review of the claim suspended	16
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