

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

Overall, during the July 2018 the office of the Mediator got 483 complaints concerning financial organizations. According to the Law, from 483 complaints concerning financial organizations 109 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 374 complains admissible to be reviewed by the Mediator 230 were received in a written form.

Total number of complaints against financial organizations in July 2018	483
1. Not eligible for review by Mediator	109
2. Eligible for review by Mediator	374
2.1. Met by the organization based on the lodged complaint-claim of customer	2
2.2. Written-form lodged claims admitted to be reviewed	230
2.2.1. Claims against banks, concerning	52
• Credit operations	45
• Depository operations	4
• Payment and settlement transactions	2
• Other	1
2.2.2. Claims against insurance companies and Armenian Motor Insurers' Bureau, concerning	164
• Vehicle insurance	8
• Medical insurance	4
• Travel insurance	1
• Property insurance	1
• MTPLI	150
2.2.3. Claims against credit organizations	14

Written-form lodged claim's results	181
Claim satisfied through reconciliation	47
Claim partially satisfied by a compulsory decision	61
Claim satisfied	6
Claim declined	46
Review of the claim suspended	21
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