

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

Overall, during the October 2018 the office of the Mediator got 529 complaints concerning financial organizations. According to the Law, from 529 complaints concerning financial organizations 77 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 452 complains admissible to be reviewed by the Mediator 351 were received in a written form.

Total number of complaints against financial organizations in October 2018	529
1. Not eligible for review by Mediator	77
2. Eligible for review by Mediator	452
2.1. Met by the organization based on the lodged complaint-claim of customer	0
2.2. Written-form lodged claims admitted to be reviewed	351
2.2.1. Claims against banks, concerning	130
• Credit operations	120
• Depository operations	4
• Payment and settlement transactions	5
• Other	1
2.2.2. Claims against insurance companies and Armenian Motor Insurers' Bureau, concerning	199
• Vehicle insurance	2
• Medical insurance	2
• Travel insurance	1
• Accident insurance	1
• Property insurance	1
• MTPLI	192
2.2.3. Claims against credit organizations	22

Written-form lodged claim's results	322
Claim satisfied through reconciliation	46
Claim partially satisfied by a compulsory decision	105
Claim satisfied	21
Claim declined	106
Review of the claim suspended	42
Review of the claim declined	2

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