

*Financial System Mediator's summary for the fourth quarter of 2018,
including the case of December*

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 fourth quarter of 2018 formed by the Mediator is summarized below.

Overall, during the fourth quarter of 2018 the office of the Mediator got 1767 complaints concerning financial organizations. According to the Law, from 1767 complaints concerning financial organizations 290 were inadmissible to be reviewed by the Mediator (some part of customers were juridicial 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 1477 complains admissible to be reviewed by the Mediator 1069 were received in a written form.

Total number of complaints against financial organizations in fourth quarter of 2018	1767
1. Not eligible for review by Mediator	290
2. Eligible for review by Mediator	1477
2.2. Written-form lodged claims admitted to be reviewed	1069
2.2.1. Claims against banks, concerning	311
• Credit operations	280
• Depository operations	13
• Payment and settlement transactions	16
• Other	2
2.2.2. Claims against insurance companies and Bureau, concerning	697
• Vehicle insurance	11
• Medical insurance	14
• Travel insurance	4
• Acciedent insurance	1
• Property insurance	6
• MTPLI	661
2.2.3. Claims against credit organizations	60

2.2.4. Claims against money transfer organizations	1
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Written-form lodged claim's results	996
Claim satisfied through reconciliation	134
Claim partially satisfied by a compulsory decision	314
Claim satisfied	59
Claim declined	395
Review of the claim suspended	90
Review of the claim declined	4

During the December 2018 the office of the Mediator got 522 complaints concerning financial organizations. According to the Law, from 522 complaints concerning financial organizations 80 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 442 complains admissible to be reviewed by the Mediator 308 were received in a written form.

The total number of complaints against financial organizations in December 2018	522
1. Inadmissible to be reviewed by Mediator	80
2. Admissible to be reviewed by Mediator	442
2.2. Written-form lodged claims admitted to be reviewed	308
2.2.1. Claims against banks, concerning	66
• Credit operations	56
• Depository operations	4
• Payment and settlement transactions	6
2.2.2. Claims against insurance companies, concerning	230
• Vehicle insurance	5
• Medical insurance	6
• Travel insurance	2
• Accident insurance	0
• Property insurance	1
• MTPLI	216

2.2.3. Claims against credit organizations	11
2.2.4. Claims against money transfer organizations	1

Written-form lodged claim's results	285
Claim satisfied through reconciliation	42
Claim partially satisfied by a compulsory decision	82
Claim satisfied	11
Claim declined	127
Review of the claim suspended	22
Review of the claim declined	1

You may apply to the Mediator's office by calling 060-70-11-11 or visiting 15 M. Khorenatsi Str., "Elite Plaza" Business Center, 7th floor. E-mail: info@fsm.am Web: www.fsm.am