

Financial System Mediator's summary for the January 2019

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 January 2019 formed by the Mediator is summarized below.

Overall, during the January 2019 the office of the Mediator got 481 complaints concerning financial organizations. According to the Law, from 481 complaints concerning financial organizations 81 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 400 complains admissible to be reviewed by the Mediator 267 were received in a written form.

Total number of complaints against financial organizations in January 2019	481
1. Not eligible for review by Mediator	81
2. Eligible for review by Mediator	400
2.1. Written-form lodged claims admitted to be reviewed	267
2.1.1. Claims against banks, concerning	71
• Credit operations	61
• Depository operations	5
• Payment and settlement transactions	4
• Other	1
2.1.2. Claims against insurance companies and Armenian Motor Insurers' Bureau, concerning	182
• Vehicle insurance	2
• Medical insurance	2
• Travel insurance	1
• MTPLI (including Bureau)	177
2.1.3. Claims against credit organizations	14

Written-form lodged claim's results	258
Claim satisfied through reconciliation	42
Claim partially satisfied by a compulsory decision	71
Claim satisfied	14
Claim declined	114
Review of the claim suspended	14
Review of the claim declined	3

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