

Financial System Mediator's summary for April 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 the April 2019 formed by the Mediator is summarized below.

Overall, during the April 2019 the office of the Mediator got 697 complaints concerning financial organizations. According to the Law, from 697 complaints concerning financial organizations 92 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 605 complains admissible to be reviewed by the Mediator 405 were received in a written form.

Total number of complaints against financial organizations in April 2019	697
1. Not eligible for review by Mediator	92
2. Eligible for review by Mediator	605
2.2. Written-form lodged claims admitted to be reviewed	405
2.2.1. Claims against banks, concerning	136
• Credit operations	130
• Depository operations	1
• Payment and settlement transactions	4
• Other	1
2.2.2. Claims against insurance companies, concerning	253
• Vehicle insurance	5
• Travel insurance	1
• Medical insurance	8
• Property insurance	3
• Liability insurance	1
• MTPLI (includin Bureau)	235
2.2.3. Claims against credit organizations	16
Written-form lodged claim's results	421
Claim satisfied through reconciliation	138

Claim partially satisfied by a compulsory decision	91
Claim satisfied	29
Claim declined	129
Review of the claim suspended	32
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