

## *Financial System Mediator's summary for the May 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 May 2019 formed by the Mediator is summarized below.

Overall, during the May 2019 the office of the Mediator got 666 complaints concerning financial organizations. According to the Law, from 666 complaints concerning financial organizations 95 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 571 complains admissible to be reviewed by the Mediator 368 were received in a written form.

<b>Total number of complaints against financial organizations in May 2019</b>	<b>666</b>
<b>1. Not eligible for review by Mediator</b>	<b>95</b>
<b>2. Eligible for review by Mediator</b>	<b>571</b>
<b>2.2. Written-form lodged claims admitted to be reviewed</b>	<b>368</b>
<b>2.2.1. Claims against banks, concerning</b>	<b>104</b>
• Credit operations	94
• Depository operations	3
• Payment and settlement transactions	7
<b>2.2.2. Claims against insurance companies and Armenian Motor Insurers' Bureau, concerning</b>	<b>251</b>
• Vehicle insurance	4
• Medical insurance	4
• Property insurance	3
• Travel insurance	2
• MTPLI (including Bureau)	238
<b>2.2.3. Claims against credit organizations</b>	<b>13</b>

<b>Written-form lodged claim's results</b>	<b>419</b>
Claim satisfied through reconciliation	157
Claim partially satisfied by a compulsory decision	70
Claim satisfied	23

<b>Claim declined</b>	<b>134</b>
<b>Review of the claim suspended</b>	<b>31</b>
<b>Review of the claim declined</b>	<b>4</b>

You may apply to the Mediator's office by calling 060-70-11-11 or visiting 15 Movses Khorenatsi Str., "Elite Plaza" Business Center, 7<sup>th</sup> floor. E-mail: [info@fsm.am](mailto:info@fsm.am) Web: [www.fsm.am](http://www.fsm.am)