

## *Financial System Mediator's summary for December 2020*

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 December, 2020 formed by the Mediator is summarized below.

Overall, during December, 2020 the office of the Mediator received 1,050 complaints, out of which 1,000 were concerning financial organizations. According to the Republic of Armenia Law on Financial System Mediator, from 1,000 complaints concerning financial organizations 30 were inadmissible to be reviewed by the Mediator (there were already a court or arbitrage tribunal ruling on the same subject of dispute between Customer and Organization; court or arbitrage tribunal or Mediator was examining the same subject of dispute between Customer and Organization; claim was not filed within deadlines indicated by the Law; license of Organization had been revoked; etc.).

The office of the Mediator submitted 406 complaints for examination in December, 2020.

<b>Total number of complaints in December, 2020</b>	<b>1,050</b>
<b>Total number of complaints against financial organizations in December, 2020</b>	<b>1,000</b>
<b>1. Not eligible for review by Mediator</b>	<b>30</b>
<b>2. Eligible for review by Mediator</b>	<b>970</b>
<b>2.1. Written-form lodged claims admitted to be reviewed</b>	<b>406</b>
<b>2.1.1. Claims against banks, concerning</b>	<b>117</b>
• Credit operations	97
• Depository operations	15
• Payment and settlement transactions	5
<b>2.1.2. Claims against insurance companies, concerning</b>	<b>270</b>
• Vehicle insurance	8
• Medical insurance	2
• MTPLI (including Bureau)	260
<b>2.1.3. Claims against credit organizations</b>	<b>19</b>

<b>Written-form lodged claim's results</b>	<b>550</b>
<b>Claim satisfied through reconciliation</b>	<b>194</b>
<b>Claim partially satisfied by a compulsory decision</b>	<b>33</b>
<b>Claim satisfied</b>	<b>7</b>
<b>Claim declined</b>	<b>240</b>

<b>Review of the claim suspended</b>	<b>37</b>
<b>Review of the claim declined</b>	<b>39</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)