

## *Financial System Mediator's summary for July 2021*

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 July, 2021 formed by the Mediator is summarized below.

Overall, during July, 2021 the office of the Mediator received 1,290 complaints, out of which 1,241 were concerning financial organizations. According to the Republic of Armenia Law on “Financial System Mediator”, from 1,241 complaints concerning financial organizations 96 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Customer and Organization; claim was not filed within deadlines indicated by the Law; license of Organization had been revoked; etc.).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 497 complaints for examination in July, 2021.

<b>Total number of complaints in July, 2021</b>	<b>1,290</b>
<b>Total number of complaints against financial organizations in July, 2021</b>	<b>1,241</b>
<b>1. Not eligible for review by Mediator</b>	<b>96</b>
<b>2. Eligible for review by Mediator</b>	<b>1,145</b>
<b>2.1. Written-form lodged claims admitted to be reviewed</b>	<b>497</b>
<b>2.1.1. Claims against banks, concerning</b>	<b>151</b>
• Credit operations	142
• Depository operations	3
• Payment and settlement transactions	6
<b>2.1.2. Claims against insurance companies, concerning</b>	<b>331</b>
• Vehicle insurance	3
• Medical insurance	5
• Property insurance	1
• Travel insurance	1
• Agriculture insurance	2
• MTPLI (including Bureau)	319
<b>2.1.3. Claims against credit organizations</b>	<b>15</b>

<b>Written-form lodged claim's results</b>	<b>549</b>
<b>Claim satisfied through reconciliation</b>	<b>225</b>
<b>Claim partially satisfied by a compulsory decision</b>	<b>29</b>
<b>Claim satisfied</b>	<b>10</b>
<b>Claim declined</b>	<b>240</b>
<b>Review of the claim suspended</b>	<b>36</b>
<b>Review of the claim declined</b>	<b>9</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)