

EXPLANATORY BULLETIN ON DISPUTE SETTLEMENT



ATTENTION



Dear client, please, be informed that you may protect your rights both through judicial system and the Financial System Mediator.



Should you file a complaint to the **court**, the court will settle the dispute between you and *Ameriabank CJSC*. You may apply to the court at any stage of complaint processing. The court decision shall not be reviewed by the Financial System Mediator.

Should you lodge a complaint to the **Financial System Mediator**, the Mediator will settle the dispute between you and *Ameriabank CJSC* in compliance with the procedure specified in the Law of the RA "On the Financial System Mediator".

The Financial System Mediator's services are free of charge.

Should you have any complaint, first apply to *Ameriabank CJSC*. *Ameriabank CJSC* is obliged to respond to your complaint within 10 business days. Upon receipt of the response from *Ameriabank CJSC* you may apply to the Financial System Mediator.

The Financial System Mediator is not entitled to examine your complaint if

1. the period of ten business days after the submission of complaint has not expired and you have not received the response from *Ameriabank CJSC*, or
2. you do not claim for any pecuniary or other property compensation, or
3. the amount of compensation claimed by you exceeds AMD 10.000.000 (or its equivalent in foreign currency), or
4. more than six months have passed since the receipt of the response from *Ameriabank CJSC*, or
5. the action or inaction complained by you has taken place before August 2, 2008.



Please, be advised that the Financial System Mediator is not entitled to processing your request if the case is tried by the court or arbitral tribunal or the decision on the complaint has been passed by the court (arbitral tribunal).



Office of the Financial System Mediator

Mediator: Piruz Sargsyan
Address: Erebuni Plaza 4th floor, 411, Business Center, 26/1 Vazgen Sargsyan Str., Yerevan, 0010
Phone: 582 322, 582 321
E-mail: info@fsm.am
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*Dear client, kindly be advised that Ameriabank has waived its right to appeal against the decisions of the Financial System Mediator under the following terms:

The Bank and the Financial System Mediator have executed an agreement which may be terminated by the Bank at its sole discretion at any time. The agreement is valid for one year.

The Bank has waived its right to appeal against the decisions of the Financial System Mediator if the property claim does not exceed AMD 250 000 and the amount of transaction does not exceed AMD 500 000.

This means that Ameriabank shall not appeal against the decisions of the Financial System Mediator by judicial order only if the property claim does not exceed AMD 250 000 and the amount of transaction does not exceed AMD 500 000.



You may file a complaint to the Central Bank. Please, be advised that the Central Bank may not solve the disputes between you and *Ameriabank CJSC*. However it may apply remedies to *Ameriabank CJSC* if *Ameriabank CJSC* has violated the law requirements.

Central Bank of the RA



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Phone: 592 697
E-mail: chairman@cba.am
Fax: 565 496
Web-site: www.cba.am



Dear client, please, be advised that in case an **arbitration agreement** has been executed by and between you and *Ameriabank CJSC*, any disputes between you and *Ameriabank CJSC* shall be resolved through the arbitral tribunal. You forfeit a right to apply to the court to settle the disputes arising out of the agreement executed by and between you and *Ameriabank CJSC*. As a rule, the decisions of the arbitral tribunal shall not be reviewed by the court.