

## EXPLANATORY BULLETIN ON DISPUTE SETTLEMENT

### ATTENTION

*Dear client, please, be informed that you may protect your rights both in court and through Financial System Mediator.*

Should you seek legal remedy at court, the court will settle the dispute between you and *Ameriabank CJSC*. You may apply to court at any stage of claim handling. The ruling of the court cannot be reversed or modified by the Financial System Mediator.

Should you lodge a claim to the Financial System Mediator, the Mediator will settle the dispute between you and *Ameriabank CJSC* in compliance with the procedure specified in the Republic of Armenia Law “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 claim within 10 business days. You may apply to the Financial System Mediator after 10 days irrespective of whether you have received Ameriabank’s response or not.

The Financial System Mediator is **not entitled to examine your claim** if:

1. The period of 10 business days after the submission of claim to the bank has not expired yet.
2. You do not claim for any pecuniary or other property compensation, or the amount of compensation claimed by you exceeds AMD 10,000,000 (or its equivalent in foreign currency),
3. More than six months have elapsed since the receipt of the response from Ameriabank CJSC, or
4. The action or inaction you complain of had taken place before August 2, 2008

Please, be advised that the Financial System Mediator is not entitled to handle your claim if the case is already tried by the court or arbitral tribunal or the respective decision has been already passed by the court (arbitral tribunal).

Office of the Financial System Mediator

Mediator: Piruz Sargsyan

Address: Elite Plaza Business Center, 7th floor, 15 Movses Khorenatsi Str., Yerevan, 0010

Phone: +374 10 582 322, 582 321, email: [info@fsm.am](mailto:info@fsm.am), fax: +374 10 525 421, website: [www.fsm.am](http://www.fsm.am)

**\*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 in court only if the property claim does not exceed AMD 250,000 and the amount of transaction does not exceed AMD 500,000.**

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

Central Bank of Armenia

Address: 6 V. Sargsyan Str., Yerevan

Phone: +374 10 592 697, email: [chairman@cba.am](mailto:chairman@cba.am), fax: +374 10 565 496, website: [www.cba.am](http://www.cba.am)

Dear client, please, be advised that in case you entered into an **arbitration agreement** with Ameriabank CJSC, any disputes between you and Ameriabank CJSC shall be resolved through the arbitral tribunal. You thereby forfeit the right to seek legal remedy at court to settle the disputes arising out of the agreement executed between you and Ameriabank CJSC. As a rule, arbitration awards shall not be subject to reversal or modification by the court.