



PRIME INSURANCE BROKERS LLC

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Approved by:
Meeting of participants
"Prime Insurance Brokers" LLC
on 22nd June, 2017, protocol No. 66

Chairman of the meeting of participants:
Samvel Hakobyan
22 June, 2017

STATEMENT

**"THE ORDER OF WORK MANAGEMENT OF EXECUTIVE BODY OF
"PRIME INSURANCE BROKERS" LLC"**

Chapter 8. Clients' complains or claims treatment procedure.

8.1. Clients can receive information about complains or claims treatment procedure by visiting "Prime Insurance Brokers" LLC's website, Prime later on, contacting by phone or visiting the office in person.

8.2. Those complains or claims which are addressed to Prime and its provided services are subject to consideration.

8.3. Prime is obliged to consider complains or claims, if they were presented within last 3 (three) years, since the moment when the Client learned or could have learned about violation of his/her rights.

8.4. For complains or claims submission the Client addresses the chief executive officer of Prime who provides "Blank form of customer's complains or claims submission" to fill in, also informs the Client about the latter's right of presenting complains or claims in a free form.

8.5. The complains or claims should at least contain the following information:

- Client's name
- Residence address and address used for correspondence
- Claim amount
- Complains or claims content and circumstances justifying it
- Complains or claims submission date
- Client's signature

8.6. The completed "Blank form of customer's complains or claims submission" or a filled free form of complains or claims is checked by the chief executive officer of Prime and signed bilaterally. Upon Client's demand a bilaterally signed receipt and a copy of signed blank should be provided to the Client.

8.7. Prime keeps "Journal of registration of complains or claims" which contains the following information:

- Serial number of a complains or claim
- Personal data of a bearer of a complains or claims
- Complains or claims presentation date
- Response date
- Information on provision of response form

8.8. If a responsible person is assigned for complains or claims consideration, then within 3 (three) working days he/she should provide the draft of the answer with all case documents to the chief executive. After receipt of draft answer the chief executive makes changes or additions to the project or agrees with content and within 3 (three) working days returns it to the responsible person.

8.9. Prime reviews complains or claims within 10 (ten) working days, decision to satisfy complains or claims, to satisfy partially or to refuse, and provides the written answer to the Client which at least should contain:

- 8.9.1. Justification for the decision on complete or partial satisfaction or refusal of complains or claims,
 - 8.9.2. Information on worker, responsible for consideration of the complains or claims (name, surname, position) and contacts (phone, e-mail, etc.),
 - 8.9.3. Information on the timing a Client can address Prime in case of questions regarding results of complains or claims consideration and for further clarifications,
 - 8.9.4. Information on opportunity of taking measures to protect his/her rights by applying to the court, to the financial system mediator or the Central bank of RA, if a Client is not satisfied by the written answer to the complains or claims.
- 8.10. The worker, responsible for consideration of complains or claims, approves the form of answer provision with the Client. When providing the answer "from hand to hand" it must be confirmed in written form, when by "special delivery", the copy of the receipt should be kept along with the copy of answer and other documents referring to the complains or claims.
- 8.11. Complains or claims, documents and information on a case addressed to Prime, answer of Prime are kept in a separate folder, responsibility for which takes the coordinator of records management of Prime.
- 8.12. Complains or claims consideration is for free.