




Explanatory Report on Disputes Solution



ATTENTION

Dear customer, your rights may be protected either through the court system or through The Financial System Mediator

	<p>If you turn <u>to the court</u>, the dispute between you and “Global Credit” UCO CJSC is solved by the court. You may turn to the court in any phase of complaint examination. The court award can't be reexamined by the Financial System Mediator.</p>
 <p>Financial System Mediator</p>	<p>In case if you turn <u>to the Financial System Mediator</u> the disputes between you and “Global Credit” UCO CJSC will be solved by the Mediator in the manner prescribed by RA Law on “The Financial System Mediator”.</p> <p>Services rendered by the Financial System Mediator are FREE OF CHARGE.</p> <p>If you have a complaint, first of all you should turn to “Global Credit” UCO CJSC. “Global Credit” UCO CJSC has to answer you within 10 working days. In 10 days after receiving the answer or without it you may turn to the Financial System Mediator.</p> <p>The Financial System Mediator cannot examine your complaint, if:</p> <ol style="list-style-type: none">1. The 10 working days have not been expired since presenting the complaint to “Global Credit” UCO CJSC.2. You do not demand money compensation or property compensation, or the amount of the compensation exceeds 10 000 000 AMD (or equal currency).3. Six months have passed since receiving the answer from “Global Credit” UCO CJSC.4. The objected action or inaction took place before 2 August 2008.

	<p>We warn you that the Financial System Mediator cannot examine your complaint if it is examined in the court (or in arbitrary tribunal) or if there is a court award (or arbitrary tribunal award) on it.</p>
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Office of The Financial System Mediator

Mediator - Piruz Sargsyan

Address: 0010, ỳ. Yerevan, RA, 15 M.Khorenaci, Business Center, "Elit Plaza", the 7th floor.

Phone.^a (010) 58 23 24, 58 23 22

Fax^a (010) 58 24 21



Dear Customer, please also note, that "Global Credit" UCO CJSC has waived its right to appeal against the decisions of the Financial System Mediator. That is "Global Credit" UCO CJSC has agreed not to appeal to court against decisions made by the Financial System Mediator contra it.

You can also turn your complaint to the Central bank of Armenia. We inform you, that the central bank is not eligible to solve the problem between you and "Global Credit" UCO CJSC, but it can apply the responsibility means against "Global credit" UCO CJSC if it turns out that the company has broken the law.

Central Bank of RA



Address: 0010, Yerevan, 6 Vazgen Sargsyan

Telephone: (010) 592- 697

Fax: (010) 565-496

Dear customer, we inform you that if there is an arbitrary agreement between you and "Global Credit" UCO CJSC, the arguments between you are solved by the arbitrary tribunal. In this case you cannot turn to the court. The awards of the arbitrary tribunal as a rule are not reviewed by the court.