

FAIR PRACTICES CODE

Five Star Housing Finance P Ltd. is a private limited company incorporated under Companies Act, 1956, and Regulated by the directives of National Housing Bank. This Code has been formulated by Five Star Housing Finance P Ltd. ('the Company') pursuant to the Guidelines issued by the National Housing Bank on Fair Practices Code for Housing Finance Companies vide its circular bearing No.NHB (ND)/DRS/POL-No.16/2006 dated September 05, 2006 and amendments communicated by NHB from time to time.

1) Objective:

Our main business is extending loans for purchase/construction/extension/repairs/ renovation etc. of houses, apartments etc., for purchase of residential sites . The objective of the code is primarily to ensure fair and transparent transactions with all our customers. This will also facilitate the customers to have a better understanding about our products and the various charges levied by the Company.

2) Applications for loans and their processing

The Loan application forms will contain all necessary information which affects the interest of the borrower, so that a meaningful comparison with the terms and conditions offered by other HFCs can be made and informed decision can be taken by the borrower. The list of documents required to be submitted with the application form would also be mentioned.

3) Loan appraisal and Terms and Conditions:

a. Normally all particulars required for processing the loan application would be collected by the Company within a reasonable period of time of receipt of application. The Company shall carry out proper due diligence on creditworthiness of applicants notwithstanding the stipulation of any security and margin made by it.

b. The Company will convey in writing to the borrower by means of sanction letter , the amount of loan sanctioned along with all terms and conditions. A copy of the loan agreement along with a copy each of all enclosures quoted in the loan agreement would be provided to every borrower at the time of sanction / disbursement of loans.

4) Disbursement of loans including changes in terms and conditions:

The timely disbursement will be ensured to coincide with the terms and conditions of the sanction letter and compliance of such terms and conditions by the borrower/s/guarantors. Whenever changes are effected on the ROI (upward and downward revisions) on loans, schedule of charges, terms & conditions, guidelines stipulated by NHB etc will be published in the website/ displayed in branch notice boards immediately. No written communications will be sent to customers/ borrowers/ guarantors individually. The Company shall ensure that such changes are effected only prospectively

The Company will release all securities on repayment of all dues or on realisation of the outstanding amount of loan subject to any legitimate right or lien for any other claim, the Company may have against borrower, if such right of set off is to be exercised, the borrower shall be given notice about the same with full particulars about the remaining claims and the conditions under which NBFCs are entitled to retain the securities till the relevant claim is settled / paid.

5) General:

The Company will refrain from interference in the affairs of the borrower except for the purposes provided in the terms and conditions of the loan agreement (unless new information, not earlier disclosed by the borrower, has come to the notice of the company).

6) Grievances Reporting:

In case the grievance is not resolved within 15 days, a copy of the complaint/email with acknowledgment may be forwarded to the Grievance Escalation address: Complaint Redressal Officer, Five Star Housing Finance Pvt. Ltd, Corporate Office, No.39, Outer Circular Road, Kilpauk Garden Colony, Kilpauk, Chennai – 600 010 or by e-mail to customercare@fivestargroup.in. Note: Detailed FPC is available in the web site www.fivestargroup.in

MOST IMPORTANT TERMS AND CONDITIONS (MITC)

The Most Important Terms and Conditions (MITC) of the loan between the Borrower/s and Five Star Housing Finance Private Limited, are mentioned below and are to be read and understood in conjunction with the terms contained in the Sanction letter and the Loan Agreement and other documents which you have executed with FSHFPL (collectively referred as 'Transaction documents'). The MITCs mentioned here are merely indicative and not exhaustive. The loan shall be governed by the Transaction Documents including the Loan Agreement.

1. **LOAN:** As defined in the Loan Agreement, please read the schedule to the Loan Agreement carefully for specific details.
2. **RATE OF INTEREST AND FEES & OTHER CHARGES:** i] Floating Rate: Under this option rate of interest is linked to FSHFL Retail Prime Lending Rate (RPLR). ii] FSHFL RPLR may change increase or decrease depending on the prevailing interest rate in the market. iii] In case there is change in Rate of Interest same will be updated on our website for your information.
3. **LOAN TENURE:** FSHFL offers loan for a maximum period of 15 years subject to the credit assessment & policy of the Company from time to time.
4. **PURPOSE OF LOAN:** FSHFL provides Home Loans for : Buying, modifying, repairing, renovation, extension, construction of residential premises in the form of Home Loan and the same shall be utilized by the customer for the purpose it was intended.
5. **SECURITY / COLLATERAL FOR THE LOAN:** The Security for the loan will be the land and the building constructed thereon. Security will be created either by registered mortgage or equitable mortgage. The charges for creation of security shall be borne by the borrower and the same shall vary depending upon the location.
6. **INSURANCE OF THE BORROWERS:** FSHFL always requires borrower to have Risk coverage through Credit Shield cover Insurance thorough the loan tenure.
7. **CONDITION FOR DISBURSEMENT OF THE LOAN:** Loan will be disbursed subject to execution of Loan Agreement, the legal clearance of the title deed of the property and due approval of the building plan, by the competent authority. In case of construction of building, the sanctioned amount will be released in stages depending upon the progress in construction after ensuring the investment of margin is made by the customer and the construction is as per approved plan & Estimate.
8. **BRIEF PROCEDURE TO BE FOLLOWED FOR RECOVERY OF OVERDUE:** On occurrence of any event of default as mentioned in the Loan Agreement ("Event of Default"), all outstanding amounts owned by the Borrower to FSHFL shall become payable forthwith and FSHFL reserves the right to undertake all such necessary processes/measures to enforce its rights under the Loan Agreement.
9. **CUSTOMER SERVICES:** i) Visiting Hours of the Office: Mon-Sat 9.30 a.m. to 6.00 p.m. Closed on Public Holiday, 1st & 2nd Saturdays & Sundays ii) Details of the Person to be contacted for Customer Service: Branch Manager of the branch.
10. **GRIEVANCE REDRESSAL:** The Complaint if any, directly received by Corporate Office from the customer, will be attended in consultation with the concerned branch. Similarly, the complaint(s) if any, received at branch(es) other than through Complaint Register, shall be recorded in the Complaint Register and redressed in consultation with Corporate Office.

SCHEDULE OF CHARGES

Rate of Interest: We extend Housing loans for tenure up to 15 years. Rate of Interest - 16% to 17% (diminishing rate) depending on customer risk profiling and tenure of the loan.

Processing Fee – 2%; Delayed Interest – 2%

Legal & Inspection charges – Rs. 3000

Cost of Estimation & Technical Valuation, MOD regn, DD, RTGS charges -Actual charges to be borne by the customer

Pre-closure Charges: As per loan agreement subject to NHB regulations.

KYC DOCUMENTS

ID Proofs:	Address Proofs:
a) Ration card	a) Ration card
b) PAN Card	b) Driving License
c) Driving License	c) Voter ID
d) Voter ID	d) Passport
e) Passport	e) Aadhar Card
f) Aadhar Card	f) Gas book/Bill/EB Card
g) First page of Bank pass book with photo duly attested	g) First page of Bank pass book with Photo duly attested
	f) Telephone Bill

OFFICE TIMING

9.30 AM TO 6.00 PM

MONDAY TO SATURDAY

(1st & 2nd Saturday Holiday)

LUNCH TIMING

1.30 PM TO 2.30 PM