

FIVE STAR HOUSING FINANCE PVT. LTD
GRIEVANCE REDRESSAL POLICY

1. Preamble:

The most important element for sustaining business growth, creating a brand value and to increase the market share, of the present competitive scenario of retail lending business, customer service is the most important element. This is more so for an HFC as they are service organisations. As a service oriented organization, customer service and customer satisfaction should be the prime concern of any HFC. Customer complaints are part of the business life of any corporate entity as every business has to deal with situations in which things go wrong from a customer's perspective. Imparting good customer service and enhancing level of customer satisfaction is our prime concern. Providing prompt and efficient service is essential to attract new customers, as well as to retain existing ones. Increase in market share and building brand value is possible only by providing quality service in the shortest possible time.

This policy document aims at minimizing instances of customer complaints and grievances through proper service delivery and review mechanism apart from focusing on prompt redressal of customer complaints and grievances. The review mechanism should help in identifying defects and shortcomings in product features and service delivery. The purpose of this document is to define consumer grievance redressal policy for our Company as per the directions of NHB.

2. Objective for the Policy

- 1) To promote good and Fair Practices by setting minimum standards in dealing with customers.
- 2) To provide full information/knowledge to customers regarding the products and services offered by the Company so as to enable them to take informed decision.
- 3) To increase transparency, so that, customers can have better understanding of what they can reasonably expect of the services.
- 4) Complaints raised by customers are dealt with courtesy and without undue delay.
- 5) Customers are fully informed of avenues to escalate their complaints/grievances within the organization and their rights to alternative remedy, if they are not fully satisfied with the response of the HFC to their complaints.
- 6) All complaints are dealt with efficiently and fairly to avoid any damage for our reputation and business
- 7) Provide Prompt and Responsive Complaint Resolution to the Customers.
- 8) Ensure Objectivity in the complaint handling process.
- 9) Ensure adherence to all relevant Regulatory and Statutory requirements as mandated by NHB and mentioned in the Grievance redressal policy.
- 10) To promote a fair and cordial relationship between the customer and the Company.

- 11) Ensure visibility and accessibility of complaint handling process to all complainants.
- 12) Ensure confidentiality of Complainants information unless required for addressing the complaint.

3. Complaint Definition:

Any expression of dissatisfaction about a product or service that is not resolved at the first point of contact is a complaint.

The reason for customer complaint can be divided into two main categories:

- 1) The behavioral aspects in dealing with customers
- 2) Inadequacy of the working/operations or gaps in standards of services expected and actual services rendered

4. Registration of Grievance/Complaints:

The various means of registration of complaint by a customer:

- a. **Verbally:** Customers can contact our Branch and advise the Branch staff of their Grievance. The Grievance needs to be recorded in the Complaint Register kept at Branches and details forwarded to HO for Resolution.
- b. **Letter:** Customers can lodge their complaints in writing by sending a letter to the Branch Manager of the Branch from where they have availed of the loan.
- c. **Email:** Customers can also email their complaints by writing to the email id of the respective branch of the company customercarefivestargroup.in

5. Redressal of Grievance/Complaints:

a) Internal Machinery to handle the customer Grievance/Complaint

The concerned branch managers of FSHF will provide a response to the customer's complaint within 15 working days of the complaint having been received.

If the customer is still not satisfied with the reply from the company, or not in receipt of any response within 15 working days they can write, mail or call to the Grievance Officer of the Company as under:

The Grievance Officer
Five Star Housing Finance Pvt. Ltd,
Registered Office, 39, Outer Circular Road,
Kilpauk Garden Colony, Kilpauk, Chennai - 600 010
Ph: 044-23460958 | www.fivestargroup.in

Upon examination of the complaint, The Grievance Officer will send the customer the final response or explain why it needs more time to respond and shall endeavor to do so within 15 working days.

In the event of non resolution of the complaint within the stipulated time frame, the complainants can write to the Head – Credit & Compliance of the Company at the address of the Head Office, as given below.

The Grievance Officer
Five Star Housing Finance Pvt. Ltd,
Registered Office, 39, Outer Circular Road,
Kilpauk Garden Colony, Kilpauk, Chennai - 600 010
Ph: 044-23460961 | www.fivestargroup.in

b) Appeal Process

If the customer remains dissatisfied with the response of the reply from the registered office or the complaint is still unresolved, then they may directly approach the regulatory authority of Housing Finance Companies, National Housing Bank for redressal of their complaints at below address:

**National Housing Bank,
Department of Regulation and Supervision,
(Complaint Redressal Cell),
4th Floor, Core-5A, India Habitat Centre,
Lodhi Road, New Delhi-11- 003**

6. Exclusions:

The following complaint/allegation shall not be taken up for consideration and disposal as 'Customer Complaint'

- a) Anonymous complaints without proper supporting details;
- b) Matters involving decisions in which the complainant has not been affected either directly or indirectly
- c) Matters that are sub-judice or where any judicial authority had passed an order;
- d) Cases which have been reported as fraud and/or is under investigation by government authority like Police, Tax, etc. or where the authority has already taken a view on the subject matter, after investigation;
- e) A complaint which has already been disposed by the company.

7. Sensitizing the officers on complaint handling

FSHF will ensure that all staff members of the Company are given proper training both internal and external (conducted by NHB) to effectively handle the grievance/complaint of a customer.
