



CONSUMER GRIEVANCE REDRESSAL POLICY

STAR HFL

VERSION 1.0

Consumer Grievance Redressal Policy

PREPARED BY:
RECOMMENDED BY:
APPROVED BY:
BOARD OF DIRECTORS
<p>On behalf of Board of Directors:</p> <p>Ashish Jain Managing Director DIN: 02041164</p>

Title	Star Consumer Redressal Grievance Policy
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Consumer Grievance Redressal Policy

1. Introduction

STAR HFL Housing Finance Limited (STAR HFL) has been incorporated with an intent to be an enabler in providing credit access to first time home buyers in EWS/LIG/MIG segment and aims to contribute meaningfully towards Government of India's mission "Housing for All". With underlying philosophy of changing the status quo in the society, the Company intends to work on philosophy of giving back to the society in a way and fashion that cause a sustainable change for the larger good of Indian populace without any discrimination religion, creed, caste, color or gender. The Company aims to undertake those initiatives which would bring about positive irreversible change for the betterment of the society and would help the beneficiaries quantitatively and qualitatively in their lives.

2. Preface

As mandated by the regulator the National Housing Bank (NHB), STAR HFL has formulated a policy with an objective to address to the grievances of the customers, reduce the instances of customer dissatisfaction and improve the service standards. Therefore, as a part of the business excellence philosophy practiced at STAR HFL, "Consumer Grievance Redressal Policy" has been prepared and has been ratified by the STAR HFL board.

STAR HFL's consumer grievance redressal policy has been designed to attend to the complaints made by customers and resolving the same to the satisfaction of the customer and the Company within stipulated time as per the guidelines mentioned in the policy document. Accordingly, the policy has been prepared with the below mentioned principles.

- a. Employees are the flag bearers of the Company and work on the principles of truth, transparency and sincerity catering to the requirements of the customers.
- b. Employees give primary importance to the grievances of the customers and take required steps promptly to address their concerns in a fair and impartial manner.
- c. Customers are educated by the employees at all times in regards to lodge their concerns / complaints / grievances and also informed of the escalating mechanism in case their concerns are not addressed properly or they are not fully satisfied.

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3. Grievance Redressal Mechanism

- a. The customers can lodge their grievance / complain at any of the STAR HFL branches or the head office in customer complaint register.
- b. STAR HFL branch notice board clearly displays the process through which the customer can lodge the complaint and escalation mechanism. The same is available on the Company website.
- c. The branch in-charge/center head would provide all necessary assistance to the customer to lodge their concerns and also take effective steps towards resolution.
- d. Post registering complaint, the customer should be provided with complaint number which he/she would use in all subsequent communications in relation to the complaint. The customer should also provide the tentative date of resolution.
- e. In case the complaint is not resolved or if the customer is not satisfied with the response, then he/she may escalate the complaint to the following through letter or through mail:

Grievance Redressal Officer

STAR Housing Finance Limited (STAR HFL)

Corporate Office Address

OR

Email: info@starhfl.com

- f. In case the customer is still not satisfied with the response or if there is no response from above within 6 weeks, then the customer may approach the National Housing Bank (NHB) at the below mentioned address / email id

National Housing Bank

Department of Regulation and Supervision (Complaint Redressal Cell)
4th Floor,

Core 5-A, India Habitat Centre Lodhi Road, New Delhi – 110003

Email: crcell@nhb.org.in

The customer may also lodge the complaint to the NHB online by accessing the link: <https://grids.nhbonline.org.in/>