

**Level 1:**

Branch/Customer Care  
customercare@fivestargroup.in  
Call Us: 044 – 2346 0957 / 8 (or) +91-7825855555

The branch managers concerned / customer care department of the Company will provide a response to the customer's complaint within 10 days of the complaint having been received.

**Level 2:**

If the customer is still not satisfied with the reply from the Company, or not in receipt of any response within 10 days, they can write, email or call to the Grievance Redressal Officer of the Company as under

Mr. Raghu Ram K  
Grievance Redressal Officer (GRO)  
Five-Star Business Finance Ltd.  
Ph: 044-4008 7237 | [raghuram.k@fivestargroup.in](mailto:raghuram.k@fivestargroup.in)

**Level 3:**

In the event of non-resolution of the complaint within the above stipulated time frame, the complainant can write to the Principal Nodal Officer of the Company at the address of the Registered Office, as given below:

Principal Nodal Officer (PNO)  
Mr. Jayaraman S – Chief Risk Officer  
Ph: 044-23460963 | [pno@fivestargroup.in](mailto:pno@fivestargroup.in)

Upon examination of the complaint, the Principal Nodal Officer will send the customer the final response or explain why it needs more time to respond and shall endeavour to do so within 10 days.

The Compliant shall be resolved within 30 days from the date of receipt of compliant from the Customer.

**Level 4:**

If the customer's query or complaint is not resolved within a period of one month from date of complaint the customer may also approach the RBI Ombudsman / Regional Office of Dept. of Supervision – RBI

To Know more about the Ombudsman Scheme [Click Here](#)

Reserve Bank of India (RBI)  
Department of Supervision  
16, Rajaji Salai, Fort Glacis,  
Chennai – 600 001

Online - on CMS portal of RBI at <https://cms.rbi.org.in> or Complaints with full details can be sent by email ([crpc@rbi.org.in](mailto:crpc@rbi.org.in)).