Framework on Customer Service, Transparency, Documentation Requirements and Turnaround Time for Cross-Border Transactions

1. Objective

This Framework outlines the standards followed by Indian Bank for processing foreign exchange, trade finance, remittance, investment, and other cross-border transactions. It aims to promote transparency, provide clarity on documentation requirements, communicate indicative turnaround times, and ensure compliance with applicable regulatory requirements.

2. Scope

This Framework covers:

- Import Transactions
- Export Transactions
- Merchanting Trade Transactions (MTT)
- Inward and Outward Remittances
- Liberalised Remittance Scheme (LRS)
- Foreign Direct Investment (FDI)
- Overseas Direct Investment (ODI)
- Non-Resident Account Transactions
- Trade Finance Instruments
- Other foreign exchange transactions permitted under FEMA

3. Regulatory Framework

All transactions shall be governed by:

- Foreign Exchange Management Act, 1999 (FEMA)
- Regulations, Directions and Master Directions issued by the Reserve Bank of India (RBI)
- Foreign Trade Policy and DGFT Regulations, wherever applicable
- Prevention of Money Laundering Act (PMLA)
- Applicable AML/CFT and Sanctions Requirements
- Income-tax Act, 1961
- Any other applicable laws, regulations and directions issued from time to time

4. Customer Responsibilities

Customers shall:

- Ensure that transactions are genuine, bona fide and lawful.
- Provide complete, accurate and timely information.
- Submit prescribed declarations and supporting documents.
- Comply with FEMA, RBI, DGFT, tax and other applicable regulations.
- Cooperate in customer due diligence, KYC, AML/CFT and sanctions screening processes.
- Furnish additional documents, declarations or clarifications sought by the Bank.

Customers shall be responsible for the accuracy, authenticity and completeness of information and documents submitted.



5. Documentation Principles

The Bank requires documents sufficient to establish:

- Identity of the customer/remitter/applicant
- Source of funds
- Nature and purpose of the transaction
- Regulatory eligibility of the transaction
- Underlying trade, remittance or investment activity

The Bank may seek additional information, declarations, approvals, licences, certificates or supporting documents depending upon:

- Transaction value
- Transaction complexity
- Customer risk profile
- Jurisdiction involved
- Regulatory requirements
- Sanctions and compliance review outcomes

Submission of documents does not automatically entitle a customer to transaction approval.

6. Trade Finance and Foreign Exchange Services

The Bank facilitates:

Import Transactions

- Import Remittances
- Advance Import Payments
- Import Collections

- Import Letters of Credit (LCs)
- Settlement of Import Obligations

Export Transactions

- Export Collections
- Export Bill Negotiation/Purchase
- Receipt of Export Proceeds
- Advance Receipts Against Exports
- Project Exports

Merchanting Trade Transactions (MTT)

Merchanting Trade Transactions in accordance with applicable RBI regulations.

Remittance Services

- Inward Remittances
- Outward Remittances
- Personal Remittances
- Business Remittances
- LRS Transactions

Investment Transactions

- FDI
- ODI
- Other permissible capital account transactions

7. Liberalised Remittance Scheme (LRS)

Resident Individuals may remit funds under LRS up to the limit prescribed by RBI from time to time (presently USD 250,000 per financial year).

Permitted purposes include:

- Overseas education
- Medical treatment abroad
- Overseas travel
- Employment and emigration
- Maintenance of close relatives abroad
- Gifts and donations
- Overseas investments
- Acquisition of overseas assets
- Opening and maintaining foreign currency accounts abroad
- IFSC investments and eligible financial products

8. EDPMS / IDPMS and Regulatory Reporting

The Bank shall comply with applicable reporting, monitoring, reconciliation and closure requirements through:

- Export Data Processing and Monitoring System (EDPMS)
- Import Data Processing and Monitoring System (IDPMS)
- Other regulatory reporting systems, as applicable

Customers shall provide information and documents required for regulatory reporting, monitoring and compliance purposes.

9. Enhanced Due Diligence (EDD)

Certain transactions may be subject to enhanced scrutiny, including:

- High value transactions
- Complex transaction structures

- Transactions involving high-risk jurisdictions
- Third-party funded transactions
- Politically Exposed Persons (PEPs)
- Trusts, NGOs and similar entities
- Transactions triggering sanctions alerts
- Transactions involving elevated legal, regulatory or reputational risk

The Bank may seek additional documentation, declarations, approvals or clarifications prior to processing such transactions.

10. Service Standards and Indicative Turnaround Time

Subject to receipt of complete documentation, satisfactory compliance verification and availability of funds, the Bank shall endeavour to process transactions within the following indicative timelines:

Transaction Type	**Indicative Turnaround Time**
Inward Remittance	Within 2 Business Day from receipt of complete documents
Outward Remittance	Within 2 Business Day from receipt of complete documents
LRS Remittance	Within 1 Business Day from receipt of complete documents
Import Remittance	Within 2 Business Days from receipt of complete documents
Import LC Issuance	Within 3 Business Days from receipt of complete documents

Export Bill Collection / Negotiation	Within 2 Business Days from receipt of complete documents
Credit of Export Proceeds	Within 2 Business Days from receipt of funds and complete documents
Merchanting Trade Transactions	2 to 5 Business Days from receipt of complete documents
FDI Related Transactions	2 to 5 Business Days from receipt of complete documents
ODI Transactions	2 to 7 Business Days from receipt of complete documents
Non-Resident Account Transactions	Within 1 Business Day from receipt of complete documents
Trade Finance Instruments (LCs / Guarantees)	Within 3 Business Days from receipt of complete documents

Timelines may vary due to:

- Incomplete documentation.
- Requirement of additional information or clarification.
- Enhanced Due Diligence (EDD).
- Regulatory approvals.
- AML/CFT or sanctions reviews.
- Involvement of correspondent or intermediary banks.
- Public holidays, market closures or operational disruptions.

The above timelines are indicative service standards and do not constitute a contractual commitment.



11. Charges, Exchange Rates and Correspondent Bank Charges

Applicable charges, fees, commissions, taxes and foreign exchange conversion charges shall be levied as per the Bank's prevailing Schedule of Charges.

Exchange rates shall be applied in accordance with prevailing card rates or contracted rates, wherever applicable.

Correspondent, intermediary or beneficiary banks may recover charges independently. Accordingly, the amount credited to the beneficiary may differ from the amount remitted.

12. Customer Communication

The Bank shall endeavour to keep customers informed regarding the status of transactions through:

- Branch communication
- E-mail
- Transaction advice
- SWIFT confirmations, where applicable

ANNEXURE – I

Purpose-wise Illustrative Documentation Matrix

A. Import Transactions

Purpose / Transaction	Illustrative Documentation
Import of Goods	Commercial Invoice, Purchase Order/Import Contract, IEC (where applicable), Form A2/Declaration, Shipping Documents, Bill of Entry (post-import)
Advance Remittance for Imports	Proforma Invoice, Purchase Order/Import Contract, Form A2/Declaration, undertaking to submit import evidence
Import of Software	Invoice, Licence Agreement/Contract, Declaration of End Use
Import of Services	Service Agreement, Invoice, Form A2/Declaration, Supporting Documents Establishing Service Delivery
Technical Consultancy Services	Consultancy Agreement, Invoice, Scope of Work, Form A2
Subscription / Licensing Fee	Subscription Agreement, Invoice, Declaration
Royalty / Franchise Fee	Royalty Agreement, Regulatory Approval (where applicable), Invoice
Commission Payment to Overseas Agent	Agency Agreement, Invoice/Commission Claim, Declaration
Settlement of Import Bills	Commercial Invoice, Bill of Entry, Shipping Documents, Import Declaration



B. Export Transactions

Purpose / Transaction	Illustrative Documentation
Export Collection	Export Invoice, Shipping Bill, Bill of Lading/Air Way Bill, Packing List
Export Bill Negotiation / Purchase	Export Invoice, Shipping Documents, Letter of Credit (if applicable), Export Order
Advance Receipt Against Export	Export Contract / Purchase Order
Realisation of Export Proceeds	Export Invoice, Shipping Documents, Export Declaration Reference
Project Export	Export Contract, Project Documents, Regulatory Approvals
Software Export Receipts	Invoice, Service Agreement, Customer Confirmation
Export Write-off / Extension	Customer Request, Reasons, Supporting Evidence

C. Merchanting Trade Transactions (MTT)

Purpose / Transaction	Illustrative Documentation
Merchanting Trade Transaction	Buyer's Contract, Seller's Contract, Commercial Invoices, Purchase Orders, Customer Declaration
Shipment Evidence	Bill of Lading/Air Way Bill, Transport Documents
Settlement of MTT	Payment Trail, SWIFT Messages, Shipment Proof
Closure of MTT	Evidence of Completion of Both Legs of Transaction

D. Outward Remittances – Current Account Transactions

Purpose	Illustrative Documentation
Education Abroad	Admission Letter, Fee Demand Letter/Invoice, Passport, PAN, LRS Declaration/Form A2
Medical Treatment Abroad	Doctor's Recommendation/Medical Certificate, Hospital Estimate or Invoice, Passport, PAN, Declaration
Travel Abroad	Passport, Visa (where applicable), Travel Itinerary/Ticket (where required), Declaration
Employment Abroad	Employment Contract/Offer Letter, Passport, Visa/Work Permit, Declaration
Emigration	Immigration Documents, Passport, Visa, Declaration
Gifts and Donations	Beneficiary Details, Customer Declaration
Maintenance of Close Relatives Abroad	Relationship Declaration, Beneficiary Details, Customer Declaration

E. Liberalised Remittance Scheme (LRS)

Purpose	Illustrative Documentation
Overseas Investment in Shares/Securities	LRS Declaration, Investment Instructions, PAN
Mutual Funds / ETFs Abroad	Investment Instructions, LRS Declaration

Overseas Property Acquisition	Property Documents/Agreement, LRS Declaration
Opening Foreign Currency Account Abroad	Account Opening Documents, LRS Declaration
IFSC Investment	Investment Details and LRS Declaration

F. Foreign Direct Investment (FDI)

Purpose	**Illustrative Documentation**
Equity Subscription by Non-Resident Investor	KYC Report of Overseas Investor, Investment/Subscription Agreement, Board Resolution, Shareholder Resolution (where applicable), Statutory/Sectoral Approvals (where applicable), FEMA Reporting Documents
Transfer of Shares	Transfer Documents, Valuation Report (where applicable), Regulatory Declarations
Rights / Bonus Issue	Corporate Approvals, Beneficiary Details, FEMA Reporting Documents
Regulatory Reporting Compliance	FEMA Reporting Forms and Supporting Documents

G. Overseas Direct Investment (ODI)

Purpose	Illustrative Documentation
Investment in Foreign JV/WOS	ODI Application Form, Board Resolution, Audited Financial Statements, Valuation Report (where applicable), Overseas Entity Details, Net Worth Certificate, Banker Certificate, Regulatory Declarations
Equity Contribution	Share Subscription Documents, Investment Agreement
Loan to Overseas Entity	Loan Agreement, Board Approval
Corporate Guarantee	Guarantee Documentation, Board Resolution
Performance Guarantee	Underlying Contract Documents, Guarantee documents
Additional Financial Commitment	Financial Commitment Declaration

H. Inward Remittances

Purpose	Illustrative Documentation
Family Maintenance	Purpose Details, Declaration
Salary Receipts	Employer Details / Remittance Advice
Pension Receipts	Pension Related Documents
Gift Receipts	Donor Information, Declaration
Export Proceeds	Export Documentation Reference
Software / Service Export Receipts	Invoice, Service Agreement
Investment Receipts	Investment Related Documents

J. NRE / NRO / FCNR(B) Account Transactions

Purpose	Illustrative Documentation
Repatriation from NRO Account	Form 145/146 (where applicable), Documentary Evidence of Source of Funds, Tax Compliance Documents, Account Holder Declaration
Current Income Remittance	Documentary Evidence of Income
Sale Proceeds of Assets	Sale Deed, Tax Compliance Documents

K. Trade Finance Instruments

Purpose	Illustrative Documentation
Import Letter of Credit (LC)	LC Application, Purchase Order, Proforma Invoice
Bank Guarantee (BG)	BG Application, Underlying Contract
Standby Letter of Credit (SBLC)	SBLC Application, Contract Documents
LC/BG Amendment	Amendment Request and Supporting Documents

Regulatory Reporting Requirements

Customers undertaking transactions under Foreign Direct Investment (FDI), Overseas Direct Investment (ODI) and External Commercial Borrowings (ECB) are required to comply with the reporting requirements prescribed under the Foreign Exchange Management Act (FEMA), as amended from time to time. The requisite returns/forms shall be submitted within the stipulated timelines, along with supporting documents as may be prescribed by the Reserve Bank of India (RBI). Delay in submission of regulatory reports may attract Late Submission Fees (LSF) and/or other regulatory consequences as applicable under the extant FEMA framework.

Foreign Direct Investment (FDI)

Form	Trigger Event	Timeline
FC-GPR	Issue/allotment of capital instruments to a non-resident investor	Within 30 days from the date of allotment
FC-TRS	Transfer of capital instruments between resident and non-resident	Within 60 days from the date of transfer or receipt/remittance of consideration, whichever is earlier

LLP-I	Receipt of capital contribution/profit share by a non-resident in LLP	Within 30 days from receipt of consideration
LLP-II	Transfer of capital contribution/profit share between resident and non-resident in LLP	Within 60 days from receipt/remittance of consideration
CN	Issue/transfer of Convertible Notes by an eligible startup	Within 30 days of issue/transfer
FLA	Foreign Liabilities and Assets Return	On or before 15 July every year

Overseas Direct Investment (ODI)

Form	Trigger Event	Timeline
FC	Financial Commitment (equity, loan, guarantee, pledge, etc.) under ODI	At the time of undertaking the financial commitment/remittance through the AD Bank
APR	Annual Performance Report for overseas JV/WOS	On or before 31 December every year
Disinvestment Reporting	Sale/transfer/disinvestment of overseas investment	Within 30 days of receipt of disinvestment proceeds
Restructuring Reporting	Restructuring of the balance sheet of overseas entity	Within 30 days of restructuring

External Commercial Borrowings (ECB)

Form	Trigger Event	Timeline
Form ECB	New ECB requiring allotment of Loan Registration Number (LRN)	Prior to first drawdown
ECB-2 Return	Monthly reporting of ECB transactions including drawdowns, repayments and interest payments	Within 7 working days from the close of the month to which the return relates

Note: The above timelines are indicative and are subject to amendment by RBI from time to time. Customers shall ensure compliance with the latest FEMA regulations, rules, directions and reporting requirements in force on the date of the transaction.

Guarantees

Customers having reporting obligations under the Foreign Exchange Management (Guarantees) Regulations, 2026 shall report the details of guarantees to the Bank in accordance with the regulatory requirements. The responsibility for reporting shall lie with the person specified under the regulations, namely:

(i) the surety where the surety is a person resident in India;

(ii) the principal debtor who has arranged the guarantee where the surety is a person resident outside India; or

(iii) the creditor where both the surety and principal debtor are persons resident outside India, or where the creditor has arranged the guarantee.

The person having the reporting obligation shall furnish to the bank details relating to:

- Issuance of guarantee;
- Any subsequent modification in guarantee terms, including change in guarantee amount, extension of validity period or pre-closure; and
- Invocation of guarantee, wherever applicable.

The above information shall be submitted to the Bank in on a quarterly basis within 15 calendar days from the end of the respective quarter to enable onward reporting to the Reserve Bank of India. Failure to provide the requisite information within the prescribed timeline may result in delayed regulatory reporting and regulatory consequences, wherever applicable.

13. Customer Grievance Redressal

Escalation Matrix:

If a request encounters unexpected delays or is declined due to system queries, customers may lodge formal grievances through the graded channels outlined below.

Escalation Level	Authority & Contact Details
Level-1	In-charge, Remittance Desk, FXCPC: FxCPC,Chennai Email:forehub@indianbank.bank.in Phone: 044-2815-9804 FxCPC,Mumbai Email: remittance.fxcpcmum@indianbank.bank.in Phone: 022-2215-1660
Level-2	Branch Head, FXCPC: FxCPC,Chennai Email:forexhub@indianbank.bank.in Phone: 044-2815-9801 FxCPC,Mumbai Email:mumrpc@indianbank.bank.in Phone: 022-2215-4244
Level-3	CO:International Division Email: forexhelp@indianbank.bank.in Phone: 044-2815-9841



14. Exceptions and Regulatory Compliance

The Bank may consider requests for exceptions or relaxations only to the extent permitted under applicable laws and regulatory directions.

The Bank reserves the right to seek additional information or documentation, defer processing, restrict transactions or decline transactions, where it is not satisfied regarding the bona fide nature of the transaction, adequacy of supporting documentation, customer due diligence requirements, or compliance with applicable laws and regulations.

15. Regulatory Disclaimer

The documentation requirements listed in this Framework are illustrative and indicative in nature and are not exhaustive.

Depending on the nature, value, complexity, counterparty, jurisdiction involved, customer risk profile, sanctions screening outcomes, regulatory requirements and applicable FEMA/RBI provisions, the Bank may seek additional documents, declarations, licences, permits, approvals, auditor certificates, valuation reports, tax documents or other supporting information before processing a transaction.

All transactions remain subject to FEMA, RBI regulations, AML/CFT requirements, sanctions requirements, tax laws and the Bank's internal policies and procedures.

The Framework may be modified from time to time in line with changes in regulations and the Bank's policies.