



Annexure VII – Timelines and Approval Matrix for Cross Border Transactions

1. Common Documentation

The Bank shall keep on records following common documentation prior to undertaking any cross-border transactions

- Customer request/application (standard format)
- KYC/AML compliant account
- PAN, GSTIN, LEI, IEC etc. (as applicable)
- Customer onboarding/profile form covering Customer details & cross border exposures of the customer
- CA Certificate (wherever applicable)

2. Transaction-Specific Requirements

The list of documents is enclosed herewith in

- Annexure I: Documentation Checklist – Inward Remittance
- Annexure II: Documentation Checklist – Outward Remittance
- Annexure III: Documentation Checklist – Export transactions
- Annexure IV: Documentation Checklist – Import transactions

Also, Branches may obtain additional documentation based on:

- Risk profile of the customer
- Nature of transaction being undertaken
- Regulatory requirements specific to the transaction

3. Process Flow and Approvals

3.1 Standard Process Flow

1. Customer can submit requests at their Home Branch or any nearest Branch.
2. If the customer request is received at C-Category Branch (Non-Forex Branch), the Branch shall forward the full set of original transaction documents to the nearest/Linked B-Category Branch (Forex Enabled Branch).
3. All the transactions shall be handled by B Category Branch as per the laid down operational guidelines and SOP.
4. Treasury shall facilitate the exchange rates wherever applicable as per the laid down operational guidelines.



5. TPU shall undertake processing of all transactions, compliance check as per laid down operational guidelines.
6. Regulatory reporting shall be handled as per respective SOPs/ Regulatory Guidelines.

3.2. Processing Timelines

Bank shall undertake transactions and ensure end to end delivery to customers subject to adherence of compliance as per extant Regulations and internal guidelines.

The below-mentioned timelines are considered post receipt of fully compliant documents within operating hours from the customers:

Activity	Timeline
Cutoff time for submission of customer Request	Within 3 PM
Intimation of Inward Remittance	Immediately on receipt of message from Nostro Bank (within operating hours)
Inward remittance processing	Within same Business Day
Outward Remittance	Within same Business Day
Import payment	Within same Business Day
Import Lodgment & other activities*	Within same Business Day
LC Issuance	Within same Business Day
Buyers Credit (Request for arrangement should be submitted 3 days prior to Import due date)	Within same Business Day
Export Pre Shipment	Within same Business Day
Export realization	Within same Business Day
Export Lodgment, Purchase, Discount, Negotiation & other activities*	Within same Business Day
*e.g. BOE knock off, EDF Waiver, Write off, Reduction, Extension etc.	



4. Approving Authorities

All cross-border transactions shall be handled by respective stakeholders as given below:

Level	Nature of Activities	Authority
Level 1	Customer onboarding, Initial Set of Documents & sending to Centralized Processing Centre	Branch Head /ABH/Assets Centre Head – (Foreign Exchange Enable Branch)
Level 2	Compliance Checking & Processing of transaction	Centralized Processing Centre
Level 3	Foreign Exchange Rates	Treasury
Level 4	Any Deviations/Exception – if applicable (Acceptable to Bank)	Competent Authority of Respective Functions as per Banks Internal Guidelines