Policy Framework on Customer Service

In respect of Cross Border Transactions

1. Objective:

The Maharashtra State Co-operative Bank Ltd. is holding Authorised Dealers Category 1 licence since 1988 from RBI which has permitted the bank to offer various foreign exchange products and services to its clients in terms of FEMA Act, 1999 and rules /guidelines framed by RBI and other statutory bodies.

Most of these products when utilised by the client ultimately results into cross border transactions and bank facilitates these transactions for the clients in a transparent and efficient manner.

To improve the operational effectiveness for ultimate customer satisfaction, bank has framed this policy on customer service which clearly defines the road map for completion of all cross border transactions in a time bound manner.

The objective of the policy is to:

- **Provide efficient, transparent processing set-up for such transactions**
- **Define clear documentation requirements, processing timelines and escalation matrix**
- **Standardise internal control guidelines to avoid operational inefficiencies**
- **Enhance Customer awareness and grievance redressal mechanism**

The Scope of this policy will be in respect of all cross border transactions covered under:

1. **Capital Account Transactions**
2. **Current Account Transactions.**

The Processing of all cross border transactions will be subject to:

- **KYC Compliance**
- **Compliance with AML measures**
- **Compliance with all latest tax requirements**
- **Sanctions screening**
- **Adherence with FEMA Act rules**

- **Regulatory compliances.**

Bank reserves the right to call for any additional documents in case of need, seek any clarification for satisfying the purpose of the transactions and has the right to decline the transactions if bank feels that the transaction is not complying with any Act or regulatory requirements.

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2. Timelines

Considering the extant RBI guidelines in respect of foreign exchange transactions, foreign exchange markets are generally handling business on all days from Monday to Friday except when holidays are declared either in India or in a foreign country where the transactions are routed. Hence these transactions will be handled by the Bank only during such periods. Also, in India our Bank will handle all customers cross border transactions between 10.00 hrs. to 15.00 hrs. from Monday to Friday.

Generally, after the customers have submitted all necessary documents and complied with all requirements of the Bank, transactions will be undertaken on the same day or the next working day at the most.

Necessary proofs / advice will be provided by the Bank to the customer after completion of the transaction within 2 working days.

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3. <u>Escalation Ladder</u>

Level 1: Maker - Generally he will interact with the client and accept all necessary documents, explain the process to the client and guide the client in case of need. (Time available – 2 business days)

Level 2: Checker – Generally after the Maker has completed the transaction in the system it will flow to checker for authorisation. He will check whether all formalities required are completed properly and if the client has any issues he will try to resolve the same to satisfy the customer. If customer remains unsatisfied then he will escalate the issue to the next level. (Time available – 1 business days)

Level 3: Joint Manager/Manager IBD - At his level he will try to seek clarification from Level 2 and interact with the client to understand the nature of the issue and try to resolve it amicably If the issue remains unresolved then he will escalate the issue to Level 4 (Time available – 2 business days)

Level 4: Deputy General Manager in-charge of IBD Section On receipt of the escalation report from Level 3, he will interact with the concerned persons and customer concerned and put his best foot forward for resolving the issue. (Time available – 1 business days)

Level 5: GM / CGM / MD. (Time available – 2 business days)

By this time the issue has to be resolved and if not customer may approach the RBI ombudsman thereafter if resolving the issue.

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4. Types of Cross Border Transactions handled by MSC Bank:

a. Inward Remittances

- **Non-Resident Transactions**
- **Foreign Inward Remittances**
- **Inward Remittances in respect of Export of Goods & Services**

b. Outward Remittances

- **Non-Resident Transactions**
- **Foreign Outward Remittances under LRS**
- **Outward Remittances in respect of Import of Goods & Services**

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5. A. Foreign Inward Remittances for Non-Residents:

a. Any Resident / Non-Resident Indian or Foreign national who has no account relationship with the Bank may approach the Bank for encashment of Foreign Currency Notes / Travel Card /Cheques etc. Bank officials may verify the antecedents of such person, verify the purpose and may undertake encashment of the instruments upto Rs. 50000/= in cash/issue of Pay-order subject to:

- **Taking a formal application letter**
- **Obtaining attested copies of Passport / KYC documents**
- **Local address if any**
- **Charges applicable will be as provided in annexure A**
- **In case of need Bank may issue Foreign Inward Remittance Certificate on Bank's letterhead.**

b. Any Non-Resident Indian having an account relationship with the Bank may approach the Bank for encashment of Foreign Currency Notes / Travel Card /Cheques etc. Bank officials may verify the purpose and may undertake encashment of the instruments by crediting the proceeds in his NRO / NRE account subject to:

- **Taking a formal application letter**
- **Charges applicable will be as provided in annexure A**

B. Foreign Inward Remittances:

Any resident Indian in whose name a foreign Inward Remittance by SWIFT has been received by the Bank in normal course and is having an account relationship with the Bank may approach the Bank for getting the proceeds in his account. Bank will undertake the transaction by crediting the proceeds in his account subject to:

- **His account is KYC compliant**
- **Taking a formal application letter**
- **Charges applicable shall be as provided in annexure A**

C. Inward Remittances in respect of Export of Goods & Services:

Bank should verify that the Exporter is having an IE Code before providing any exports service.

- **Advance Foreign Inward Remittance (Part / Full) against Exports:**
  Any Exporter having a KYC compliant account relationship with the Bank may approach the Bank having received a SWIFT message for getting the proceeds credited to his account. Bank will handle this transaction subject to:

  - **Taking a formal application letter.**
  - **Performa Invoice (PI) or Export Sales contract copy /Purchase Order copy issued by a foreign buyer with payment terms as an advance payment.**
  - **Declaration-cum undertaking under Sec10(5), chapter III of FEMA, 1999**
  - **Declaration in case of remittance is received from any third party**
  - **Any other suitable document for regulatory compliance to the satisfaction of the Bank.**
  - **Charges applicable shall be as provided in annexure A**

- **Receipt of Export Bills proceeds:**
  Any Exporter having a KYC compliant account relationship with the Bank may approach the Bank with a set of export bills with a request to the Bank to forward the same to the Foreign Buyer through his banker. If the Exporter enjoys credit facilities Bank may extend Export finance as per the terms of sanction. Else Bank will accept the documents on collection basis. In both the cases, Bank will forward the documents to the foreign buyer's bank with instructions to present the same to the foreign buyer as per the terms mentioned in the collection schedule. On receipt of the export proceeds through SWIFT message the proceeds credited to the Exporters account subject to:

  - **Taking a formal application letter.**
  - **Copy of Commercial Invoice.**
  - **Any other suitable document for regulatory compliance to the satisfaction of the Bank.**
  - **Charges applicable shall be as provided in annexure A**

- **Receipt of Foreign Inward Remittance for Export of Services:**
  - **Declaration-cum undertaking under Sec10(5), chapter III of FEMA, 1999.**
  - **Invoice to be obtained with declaration in case of commission/legal service/consultancy /Service of software / accounting and book keeping services.**
  - **Any other suitable document for regulatory compliance to the satisfaction of the Bank.**
  - **Charges applicable shall be as provided in annexure A**

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6. A. Foreign Outward Remittances for Non-Residents:

Any Non-Resident Indian having an account relationship with the Bank may approach the Bank for repatriation of funds from his account. If the NRI is having NRE / FCNR B account then the outstanding balance is fully Repatriable. Bank shall handle such transactions subject to:

- **Taking a formal application letter.**
- **Obtaining fully filled Form A2**
- **Charges applicable shall be as provided in annexure A**

If the NRI is having NRO account then the outstanding balance is Repatriable under USD 1 million scheme of RBI (Disposal of Assets) and Bank shall handle such transactions subject to:

- **Taking a formal application letter.**
- **Obtaining fully filled Form A2**
- **Form 145 and / or Form 146 for Tax compliance**
- **Charges applicable shall be as provided in annexure A**

6. B. Foreign Outward Remittances under LRS:

i. Any Resident Indian having an account relationship with the Bank may approach the Bank for Foreign outward remittance under LRS for his Private Tours / Business Trips. Bank shall handle such transactions upto the applicable limits approved by RBI subject to:

- **Taking a formal application letter.**
- **Obtaining fully filled Form A2.**
- **Pass Port & Visa Copy duly attested.**
- **Air / Travel ticket with tour itinerary.**
- **Form 145 and / or Form 146 for Tax compliance.**
- **Any other suitable document for regulatory compliance to the satisfaction of the Bank.**
- **Charges applicable shall be as provided in annexure A**

ii. Any Resident Indian having an account relationship with the Bank may approach the Bank for Foreign outward remittance under LRS for Maintenance expenses of his close relatives

residing abroad. Bank shall handle such transactions upto the applicable limits approved by RBI subject to:

- **Taking a formal application letter.**
- **Obtaining fully filled Form A2.**
- **Pass Port & Visa Copy of the beneficiary**
- **Close relationship document with a declaration regarding source of funds.**
- **Form 145 and / or Form 146 for Tax compliance**
- **Charges applicable shall be as provided in annexure A**

iii. Any Resident Indian having an account relationship with the Bank may approach the Bank for Foreign outward remittance under LRS for Emigration to another country. Bank shall handle such transactions upto the applicable limits approved by RBI subject to:

- **Taking a formal application letter.**
- **Obtaining fully filled Form A2.**
- **Letter from a competent authority granting permission to the applicant for immigration.**
- **Copy of all specific documents sought by the Government authority granting above permission for immigration.**
- **Pass Port & Visa Copy.**
- **Air / Travel ticket.**
- **Form 145 and / or Form 146 for Tax compliance**
- **Charges applicable shall be as provided in annexure A**

iv. Any Resident Indian having an account relationship with the Bank may approach the Bank for Foreign outward remittance under LRS for Expenses related to studies abroad. Bank shall handle such transactions upto the applicable limits approved by RBI subject to:

- **Taking a formal application letter.**
- **Obtaining fully filled Form A2.**
- **Letter from a competent authority from the college / University from abroad granting admission to the applicant for studies abroad.**
- **Fee Structure and break-up of all education related estimated expenses along with source of funding these expenses.**
- **Pass Port & Visa Copy.**
- **Air / Travel ticket.**

- **Form 145 and / or Form 146 for Tax compliance**
- **Charges applicable shall be as provided in annexure A.**

v. Any Resident Indian having an account relationship with the Bank may approach the Bank for Foreign outward remittance under LRS for Expenses related to medical treatment abroad. Bank shall handle such transactions upto the applicable limits approved by RBI subject to:

- **Taking a formal application letter.**
- **Obtaining fully filled Form A2.**
- **Letter from an Hospital /Doctor from India or abroad providing detailed estimated expenditure list for the medical treatment.**
- **Details about source of funding for these expenses.**
- **Pass Port & Visa Copy.**
- **Air / Travel ticket.**
- **Form 145 and / or Form 146 for Tax compliance**
- **Charges applicable shall be as provided in annexure A.**

vi. Any Resident Indian having an account relationship with the Bank may approach the Bank for Foreign outward remittance under LRS for Investment / Acquisition in immovable property abroad. Bank shall handle such transactions upto the applicable limits approved by RBI subject to:

- **Taking a formal application letter.**
- **Obtaining fully filled Form A2.**
- **Documents / Agreement copy providing property details.**
- **Payment schedule, if any.**
- **Details about source of funding for these expenses.**
- **Form 145 and / or Form 146 for Tax compliance**
- **Charges applicable shall be as provided in annexure A.**

vii. Any Resident Indian having an account relationship with the Bank may approach the Bank for Foreign outward remittance under LRS for Opening a Bank account abroad in foreign currency. Bank shall handle such transactions upto the applicable limits approved by RBI subject to:

- **Taking a formal application letter providing purpose for opening this account.**
- **Obtaining fully filled Form A2.**

- **Permission from RBI for opening such account**
- **Copies of all Bank account related documents to be submitted.**
- **Details about source of funding this account.**
- **Form 145 and / or Form 146 for Tax compliance**
- **Charges applicable shall be as provided in annexure A.**

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7. Outward Remittances in respect of Import of Goods & Services

Bank should verify that the Importer is having an IE Code before providing any Imports service except in case of casual imports forsmall values.

i. Outward Foreign Currency Payments in respect of Casual Imports.

Any Resident Indian or Indian Company /firm having an account relationship with the Bank may approach the Bank for Foreign Currency outward remittance. Bank shall handle such transactions subject to:

- **Taking a formal application letter providing full details about goods imported and purpose for importing it.**
- **Obtaining fully filled Form A2.**
- **Copy of Proforma Invoice / Purchase order.**
- **Details about source of funds.**
- **Form 145 and / or Form 146 for Tax compliance**
- **Any other suitable document for regulatory compliance to the satisfaction of the Bank.**
- **Charges applicable shall be as provided in annexure A.**

ii. Outward Foreign Currency Advance Payment in respect of Imports.

Any Resident Indian or Indian Company /firm having an account relationship with the Bank may approach the Bank for Foreign Currency outward remittance as an advance payment against Imports. Bank shall handle such transactions subject to:

- **Taking a composite application letter providing full details about goods imported and purpose for importing it.**
- **Copy of Proforma Invoice / Purchase order evidencing that advance payment is sought by the foreign supplier.**
- **If the Advance amount exceeds USD 2,00,000/= then a status report on foreign supplier is to be obtained and the cost for this will be borne by the Importer. The status report is already available then it should not be more than 6 months old.**
- **Details about source of funds.**
- **Form 145 and / or Form 146 for Tax compliance**

- **Any other suitable document for regulatory compliance to the satisfaction of the Bank.**
- **Charges applicable shall be as provided in annexure A.**

ii. Outward Foreign Currency Payment in respect of Imports.

Any Resident Indian or Indian Company /firm having an account relationship with the Bank may approach the Bank for Foreign Currency outward remittance as payment against Imports. Bank shall handle such transactions subject to:

- **Taking a composite application letter providing full details about goods imported and purpose for importing it.**
- **Copy of Proforma Invoice / Purchase order.**
- **Document of Title to the Goods. (Transport Documents - Full Set)**
- **Insurance Policy, if applicable.**
- **Packing List / Weight List.**
- **Copy of Bill of Entry if goods were imported on Acceptance basis.**
- **Details about source of funds.**
- **Form 145 and / or Form 146 for Tax compliance**
- **Any other suitable document for regulatory compliance to the satisfaction of the Bank.**
- **Charges applicable shall be as provided in annexure A.**

iii. Outward Foreign Currency Payment in respect of Merchanting Trade Transactions.

Any Resident Indian or Indian Company /firm having an account relationship with the Bank may approach the Bank for Foreign Currency outward remittance as payment against Imports. Bank shall handle such transactions subject to:

- **Taking a composite application letter providing full details about goods imported / exported along with expected time schedule.**
- **Transaction should be permitted in terms of RBI /DGFT guidelines**
- **Copy of Proforma Invoice / Purchase order for both the legs.**
- **Document of Title to the Goods. (Transport Documents - Full Set)**
- **Insurance Policy, if applicable.**
- **Packing List / Weight List.**
- **Copy of Bill of Entry if goods were imported on Acceptance basis.**

- **Details about source of funds.**
- **Form 145 and / or Form 146 for Tax compliance**
- **Any other suitable document for regulatory compliance to the satisfaction of the Bank.**
- **Charges applicable shall be as provided in annexure A.**

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Annexure A

Schedule of Service Charges for Cross Border Foreign Exchange Transactions w.e.f. 01st April, 2026.	
(all charges are exclusive of goods and service tax)	
Product / Services	**Particulars of Charges**
A. Inward remittances:	
i. Execution of swift remittances.	₹ 500/- per remittance.
	No commission collected on the inward remittances received for credit to non-resident Accounts maintained with us.
ii. Encashment of foreign currency TCS /currency notes.	Charges are in- built in the exchange rate. No separate charge needs to be collected. Handling service Charges of ₹ 300/-
iii. Inward remittances received.	0.15 % with a minimum of ₹ 500/-
iv. Inward remittances received through other Banks	₹ 250/- per transaction
v. Return of funds	USD 50.00
B. Collection of cheques, drafts, banker's cheques etc.	
i. Collection of foreign currency instruments such as Cheques, drafts, bankers Cheques etc. payable abroad.	i. 0.10% with minimum of ₹ 250/-and a maximum commission of ₹ 1000/- plus any other incidental charges including postages.
Note: if the above instruments are collected through another bank in India.	In addition to other bank charges, our charges also to be collected at 50%.
ii. If the above instrument sent for collection is returned unpaid.	ii. 50% of commission as in (i) above plus postage plus foreign bank charges @ TT selling rate.
iii. If the instrument is purchased subject to delegation of power.	iii. Interest for a fixed period of 15 days @ BPLR + 2.00 %, plus commission as per (i) above plus postage.
iv. If the above purchased instrument is returned unpaid. (Sale to be reported in cancellation of the original purchase).	iv. Exchange difference between buying and selling rate plus foreign bank charges at TT selling rate. Interest and commission not to be

	refunded
v. Collection of foreign currency instruments payable in India.	v. Commission to be collected on the rupee equivalent as applicable to inland transactions.
C. <u>Outward remittances</u>	
I. Clean outward remittances.	I. 0.15 % with a minimum of ₹ 1000/- per transaction.
II. Issuance of foreign currency DDs.	II. i) ₹ 1000/- per DD for non-students.
	ii) ₹ 750/- per DD for students who are applying to foreign universities for Education purpose.
III. Issue of Foreign Currency Notes/ TCS/ travelers' cards.	III. Charges are in-built in the exchange rate. Hence, no separate charge needs to be collected.
	Handling charges for students – ₹ 250/- and for others ₹ 500/-per card.
IV. Cancellation of foreign currency DDs / Travelers Card (purchase to be reported in cancellation of the original sale reported at the time of issuance of the DD).	IV. ₹ 250/- towards cancellation charges plus out of pocket expenses.
	Note: The amount to be returned to the purchaser on cancellation of the DD should not be more than what was collected at the time of issuance.
V. Clean outward remittances/ advance remittances against imports utilizing balances held in EEFC a/c's.	V. 0.15% towards commission in lieu of exchange @ TT selling rate with minimum of ₹ 500/-
VI. Outward remittances arranged through other banks.	VI. ₹ 550/- per transaction
VII. Advance remittances against imports	VII. 0.15% with a minimum of ₹ 1000/-.

D. <u>Exports</u>	
1. <u>Export bills for collection:</u>	
i. For each foreign currency /rupee bill sent for collection.	I. ₹ 750/- per bill on lodgment.
ii. Bills where advance payment has been received through our bank.	II. ₹ 750/- per bill.
iii. Bills where advance payment has been received through other bank.	III. ₹ 750/- per bill
iv. Bills which have been sent directly by the exporter to the overseas buyer and the exporter submits copies of the documents for completing RBI formalities after the receipt of payment:	
a) If the payment has been received through our bank	IV. A) ₹ 750/- per bill
b) If the payment has been received by other bank (e-FIRC shall be submitted online).	B) ₹ 750/- per bill
v. Where bill has been sent for collection and entire or part proceeds are credited to the EEFC account.	V. ₹ 750/- per bill and no additional charges for crediting to EEFC shall be collected.
vi. Additional Charges for multiple shipping bills	X. ₹ 100/- flat for additional shipping bill
vii. Export Bills Returned unpaid	XI. ₹ 1000/-
XIII. Export set off against Import payment	XII. 0.40% min ₹ 2000 individually applicable for both legs plus SWIFT/courier ₹ 500
XIV. NOC for discounting with other Bank	XIII. ₹ 5000/-
XV. Deemed export bills in foreign currency as defined by RBI / EXIM policy from time to time	XV. 0.125% commission, minimum ₹ 1000/-
2. <u>Export bills purchased/ discounted/ negotiated</u>:	
i. For each foreign currency bill	
Purchased /discounted /negotiated.	I. 0.10% of the bill amount with a minimum of ₹ 750/- per bill.
ii. For each rupee bill purchased /discounted /negotiated.	II. 0.20% of the bill amount with a minimum of ₹ 750/- per bill

iii. Where an export bill is sent for negotiation to another bank in India (due to reasons such as L/C being restricted to that bank or the L/C being confirmed by them etc.).	III. ₹ 900/- per bill plus Postage
iv. In case of (iii) above, if pre-shipment finance has been granted.	IV. Commission in lieu of exchange @ 0.10% minimum ₹ 750.
v. Handling of application for write off of overdue export bills	V. ₹ 1000/- per shipping Bill.
Gr follow up charges: for overdue export bills where the proceeds are not received within 6 months from the date of shipment.	₹ 300/- per quarter from the date of completion of 6- month period or part thereof till the bill is realized.
Note 1) in case a purchased (p)/ discounted (d)/ negotiated (n) bill is later converted into a collection item, the commission as applicable to collection bill shall not be charged.	Note: 2) in case an export bill is subsequently p/d, the bank will recover the charges as applicable to export bills p/d less ₹ 750 /- which has already been collected at the time of handling the bill on collection basis. (as per i (i) above)
Transaction charge: at the time of disbursement and each extension	I) ₹ 750/- per disbursement plus
	II) Forex treasury charges @ 0.25% of the bill amount with a minimum of ₹ 750/- in lieu of exchange.
Commission	Commission to be charged as stated hereinbefore i.e., export bills purchased / Discounted / negotiated **[item 2(i)].**
6. <u>Bill handling charges:</u>	Out of pocket expenses to be recovered at actual. Courier charges to be collected as per FED guidelines issued in this regard from time to time.
i. IBC documents handling charges.	₹ 2000/- per bill from importer and USD 50/- from overseas Bank plus courier charges(in case of return of documents to overseas Bank).

7. Certificates.	
i. Issue of bank realization certificate (e-BRC).	I. ₹ 200/- per Shipping Bill upfront basis, in lodgment of bill
ii. Attestation of export invoices at the request of the customer	II. ₹ 100/- per invoice.
iii. Any other certificate related to exports including GR waiver certificate	III. ₹ 500/- per certificate
iv. Issuance of Authorized Dealer (AD) code letter.	IV. ₹ 500/- per letter
E. Imports	
1. Opening of Import Letter of Credit	
A. Value of the LC up to ₹ 5.00 Crore	
I. Commitment Charges	I. 0.15% per quarter or part thereof min ₹ 2500/-
(for Full Validity of the LC i.e. from the date of opening of the LC to the last date of its validity)	
Plus	
II. Usance Charges (according to the tenor of the bill):	II.
a. Sight LC	a. 0.15% min ₹ 2500/-
b. Usance up to 3 months	b. 0.30% min ₹ 2500/-
c. Usance over 3 months	c. 0.30% for first three months plus 0.080% per month in excess of 3 months min ₹ 2500/-
Minimum Charges per LC (i+ii)	₹ 1000/- per LC
B. For Value of the LC over ₹ 5.00 Crore	
I) On the first ₹ 5.00 Crore	i) Charges as per (I) and (II) above
II) On the balance in excess ₹ 5.00 Crore	ii) Half (1/2) of the rates stipulated in (I) and (II) above.
Note: In case LC established against 100% cash margin.	
C. **Import LC transactions through other Banks.**	
I. Issue of LC	i. Commission collected by other bank plus 50% of our commission

II. LC Amendment charges	ii. ₹ 750.00 per Amendment
D. SBLC	
I. Issuance	i. As applicable to bank Guarantees Issuance: Commission@2.50%p.a. plus SWIFT ₹ 1500/-
II. Amendment	ii. For extension/enhancement: 2.50% p.a. plus SWIFT ₹ 1000/- For other amendment: SWIFT charges ₹ 1000/-
III. SBLC advising	₹ 1000/-
IV. SBLC Amendment advising charges	₹ 500/-
V. Repayment of Buyers Credit under SBLC	SWIFT Charges ₹ 750/-
E. Confirmation Charges (Issued by our bank)	0.125% per month
F: Transfer LC Charges	INR 2000
G: Revolving Letter of Credit	
In cases where revolving L/Cs are established as per provisions of FEMA and for restoration of the credit to the extent of the drawing honored.	
1) Establishment charges: Where the L/C specifies the maximum amount of total drawing permitted at any one time, the charges recoverable at the time of establishment viz. commitment and Usance charges will be as below :	Charges as applicable for opening of LC as stated above. On the maximum amount of drawings permitted at any one time during the period from the date of establishing the LC to the last date of validity.
2) Reinstatement charges	Charges as applicable for opening of LC as stated above. On the maximum amount of drawings permitted at any one time during the period from the date of establishing the LC to the last date of validity.

H. Deferred Imports:	
a. Charges on LC covering import of goods on deferred payment terms involving payments beyond a period of 6 months from the date of shipment, over a period of time, as defined in FEMA.	a. Over & above LC opening charges 0.50% per quarter Note- Calculated on the amount of liability under such credit at the beginning of every quarter.
b. Charges if the validity period of L/C covering import on deferred payment terms is extended	b. Flat amendment commission of ₹ 500/- However, for any amendment extending the validity of the letter of Credit beyond 3-month period, commission at the applicable rate shall be recovered as per Sr.no.(a) above
2. <u>Amendments to LC:</u>	
i. For each amendment **without** altering the validity period, amount and usance of the LC.	i. ₹ 750/- per amendment.
ii. Where the amendment extends the validity period beyond one quarter from the date of LC.	ii. Additional commitment charges to be collected with a minimum of ₹ 750/- apart from (i).
iii. Where the amount of the LC is enhanced.	iii. Additional commitment and usance charges for the amount enhanced to be collected with a minimum of ₹ 750/- apart from (i).
iv. Where the tenor (usance) of the LC is amended.	iv. Additional usance charges to be collected with a minimum of ₹ 750/-.
v. For amendment to LC's opened through another bank.	v. 50% of charges applicable to amendment of LC's issued by our bank.
vi. For LC cancellation	vi. ₹ 250/- or Swift Charges ₹ 500/- (if applicable)
vii. For LC cancellation, LC opened through another bank.	vii. Actual charges of other Bank and swift charges and our charges as mentioned in VI above.
3. <u>Revival of expired LC.</u>	

Any revival or reinstatement of an expired LC (shall be at the option of the branch) within 3 months from the date of expiry.	Additional commitment and usance charges to be collected from the date of expiry till the validity period of the revived LC.
4. <u>Foreign currency bill drawn under LC</u>	
i. up to ₹ 5 crores (to be collected at the time of retirement or delinking whichever is earlier).	I. 0.17% with a minimum of ₹ 750/-
	Note: this charge shall be collected even if buyer's credit is granted.
ii. Over ₹ 5 crore:	II.
a. For the first ₹ 5 crores	A. 0.17 %
b. On the next ₹ 5crore	B. 0.080 %
c. On the balance amount	C. 0.040 %
iii. Where the bill is retired by the importer by utilizing funds from their EEFC account.	III. 0.17% with a minimum of ₹ 750/- plus 0.15% for commission in lieu of exchange.
iv. Import LC documents received with discrepancies.	IV.
	a. USD/GBP/EUR 100 or equivalent for LC's value up to USD/GBP/EUR 50000 or JPY 5000 for LCs with value up to JPY 5000000.
	b. USD/GBP/EUR 125 or equivalent for LC's value above USD/GBP/EUR 50000 or JPY 10000 for LCs with value above JPY 5000000. The amount to be deducted from the proceeds.
v. For foreign currency bill retirement through another bank.	V. 0.17% minus commission collected by other banks. If other banks commission amount is higher than ours, then flat ₹ 600/- to be collected in addition to other bank charges.
vi. Documents return charges for Foreign LC bill / collection bill or any other Bill.	VI. Courier charges at actuals plus our charges ₹ 750/ and Swift Charges ₹ 500/- (if applicable).

vii. LC devolvement charges	VII. 0.1% of devolvement amount min ₹ 10000/-
viii. Retirement of Import bills under LC	₹ 800/- SWIFT charges
5. <u>Import bills on collection basis.</u>	
i. Irrespective of the amount of the bill.	i. 0.10 % with a minimum of ₹ 750/- and maximum of ₹ 10,000/-.
ii. Where the bill is retired by the importer by utilizing funds from their EEFC account or by availing PCFC.	ii. 0.10% with a minimum of ₹ 750/- plus 0.15% for commission in lieu of exchange with a minimum amount of ₹ 250/- and maximum of ₹ 10,000/- inclusive of both the charges.
iii. For each bill received direct by importers from the overseas exporter/bank.	iii. 0.10 % with a minimum of ₹ 750/- and maximum of ₹ 10,000/-
iv. If the import bill is required to be forwarded to another bank in India as per the **authenticated request** of the foreign bank from whom the bill has been received.	iv. ₹ 1000/- plus out of pocket expenses.
v. If the unpaid sight bill / accepted bill of exchange in the case of usance bill is returned to the foreign bank.	v. Charges as per (i) above plus postage / courier charges to be recovered from the importer. If refused, the same shall be claimed from foreign bank.
vi. Late Payment Commission for demand bills not retired within 10 days after receipt of documents or on due date in case of usance bills under collection.	₹ 100/- per bill per month
H. <u>Swift charges:</u>	
i. Demand draft issuance	I. ₹ 100/- per MT 110
ii. Issuance of import LC (MT 700)	II. ₹ 1500/- per MT 700
iii. Issuance of guarantee (MT 760)	III. ₹ 1500/- per MT 760

iv. Swift messages pertaining to outward remittances (MT 103/ MT 202)	IV. ₹ 750/- per MT 103/ MT 202.
v. Swift messages for LC amendment, Export re- imbursement claim, enquiries, LOU under buyer's credit, follow-up and other miscellaneous messages	V. ₹ 500/- per message
MT= **m**essage **t**ype	
J. Courier charges (Foreign):	At actuals plus handling charges of ₹ 250/-
K. Postage charges (Foreign)	At actuals plus handling charges of ₹ 100/-
L. Nostro Activity Charges (For all Trade related transaction inward /outward)	₹ 100/- per transaction
M. BRO (Bank release order issued by other Bank).	₹ 250.00 per BRO
N. Bill of entry follow-up charges	₹ 300/-per quarter
O. FIRC issuance charges	NIL
	₹ 500 for duplicate / revalidation
P. Merchanting Trade Plus HSS (Over and above handling import/ export payment leg)	₹ 2500/-
Q. Issuance of NOC	₹ 500/-
R. Filing of FCGPR	₹ 5000/-
S. Filing of FCTRs:	₹ 12500/-
User creations on FIRMS/ ODI RBI site	₹ 1000/-
T. Status Report from empaneled rating Agency like D&B and Mira Inform	At actuals plus handling charges of ₹ 250/-
U. IEC issuance letter	₹ 500/-
V. Transfer of existing UIN/LRN / from / to another AD bank/ Disinvestments	₹ 12500/-
W. Transfer of funds (Nostro to Nostro account)	0.25% min ₹ 1000/-plus swift charges ₹ 500/-
X. Enquiries related to record more than 1 year old	₹ 750/- per record.
Y. Letter to regulatory Authority to RBI/ED/CBI/FEDAI/ECGC/DGFT (Current / Capital Account Transaction)	₹ 2500/- per letter.

Z. Import Bill Extension	₹ 600/- per extension
ZA. Follow up for Overdue Merchant Trade transactions- Overdue beyond 9 months	Rs .500/-per transaction-half yearly
ZB. Follow up for Overdue Merchant Trade transactions- Outlay beyond 6 months	₹ 500/-per transaction-half yearly
ZC. Foreign Currency Term Loan (FCTL)	₹ 10000/- per disbursements
ZD: Weekly / Monthly/Annual filing with RBI like ECB II / Commodity / Hedging / Annual activity cert of branch & liaison office, etc.	₹ 500/- per filing
ZE: Charges for availing FX Retail Platform.	₹ 2000/- per month or as charged by FEDAI
ZF: Bill of entry/ shipping bill follow up charges	₹ 100/- for each reminder letter plus actual postage charges.
Transaction Handled through Thomas Cook	₹ 1000/- per transaction

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