THE SOUTH INDIAN BANK LTD

(International Banking Division)

Customer Service guidelines & procedures for Cross-Border transactions

Contents

Foreign Exchange Services for Customers

This document broadly covers:

SOUTH INDIAN BANK LIMITED

CUSTOMER SERVICE POLICY FOR CROSS-BORDER TRANSACTIONS

---

1. Preamble

South Indian Bank Limited ("the Bank"), an Authorised Dealer Category-I under the provisions of the Foreign Exchange Management Act, 1999 (FEMA), is committed to providing transparent, customer-centric and compliant Foreign Exchange services.

This Policy establishes the framework for handling Cross-Border Transactions by ensuring transparency in documentation requirements, defined service standards, charges and timelines, fair treatment of customers, effective grievance redressal mechanisms, and continuous improvement through customer feedback.

This Policy shall be read in conjunction with FEMA, RBI Master Directions, FEDAI guidelines, Foreign Trade Policy and internal policies of the Bank.

About Foreign Exchange Transactions and Processing Framework

Foreign exchange transactions are processed through a collaborative framework involving Branches, Relationship Managers (RMs), Trade Finance Central Processing Centre (TFCPC) and the International Banking Division (IBD), depending upon the nature of the transaction.

Role of Branches

Branches act as the primary point of contact for customers and are responsible for:

- Customer onboarding and KYC compliance.
- Preliminary scrutiny of transaction requests and supporting documents.
- Verification of purpose codes, declarations and regulatory eligibility.
- Ensuring completeness of applications before forwarding to the respective processing units.
- Customer communication and coordination for additional requirements.

Role of Relationship Managers (RMs)

Relationship Managers facilitate customers by:

- Providing guidance on available foreign exchange products and services.
- Assisting customers in understanding documentation requirements.
- Coordinating with processing units to ensure timely execution of transactions.
- Acting as a single point of contact for corporate and high-value customers.

Role of Trade Finance Central Processing Centre (TFCPC)

TFCPC is responsible for processing foreign exchange transactions adhering to the FEMA/RBI/Internal guidelines.

Role of International Banking Division (IBD)

The International Banking Division provides support for foreign exchange transactions and is responsible for:

- Liaison with Reserve Bank of India, FEDAI, DGFT etc for clarification of regulatory guidelines as applicable.
- Formally taking up with RBI through proper channel PRAVAAH portal, the transactions for which powers are vested with Regulator.
- Regulatory Reporting of Current and Capital Account Foreign Exchange transactions.
- Providing advisory support on FEMA/RBI guidelines to Branches/Customers on Cross Border transactions.
- Managing relationships with correspondent banks.

---

2. Scope

This Policy covers all permissible Cross-Border Transactions undertaken through the Bank, including:

- Outward Remittances under Liberalised Remittance Scheme (LRS)
- Misc Outward remittances
- NRE/NRO Repatriations
- Import Remittances
- Merchanting Trade Transactions
- Foreign Letters of Credit
- Foreign Bank Guarantees
- Standby Letters of Credit
- Trade Credits / Buyers' Credit
- Inward Remittances
- Export Transactions & Export related transactions

- Forward Contracts
- Capital Account Transactions, including Overseas Direct Investment (ODI), Foreign Direct Investment (FDI), External Commercial Borrowings (ECB), Overseas Portfolio Investments (OPI), acquisition or transfer of immovable property outside India, and other transactions permitted under FEMA; and
- Other permissible Cross-Border Transactions under FEMA.

Detailed documentation requirements are provided in **Annexure I – Checklist for Cross-Border Transactions**.

---

3. Processing Framework

Cross-Border Transactions undertaken by customers through South Indian Bank are processed through centralized processing units established by the Bank to ensure consistency, operational efficiency, regulatory compliance and enhanced customer service.

Foreign Exchange transactions, including trade finance transactions, remittances, capital account transactions and other permissible Cross-Border Transactions, are centrally processed through the **Trade Finance Central Processing Centre (TFCPC)** and other designated centralized processing units of the Bank, as applicable.

The centralized processing framework enables:

- Uniform application of regulatory and internal policy requirements.
- Improved turnaround times and operational efficiency.
- Enhanced risk management and compliance oversight.
- Standardization of customer service across the Bank; and
- Consistent handling of Cross-Border Transactions through specialized teams.

The Bank may modify its internal processing arrangements and operational structures from time to time based on business requirements, regulatory developments and internal policies.

Customers can submit the transaction request and supporting documents to their respective Branches and after initial scrutiny the same will be forwarded to Central Processing Centre through internal electronic platform for processing. Additionally, Bank has introduced online submission of transactions/documents through SIB TF Online portal in Corporate Internet Banking for Non-individual Customers (Entities). Resident Individual customers can initiate the outward remittance request under specific purposes of LRS through Bank’s Mobile application. Also, NRE account repatriation facility is available for NRI Customers through SIB Mobile application.

---

4. Service Standards

The Bank shall endeavour to process transactions within the timelines specified in **Annexure I – Checklist for Cross-Border Transactions**, subject to receipt of complete documentation, satisfactory compliance verification and submission before prescribed cut-off timings.

Transactions requiring regulatory approvals, sanctions screening, involvement or concurrence of correspondent banks and intermediary banks, or approvals from the Bank's Credit Department or other competent authorities, wherever applicable, may require additional processing time.

---

5. Schedule of Forex Service Charges

Charges applicable to Cross-Border Transactions shall be governed by the Bank's **Schedule of Forex Service Charges**, as amended from time to time.

The latest Schedule of Charges is available on the Bank's website and may also be obtained from branches handling Cross-Border Transactions.

https://www.southindianbank.bank.in/userfiles/file/compendium%20of%20service%20charges%20new.pdf

Customers shall bear applicable correspondent bank charges, reimbursement charges, SWIFT charges, taxes, statutory levies and charges imposed by third parties involved in transaction processing, wherever applicable.

---

6. Customer Responsibilities

Customers shall:

- Submit complete and accurate documentation
- Furnish correct declarations regarding the purpose of transaction
- Ensure compliance with FEMA, RBI and applicable tax regulations
- Submit Bills of Entry, Shipping Bills, Export/Import documents and other reporting requirements within prescribed timelines, wherever applicable
- Ensure compliance with reporting requirements applicable to capital account transactions
- Provide additional information or clarification sought by the Bank
- Report discrepancies immediately upon becoming aware of the same and
- Submit requests before prescribed cut-off timings for same-day processing.

---

7. Bank Responsibilities

The Bank shall:

- Provide transparent and efficient services
- Process eligible transactions within prescribed timelines
- Maintain confidentiality of customer information in accordance with applicable laws and regulations
- Adhere to FEMA, RBI, AML/CFT and sanctions screening requirements
- Communicate deficiencies in documentation promptly
- Ensure fair and non-discriminatory treatment of customers and
- Maintain an effective grievance redressal framework.

---

8. Customer Fairness

South Indian Bank shall endeavour to ensure that customers are not unfairly disadvantaged due to delays attributable solely to internal processing deficiencies.

---

9. Disclosure and Customer Awareness

The Bank shall ensure that customers have access to information relating to Cross-Border Transactions through appropriate channels.

The **Citizen Charter for Foreign Exchange Services**, detailing the broad range of services offered, indicative service standards, customer responsibilities and grievance redressal mechanism, is hosted on the Bank's website and made available to customers through appropriate customer touchpoints.

The **Schedule of Charges** applicable to Foreign Exchange transactions is also available on the Bank's website and branches handling such transactions.

The Bank may update such disclosures from time to time in accordance with regulatory requirements and internal policies.

---

10. Grievance Redressal Mechanism

Customers may register complaints through branches, customer care channels or online complaint portals made available by the Bank.

The grievance escalation matrix shall be as follows:

Level	Escalation Authority
Level 1	Branch / Relationship Manager (kindly check the respective branch mail id from the website)
Level 2	Customer Care Centre customercare@sib.bank.in
Level 3	Nodal Officer nodalofficer@sib.bank.in
Level 4	Principal Nodal Officer pno@sib.co.in; nodalofficer@sib.bank.in
Level 5	Reserve Bank of India – Integrated Ombudsman Scheme

The Bank shall endeavour to resolve customer grievances promptly and fairly.

---

11. Customer Feedback Mechanism

The Bank shall endeavour to obtain customer feedback relating to Cross-Border Services through appropriate channels.

Feedback received shall be periodically reviewed to identify opportunities for improvement in service delivery.

---

12. Regulatory Compliance

All Cross-Border Transactions shall be subject to:

- Foreign Exchange Management Act, 1999
- Rules and Regulations issued thereunder
- RBI Master Directions and Directions issued from time to time;
- FEDAI Guidelines
- Foreign Trade Policy
- Prevention of Money Laundering Act and related regulations
- Applicable Tax Laws
- Sanctions Screening Requirements; and
- Internal Policies and Procedures of the Bank.

---

13. General Conditions

1. Documentation requirements specified in **Annexure I** are indicative minimum requirements.
2. The Bank reserves the right to seek additional documents, declarations, approvals, undertakings or clarifications depending upon:
    - Nature and purpose of transaction
    - FEMA and RBI requirements
    - Tax Regulations
    - AML/CFT obligations
    - Sanctions Screening outcomes
    - Country risk considerations
    - Correspondent Bank requirements; and
    - Internal Risk Management policies.
3. Transactions received after prescribed cut-off timings may be processed on the next working day.
4. The Bank reserves the right to decline transactions that do not satisfy regulatory, compliance or risk management requirements.

---

14. Disclaimer

This Policy is intended to provide customers with an overview of service standards applicable to Cross-Border Transactions handled by South Indian Bank.

All transactions shall continue to be governed by FEMA, RBI Directions, FEDAI Guidelines, Foreign Trade Policy, applicable tax laws and internal policies prevailing from time to time.

In case of any inconsistency between this Policy and applicable regulatory provisions, the regulatory provisions shall prevail.

Annexures

Annexure I – Checklist for Cross-Border Transactions

This Annexure contains indicative documentation requirements and service timelines for various Cross-Border Transactions, including current account transactions and capital account transactions.

The Bank reserves the right to seek additional documents and clarifications based on the nature of the transaction, applicable regulatory requirements and internal risk assessment.

Annexure II – Citizen Charter for Foreign Exchange Services

The Citizen Charter for Foreign Exchange Services is separately hosted on the Bank's website and provides customers with information relating to Forex services, indicative service standards, customer responsibilities and grievance redressal mechanisms.

https://www.southindianbank.bank.in/other-links/disclosure/citizens-charter

Annexure III – Schedule of Forex Service Charges

The latest Schedule of Charges applicable to Foreign Exchange transactions is separately hosted on the Bank's website and is updated from time to time.

https://www.southindianbank.bank.in/userfiles/file/compendium%20of%20service%20charges%20new.pdf

---