FRAMEWORK ON CUSTOMER SERVICE, TRANSPARENCY AND OPERATIONAL STANDARDS FOR CROSS-BORDER TRANSACTIONS

Mumbai

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Table of Contents

1. Objective

With the objective of strengthening customer service, enhancing transparency, and improving operational efficiency in handling Cross-Border Transactions, the Bank has formulated this Framework on Customer Service, Transparency and Operational Standards for Cross-Border Transactions, in line with applicable regulatory guidelines and evolving business requirements.

The Framework aims to:

- Ensure transparent, efficient, and time-bound processing of cross-border transactions.
- Standardize customer service practices across branches/offices.
- Define clear documentation requirements, processing timelines, and escalation mechanisms.
- Strengthen internal oversight and operational controls.
- Enhance customer awareness and grievance redressal.
- Structured mechanism for customer's feedback

2. Scope

This Framework shall apply to all branches/offices handling foreign exchange transactions under:

A. Capital Account Transactions

I. External Commercial Borrowings (ECB)

II. Overseas Direct Investment (ODI)

III. Foreign Direct Investment (FDI)

IV. Other Capital Account Transactions

B. Current Account Transactions

I. Export Transactions

II. Import Transactions

III. Liberalised Remittance Scheme (LRS)

IV. Other Current Account Remittances

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3. Coverage

The Framework shall be applicable on all cross-border transactions handled on behalf our Bank customers including individuals, corporates, firms, trusts, LLPs, and other eligible entities.

4. Important terms & Definitions

The following terms and definitions are used in this Framework.

Term	Definition
Act	means the Foreign Exchange Management Act, 1999 (42 of 1999).
Advance Payment	means payment received or made before actual delivery of goods or the rendering of services.
Authorised Dealer or AD Bank	means a person authorised as an authorised dealer under sub-section (1) of Section 10 of the Act, and in this framework refers to Bank acting in that capacity.
Beneficiary	The person or entity in India who is the intended recipient of the inward remittance.
Business day	For the purpose of this framework, a Business Day shall mean a banking day on which: a) The base branch (where the customer maintains the account) is operational and B Category Branch through which transactions is being routed is operational. b) The Nodal Office i.e. DFB & IB is operational, in cases where the proposed transaction requires prior approval from DFB & IB. c) The Trade Finance Processing Centre (TFPC) is operational. d) The interbank foreign exchange market is available for obtaining exchange rates.

Term	Definition
Correspondent Bank	A correspondent bank is a bank that acts on behalf of another bank, mainly for cross-border banking transactions and international payment services.
External Commercial Borrowing (ECB)	External Commercial Borrowing (ECB) means borrowing by an eligible borrower from a recognised lender in accordance with Schedule I to the Foreign Exchange Management (Borrowing and Lending) Regulations, 2018.
FCNR(B) Account	A fully repatriable foreign currency deposit account maintained by NRIs in India in designated foreign currencies.
Foreign Direct Investment (FDI)	Foreign Direct Investment' (FDI) is the investment through equity instruments by a person resident outside India (a) in an unlisted Indian company; or (b) in 10 percent or more of the post issue paid-up equity capital on a fully diluted basis of a listed Indian company.
Inward Remittance	Any transfer of foreign exchange into India from abroad, resulting in a credit to the account of a resident or non-resident Indian, or to any permissible account held with an AD Bank in India.
Loan Registration Number (LRN)	A Unique identification number that the RBI assigns to an approved ECB Loan
Nostro Account	A bank account held by an Indian bank in a foreign country, denominated in the currency of that country. Inward remittances from abroad are first credited to the Bank's Nostro account before being converted and credited to the beneficiary's account.
NRE Account	A Rupee account maintained by an NRI in India. Funds are fully repatriable, and interest earned is exempt from Indian income tax.
NRO Account	A Rupee account maintained by a non-resident in India for managing income earned in India. Repatriation is subject to limits and conditions.
Overseas Direct Investment (ODI)	Overseas Direct Investment (ODI) means (i) acquisition of any unlisted equity capital or subscription as a part

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Term	Definition
	of the Memorandum of Association of a foreign entity, or (ii) investment in 10% or more of the paid-up equity capital of a listed foreign entity, or (iii) investment with control where investment is less than 10% of the paid-up equity capital of a listed foreign entity. Explanation: Once an investment in a foreign entity is classified as ODI, the investment shall continue to be treated as ODI even if such investment falls below 10% of the paid-up equity capital or the investor loses control in the foreign entity.
Overseas Portfolio Investment (OPI)	Overseas Portfolio Investment (OPI) means investment, other than ODI, in foreign securities.
Purpose Code	A standardised code prescribed by the RBI to classify the nature and purpose of each foreign exchange transaction.
Remitter	The person or entity abroad who initiates and sends the inward remittance.
SWIFT	An international messaging network used by banks to securely communicate financial transaction instructions. Inward remittances are commonly received via PACS.008 (Customer Credit Transfer) or PACS.009 (Financial Institution Transfer) messages.

5. Regulatory Framework

The framework shall be governed by:

- Foreign Exchange Management Act, 1999 (FEMA)
- Rules/Regulations/Directions issued thereunder
- RBI Master Directions and Circulars
- Foreign Trade Policy (FTP) 2023
- FEDAI Rules and Guidelines
- Internal Policy, operational guidelines issued by the Bank from time to time

In the event of any inconsistency between this framework and the provisions of FEMA, 1999, the Rules or Regulations framed thereunder, or any directions issued by the Reserve Bank of India, the applicable statutory or regulatory provisions shall prevail. Accordingly, this framework shall stand modified to the extent of such provisions with effect from the date they come into force.

6. Classification of Cross Border Transactions

- **Capital Account Transactions:** means a transaction which alters the assets or liabilities, including contingent liabilities, outside India of persons resident in India or assets or liabilities in India of persons resident outside India**.** The thumb rule is that these transactions are prohibited unless explicitly permitted by the Reserve Bank of India (RBI).

- **Current Account Transactions:** means a transaction other than a capital account transaction. Current account transactions are routine international payments that do not alter an individual's or company's overseas asset-liability portfolio. These day-to-day transactions are generally free and permitted, but are regulated under specific schedules of the Foreign Exchange Management Rules to maintain economic stability.

7. General Principles

The Bank shall ensure that:

- Customer requirements are handled in a fair, transparent, and efficient manner.
- Charges and timelines are disclosed transparently.
- Transactions are processed within prescribed timelines, subject to completeness of documents and regulatory compliance.
- Customers are not charged for delays attributable to internal or regulatory processing
- Adequate grievance redressal and escalation mechanisms are available.

8. General Guidelines

The processing of foreign exchange transactions shall be subject to applicable regulatory, statutory, operational and compliance requirements prescribed under FEMA, RBI guidelines, FEDAI Rules and internal policies of the Bank.

Bank reserves the right to seek additional documentation/ clarifications to its satisfaction and may decline transactions if not found compliant with applicable regulations or not to the satisfaction of the Bank.

a. **KYC Compliance:** All transactions shall be processed subject to KYC compliant account, availability of valid PAN wherever applicable, satisfactory account conduct and compliance with AML/CFT guidelines.

The Bank may seek additional/ updated KYC documents, wherever required.

b. **Purpose of Transaction:** Customers shall clearly specify the nature and purpose of transaction, source of funds wherever applicable and relationship with beneficiary/remitter wherever required.

c. **Tax Compliance:** Customers shall submit applicable tax compliance documents including Form 145, Form 146 and other declarations/documents wherever required under Income Tax provisions.

d. **AML/CFT and Sanctions Compliance:** All transactions shall be subject to AML/CFT screening, sanctions screening, FATF compliance checks and regulatory/risk-based verification procedures.

9. **Documents required:** The following documents, based on nature of transactions, may generally be required for processing Cross Border transactions.

Sr. No.	Document
1	Transaction request/ application form in prescribed format as applicable depending on the nature of transaction
2	A-2 form
3	Composite declaration form for import payment
4	Declaration for purpose of transaction
5	FEMA declaration
6	Invoice/ Agreement/ Underlying supporting documents
7	Documents for Tax Compliance
8	Disposal instructions for inward remittances
9	Any other documents/ declaration depending on the nature of transaction

10. **Inward Remittances**

a. **Retail Inward Remittances**

Retail inward remittances generally refer to inward remittances received by individuals where post-transaction documentary evidence is ordinarily not required for closure or realization of the transaction i.e. Personal Gifts & Donations, Inward remittance from Indian non-residents towards family maintenance and savings, Compensation of employees, Inward remittance of interest income/ dividend on account of Portfolio Investment made abroad etc.

i. **Retail Inward remittances upto USD 5,000.00 or its equivalent** for resident as well as non-resident individual customers (where Account Type is Saving Account and Constitution is individual/Jt. individual), shall be processed without disposal instruction/ any documents, provided all information required for crediting the remittance to beneficiary account is available in the SWIFT message and there is no prior instruction from the beneficiary to not to convert the amount.

   Cases where all details to process the transaction are not available, shall be processed upon obtention of required details/ disposal instructions from beneficiary.

ii. **Retail Inward remittances exceeding USD 5,000.00 or its equivalent** shall be processed on receipt of disposal instruction and FEMA declaration.

The following documents shall be obtained for processing the retail inward remittances exceeding USD 5,000.00 and above.

Sr. No.	Documents required
1.	Disposal instructions in prescribed format
2.	**Supporting Documents (illustrative) depending on the nature of transaction (in case details not available in SWIFT message).** **i.** Relationship Proof/ Declaration **ii.** Employment Proof/ Salary Advice **iii.** Investment proof/ Dividend or Interest Advice **iv.** Any other supporting documents to the satisfaction of AD

b. Inward Remittance towards receipt of Export Proceeds

i. Advance against Export of Goods & Services

Sr. No.	Documents required
1.	Disposal instructions in prescribed format
2.	**Supporting Documents (illustrative) depending on the nature of transaction.** **i.** Underlying contract/ Proforma Invoice/ Invoice etc. evidencing payment terms as Advance

	ii. DGFT authorization (if applicable) **iii.** Any other supporting documents to the satisfaction of AD

ii. Receipt of Export Proceeds

Following documents shall be required for processing of export proceeds in accordance with FEMA/ RBI guidelines, Foreign Trade Policy (FTP) and other applicable laws.

Sr. No.	Documents required (illustrative)
1.	**Export Documents if not already submitted by exporter to Bank** i. Bank's standard application ii. Commercial Invoice iii. Packing List iv. Transport documents (as applicable) v. Shipping Bill/ Bill of Export/ Postal Bill of Export (As applicable) vi. Insurance documents (if applicable as per incoterms) vii. DGFT authorization (if applicable) viii. Any other documents as may be required by the Bank. ix. Tripartite Agreement (in case of third- party payment and not mentioned in irrevocable order/ invoice) **In case of Export Bill under Letter of credit, documents shall be submitted in as per the LC terms.**
2.	**Export Documents if already submitted by exporter to Bank** i. Disposal instructions by duly mentioning Export Bill reference no.

c. Inward remittances towards other Trade Transactions

Sr. No.	Documents required
1.	Disposal instructions in prescribed format
2.	**Supporting Documents (illustrative) depending on the nature of transaction.** **i.** Underlying contract/ Proforma Invoice/ Invoice etc. **ii.** Any other supporting documents to the satisfaction of AD

11. Outward Remittances

a. Liberalised Remittance Scheme (LRS)

Resident Individuals are allowed to send Outward Remittances under Liberalised Remittance Scheme (LRS) upto USD 250,000 per financial year for any permissible current account transaction (viz., private visit; gift/donation; going abroad on employment; emigration; maintenance of relatives abroad; business trip; medical treatment abroad; studies abroad) or capital account transaction (opening of foreign currency account abroad with a bank, acquisition of immovable property abroad, Overseas Direct Investment (ODI) and Overseas Portfolio Investment (OPI) as per extant provisions, extending loans including loans in Indian Rupees to Non-resident Indians (NRIs) who are relatives as defined in Companies Act, 2013, or a combination of both.

The following documents shall generally be obtained for processing the LRS transactions:

<table>
<tr><th>Sr. No.</th><th>Documents Required</th></tr>
<tr><td>1.</td><td>Duly filled Form A2</td></tr>
<tr><td>2.</td><td>Supporting documents/declarations evidencing the nature and rationale of remittance depending on the nature of transactions, wherever applicable (illustrative)
<table>
<tr><th>Purpose</th><th>Documents</th></tr>
<tr><td>Private visits,
Business trip</td><td>Passport Copy, Visa wherever applicable, Air ticket/travel itinerary</td></tr>
<tr><td>Maintenance of relatives abroad</td><td>Relationship document and/or declaration</td></tr>
<tr><td>Emigration</td><td>Passport Copy, Visa documents, Air ticket/travel itinerary, documents prescribed by the country of emigration
Letter issued by Government authority of country of immigration (remittances exceeding LRS limit)</td></tr>
<tr><td>Studies abroad</td><td>Admission letter, Fee structure/invoice, Passport Copy, Student Visa</td></tr>
</table>
</td></tr>
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			Estimate from the foreign University (remittances exceeding LRS limit)
		Medical treatment abroad	Passport Copy, Visa wherever applicable Estimate from the doctor in India or hospital/ doctor abroad (remittances exceeding LRS limit)
		Opening of foreign currency account abroad with a bank	Documents related to opening of Foreign Currency Account and/or RBI approval
		Acquisition of immovable property abroad	Property Agreement and details with payment schedule
		Overseas direct investment	As applicable for remittance under ODI/OPI

b. Outward remittances by NRI

Following documents are required for remittances from NRI accounts (NRI/NRO/FCNR-B).

i. Repatriation of funds from NRI/FCNR account

Sr. No.	Documents Required (illustrative)
1.	Form A2.

ii. Remittance of Assets under One Million Scheme

Sr. No.	Documents Required (illustrative)
1.	Form A2.
2.	Declaration under FEMA
3.	Form 145 and/or 146 wherever applicable (Tax Compliance)

c. Other remittances towards other Trade Transactions

Following documents are required for outward remittances towards other Trade Transactions

Sr. No.	Documents required (illustrative)
1.	Form A-2
2.	**Supporting Documents (illustrative) depending on the nature of transaction.** **i.** Underlying contract/ Proforma Invoice/ Invoice etc. **ii.** Any other supporting documents to the satisfaction of AD **iii.** Form 145 and/or 146 wherever applicable

d. Outward Remittance towards payment of Imports

Import remittances shall be processed in accordance with FEMA, RBI guidelines, Foreign Trade Policy, Customs regulations and internal policies of the Bank.

i. Advance against Import.

Sr. No.	Documents required
1.	Composite declaration form for import payment
2.	**Supporting Documents (illustrative)** **i.** Underlying contract/ Proforma Invoice/ Invoice etc. evidencing payment terms as Advance **ii.** Bank Guarantee/ SBLC wherever applicable **iii.** Any other supporting documents to the satisfaction of AD

ii. Import Direct Remittance

Sr. No.	Documents required
1.	Composite declaration form for import payment
2.	**Supporting Documents (illustrative)** **i.** Commercial Invoice **ii.** Packing list **iii.** Transport documents **iv.** Bill of Entry details/ Copy of Bill of Entry **v.** Insurance documents (if applicable as per incoterms) vi. Kimberly Process (KP) Certificate in case Rough Diamonds **vii.** Any other documents as may be required to the satisfaction of AD **viii.** DGFT license wherever applicable

iii. Import Bill (Documents received by the Bank)

Sr. No.	Documents required
1.	Composite declaration form for import payment
2.	**Supporting Documents (illustrative)** **i.** Bill of Entry details/ Copy of Bill of Entry

	ii. Any other documents as may be required to the satisfaction of AD **iii.** DGFT license wherever applicable

e. Merchanting Trade Transaction (MTT)

Sr. No.	Documents required
1.	Form A-2
2.	**Supporting Documents (illustrative)** i. MTT Declaration form ii. Contract/PO/Commercial Invoice pertaining to both import and Export Leg iii. Packing List iv. Transport Document v. Insurance Documents vi. Any other documents as may be required to the satisfaction of AD **vii.** DGFT license wherever applicable

12. Capital Account Transactions

Capital Account transactions cover Overseas Direct Investment (ODI), Foreign Direct Investment (FDI), Overseas Portfolio Investment (OPI), External Commercial Borrowings (ECB) etc.

a. Overseas Direct Investment

Following documents shall be required for processing Overseas Direct Investment related transactions.

Sr. No.	Documents required (illustrative)
1.	Form A-2
2.	**Supporting Documents** i. ODI Application Form ii. Board Resolution iii. CA Certificate on Net Worth iv. Valuation Report v. Share Purchase/JV Agreement vi. Certificate of Incorporation of Overseas Entity vii. Audited Financial Statements viii. KYC Report of overseas entity ix. APR and other reporting documents x. Shareholding pattern xi. FEMA Declaration xii. Any other documents as may be required to the satisfaction of AD

b. Overseas Portfolio Investment

Following documents shall be required for processing Overseas Portfolio Investment related transactions.

Sr. No.	Documents required (illustrative)
1.	Form A-2/ disposal instructions/ FEMA declaration as applicable
2.	**Supporting Documents** i. Request Letter ii. Investment Details iii. Shareholding/Control Declaration iv. PAN/KYC Documents v. LRS Declaration vi. Any other documents as may be required to the satisfaction of AD

c. Foreign Direct Investment

Following documents shall be required for processing Overseas Portfolio Investment related transactions.

Sr. No.	Documents required (illustrative)
1.	Disposal instructions and FEMA declaration
2.	**Supporting Documents** i. FCGPR/FCTRS related documents ii. Valuation certificate iii. KYC report iv. Board Resolution v. Share subscription agreement vi. Regulatory approvals, wherever applicable vii. Any other documents as may be required to the satisfaction of AD

d. External Commercial Borrowings

Following documents shall be required for processing External Commercial Borrowings related transactions.

Sr. No.	Documents required (illustrative)
1.	Disposal instructions and FEMA declaration
2.	**Supporting Documents** i. Loan agreement ii. ECB registration/LRN related documents

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	iii. Form ECB and reporting documents iv. Board Resolution v. CA/CS certificate, wherever applicable vi. KYC and due diligence documents vii. Any other documents as may be required to the satisfaction of AD

e. Other Capital Account Transactions

Relevant documents as indicated above, FEMA prescribed documents and declarations as applicable shall be required to process the other capital account transactions.

13. Other operational guidelines

a. Cut-off Timing:

Bank shall endeavour to process the transaction received before cut-off timings i.e. 02:30 p.m. along with complete documentation on the same business day with an indicative TAT as defined in Para 13.3, subject to compliance with regulatory & Bank's internal guidelines

Request received after cut-off timings may be considered for processing next business day.

b. General principles Governing TAT

a) TAT shall be computed strictly in Business Days.
b) TAT shall commence only upon receipt of complete set of compliant documents required for processing the transaction.
c) In case of incomplete documentation or queries, TAT shall recommence from the date of receipt of satisfactory clarification/documents from the customer.
d) Branches and TFPC shall ensure that Queries are minimal, relevant, and raised in one instance to the extent possible.
e) Customer inconvenience is avoided while ensuring compliance with extant regulatory guidelines.

c. **Transaction/Activity wise TAT**

Activity/Transaction	Start Point	Maximum TAT
Processing of application and uploading in RBI portal for obtention of Loan Registration Number (LRN)	Date of receipt of complete set of duly executed documents at the branch counter (including applications routed from C Category Branches)	Within five (5) Business Days
External Commercial Borrowings (ECB) Remittance	Date of receipt of clear disposal/credit instructions from the customer, subject to availability of the interbank market for obtaining exchange rates	Within two (2) Business Day
ECB Remittance	Date of receipt of complete set of documents for outward remittance application from the customer, subject to availability of the interbank market for obtaining exchange rates.	Within two (2) Business Day
ODI – Initial Equity remittance – **a.** Involving UIN generation in RBI portal. **b.** Admission of a new party/share holder in an existing UIN	Date of receipt of complete set of duly executed documents at the branch counter (including applications routed from C Category Branches)	Within **seven (7)** Business Days
ODI – Subsequent outward remittance in a UIN except above	Date of receipt of complete set of duly executed documents at the branch counter (including applications routed from C Category Branches)	Within **two (2)** Business Days
OPI – Outward remittance	Date of receipt of complete set of duly executed documents at the branch counter (including applications routed from C Category Branches)	Within **two (2)** Business Days
ODI Inward Remittance - repatriation of Equity / Loan / Dividend / Interest / other applicable receivables	Date of receipt of clear disposal/credit instructions from the customer, subject to availability of the interbank market for obtaining exchange rates	Within **two (2)** Business Day

Activity/Transaction	Start Point	Maximum TAT
OPI Inward remittance relating to OPI made earlier	Date of receipt of complete set of documents for inward remittance application from the customer, subject to availability of the interbank market for obtaining exchange rates.	Within **two** **(2)** Business Day
FDI- Inward remittance	Date of receipt of complete set of documents for inward remittance application from the customer, subject to availability of the interbank market for obtaining exchange rates.	Within **two** **(2)** Business Day
FDI- Outward remittance related to FDI made earlier	Date of receipt of complete set of documents for outward remittance application from the customer, subject to availability of the interbank market for obtaining exchange rates.	Within **two** **(2)** Business Day
Retail inward remittances upto USD 5000 or equivalent	Date of sighting the funds in Nostro account and receipt of SWIFT message with complete information to process the transaction, subject to availability of the interbank market for obtaining exchange rates. Transaction where complete details are not available, TAT shall be computed from the date of submission of required information from the customer, subject to availability of the interbank market for obtaining exchange rates.	Within one **(1)** Business Day
Retail inward remittances exceeding USD 5000 or equivalent and its equivalent and Inward remittances towards other Trade Transactions	Date of receipt of complete set of documents for inward remittance application from the customer, subject to availability of the interbank market for obtaining exchange rates.	Within **two** **(2)** Business Day
Advance Payment against export	Date of receipt of complete set of documents for inward remittance application from the customer,	Within **two** **(2)** Business Day

Activity/Transaction	Start Point	Maximum TAT
	subject to availability of the interbank market for obtaining exchange rates.	
Export proceeds (where export documents are not already submitted to Bank)	The date of submission of Export documents at Bank's counter and disposal instructions, subject to availability of the interbank market for obtaining exchange rates.	Within **four** (4) Business Day
Export proceeds (where export documents are already submitted to Bank)	The date of receipt of disposal instructions, subject to availability of the interbank market for obtaining exchange rates.	Within **two** (2) Business Day
Liberalised Remittance Scheme (LRS), Outward remittances by NRI and other remittances towards Trade transactions	Date of receipt of complete set of documents for outward remittance application from the customer, subject to availability of the interbank market for obtaining exchange rates.	Within **two** (2) Business Day
Advance payment against import	Date of receipt of complete set of documents for outward remittance application from the customer, subject to availability of the interbank market for obtaining exchange rates.	Within **two** (2) Business Day
Payments against Import collection/ direct import bills/Merchanting Trade Transaction	Date of receipt of complete set of documents for import payment application from the customer, subject to availability of the interbank market for obtaining exchange rates.	Within **two** (2) Business Day

d. Transaction requiring enhanced due diligence

Certain transactions may require enhanced due diligence and may therefore involve extended processing timelines. An indicative list of such transactions is detailed below:

- Transactions involving high-risk countries/jurisdictions
- Large value remittances
- Complex transaction structures

- Transactions inconsistent with customer profile
- Transactions involving third-party funding arrangements
- Transactions requiring enhanced AML/CFT checks
- Transactions involving trusts, charities and non-profit organisations
- Transactions involving politically exposed persons (PEPs)
- Transactions flagged under sanctions/adverse media screening
- Advance import payment requiring Bank Guarantee/ SBLC waiver
- Any other transaction as may be decided by AD Bank.

In such cases, customers may be requested to submit additional documents/ information like source of funds proof, tax related documents, income proof or any other documents to the satisfaction of AD Bank.

14. Transaction Process Flow:

Step 1	**Submission of Request** The customer shall submit request/ application in prescribed format along with supporting document(s) and declaration(s) at branch/ alternative digital mode as made available by Bank.
Step 2	**Upon receipt of documents, Branch shall immediately affix time and date stamp on documents and verify:** • Account is KYC Compliant • AML/CFT checks • Purpose of transaction and Supporting documents thereof as per checklist • Availability of funds in operative account/ SB account • Conduct enhanced due diligence wherever appliable. • In case of capital account transaction, shall refer the same to DFB&IB (Nodal Office) for guidance/ approval. • Upload the request in FTI portal.
Step 3	**Trade Finance Processing Centre (TFPC) shall undertake** • FEMA/ RBI compliance • Purpose of transaction and supporting documents thereof • Sanction screening • TBML checks • Transaction processing and monitoring • Risk assessment • Co-ordinate with branch and Nodal Office for any assistance/ clarifications • Ensure all queries are raised in one single instance.

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Step-4	**Approval & Processing** Upon satisfactory verifications: • TFPC shall book the applicable exchange rate and report the transaction to Treasury • The transaction shall thereafter be processed by TFPC • Centralised Swift Back Office (CSBO) shall process the SWIFT message • SWIFT/ Advice shall be generated and share with customer and concerned branch through auto-mailer.
Step-5	**Reporting and Record Maintenance** • Physical documents shall be preserved by the B Category Branch, and digital documents/records shall be maintained by TFPC, in line with the Bank's extant Document Handling & Retention Policy. • R-returns & other reporting shall be done centrally by DFB & IB.

15. Service Charges

Service charges shall be levied by the Bank as per circular issued by DFB&IB from time to time, latest being IC 101357-2025 dated 11.12.2025. Customers shall not be charged for delays attributable to delay in regulatory or internal processing issues.

16. Correspondent Bank charges

Cross-border transactions may involve one or more intermediary/correspondent banks situated overseas, which may deduct applicable charges from the remittance proceeds. Accordingly, customers shall be advised that the final amount credited to the beneficiary may vary due to intermediary bank charges. Also, the Bank may recover the correspondent bank charges (actual) from the customer, if such charges are debited from our Nostro bank account.

Foreign exchange conversion rates are subject to market fluctuations and delays attributable to overseas correspondent banks or beneficiary banks may occur. However, in such cases, the Bank shall undertake necessary follow-up with the concerned bank(s) to ascertain the reason for delay and suitably advise the customer.

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17. Compensation

As per the extant Compensation policy of the Bank.

18. Feedback mechanism

The Bank may obtain customers feedback relating to service quality, transparency of charges, ease of documentation, timeliness of transaction processing, customer support experience etc. through any branch feedback registers, digital forms, E-mail/ SMS survey, customer interaction programs or any other mode displayed in our corporate website.

19. Customer Grievances & Escalation

Customers may register their complaints/ grievances through the various platforms including the following:

a. **Call Centre:** The bank's 24X7 Call Centre, available in 14 languages, is the primary channel for handling customer complaints, queries, and service requests. Customers can lodge their complaints by contacting the call centre through following toll-free numbers:

All-India Toll-Free Number:	1800 2333/ 1800 2222 44/ 1800 208 2244/ 1800 425 1515/ 1800 425 3555
Dedicated Helpline for Reporting Fraud/ Disputed Transactions	1800 2222 43
Dedicated Helpline for Premium Account	1800 425 2407
Call Back Facility for NRI Customers	+91 8484848458
Charged Numbers	080-61817110
Dedicated Number for NRI	+91 8061817110

b. **Bank's Website:** Complaints can be lodged online via the Online Grievance Portal: https://service.unionbankportal.bank.in/portal/en/signin

c. **Physical submission at Branches/ Offices:** Complaints may be submitted in writing through letters/forms or via email at any branch, office, or department of the bank, with an acknowledgment provided upon submission.

d. **Email:** Complaints/Feedback can also be sent to the following email addresses: customercare@unionbankofindia.bank.in

e. **Social Media:** Complaints/Feedback can be submitted via the bank's official social media channels.

- **Twitter Handle- @UnionBankTweets**
- **LinkedIn- @Unionbankofindia**
- **Facebook Handle- @Unionbankofindia**
- **Instagram Handle- @unionbankinsta**

f. **Mobile Banking Application:** Customers can file complaints through the bank's mobile app UNION EASE by logging in with a 4-digit PIN. To register a complaint the following path may be used:

Login to mobile application using 4-digit pin >> Home Screen >> Search Grievance Redressal>> Grievance Redressal-Lodge/ track Grievances

g. **WhatsApp Banking:** Complaints can also be lodged through WhatsApp banking by logging in with an MPIN and following this path:

WhatsApp Banking: UVConnect >> Login with MPIN >> Authenticate MPIN >> Main Menu >>Other Services>> More Services>>More Services>> Grievances Redressal

h. **Principal Nodal Officer/Chief Grievance Officer:** An officer not below the rank of General Manager is designated as the Principal Nodal Officer of the bank under the Banking Ombudsman Scheme, whose name and address is also shared with CGM, CEPD, RBI. For direct escalation, complaints can be sent to the Principal Nodal Officer (Chief Grievance Redressal Officer) at the following address:

The Principal Nodal Officer/Chief Grievances Redressal Officer
Union Bank of India, Customer Service Excellence Cell,
Operations Department, Central Office,
"The Arcade", Tower 4, Second Floor World Trade Centre, Cuffe Parade
Mumbai - 400 005
Email ID- pno@unionbankofindia.bank.in
Contact No-022-46667534

i. **Government & Regulatory Portals:** Customers can file complaints through government and regulatory portals such as RBI Ombudsman, CPGRAM (Centralized Public Grievance Redress and Monitoring System), INGRAM (**Integrated** Grievance Redress Mechanism).

j. **Complaint Handling / Grievance Redressal Mechanism & Escalation**

Complaints / Grievances & Escalation shall be handled as per the extant Grievance Redressal Policy of the Bank.

20. Internal Controls, Review Mechanism & Staff Training

The Bank has established appropriate internal controls and review mechanisms to ensure strict compliance with applicable regulatory requirements, internal policies, and customer service standards.

The internal control framework, inter alia, includes audits, compliance testing, customer service reviews, policy reviews, staff training and capacity building initiatives, and various reporting and monitoring mechanisms.

The Bank shall endeavour to continuously strengthen and improve its internal control and review mechanisms in line with evolving regulatory requirements, operational needs, technological developments, and customer expectations.

21. Disclaimer

This framework provides indicative documentation requirements, operational guidelines, and customer service standards relating to commonly undertaken cross-border transactions.

Documentation requirements may vary depending upon the nature of transaction, applicable regulatory guidelines issued from time to time, risk assessment, the Bank's internal policies, and country-specific requirements.

Accordingly, Branches/Offices may seek additional documents, declarations, clarifications, or information wherever considered necessary for regulatory compliance, due diligence, or risk management purposes.

Processing timelines may be impacted due to factors including, but not limited to, regulatory restrictions, delays attributable to correspondent or beneficiary banks, network/ SWIFT related issues, currency market disruptions, natural calamities, public holidays in remitting or beneficiary countries, or any other circumstances beyond the control of the Bank.

The Bank shall endeavour to obtain the required information, documents, and clarifications from customers and process eligible transactions at the earliest possible time, subject to compliance with applicable regulatory and internal guidelines.

यूनियन बैंक ऑफ इंडिया
अं.वि.का. एवं अं.बै.प्र. कें.का.
DFB & IBD C.O.
UNION BANK OF INDIA

The Bank reserves the right to:

- Decline any transaction with proper justification.
- Seek additional clarification, information, declarations, or supporting documents wherever required under regulatory/ statutory guidelines or internal policies; and
- Hold processing of transactions pending submission of requisite information or completion of regulatory/ internal compliance requirements.

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