KEB HANA BANK INDIA

CROSS-BORDER REMITTANCE TRANSACTION PROCESSING AND DOCUMENTATION POLICY

Trade Finance / Operations

Document Control	Details
Business Function	Trade Finance, Operations and Treasury
Applicable Entity	KEB Hana Bank India
Version	1.0
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Review Frequency	At least annually and upon material regulatory/process change
Classification	Internal Use Only
Approving Authority	As per Bank's Delegation of Authority

This document establishes the minimum standards for processing cross-border remittance transactions and the supporting documentation to be obtained from customers.

1. PURPOSE

This Policy establishes the framework to be followed by KEB Hana Bank India (the “Bank”) for receiving, reviewing, approving, processing and reporting cross-border remittance transactions. The objective is to ensure that transactions are processed consistently, are supported by appropriate documentation, and comply with applicable FEMA, RBI directions/circulars, AML/KYC, sanctions and other legal and regulatory requirements.

2. POLICY OBJECTIVES

- Ensure that the Bank satisfies itself regarding the bona fides and regulatory permissibility of cross-border transactions before processing.
- Define minimum documentation and information requirements for inward and outward remittances and trade-related payments.
- Ensure appropriate purpose-code identification and regulatory reporting.
- Establish a consistent escalation and approval framework for exceptions and higher-risk transactions.
- Promote transparent and consistent customer communication regarding documentation requirements.
- Maintain appropriate records and an audit trail for transactions and approvals.

3. SCOPE AND APPLICABILITY

This Policy applies to all branches, departments and processing units of KEB Hana Bank India involved in cross-border remittance transactions, including Trade Finance, Operations, Treasury and relevant customer-facing functions.

- Inward remittances;
- Outward remittances – current account and capital account;
- Advance import remittances;
- Open-account import payments;
- Merchanting Trade Transactions (MTT);
- Trade-related payments and receipts;
- Capital account transactions and other foreign exchange transactions; and
- Other cross-border transactions routed through the Bank where FEMA/RBI requirements apply.

Where a product-specific SOP or regulatory instruction prescribes additional requirements, such requirements shall be followed. In case of conflict, applicable law and regulatory instructions shall prevail over this Policy.

4. DEFINITIONS

Term	Definition

AD Bank	Authorised Dealer bank authorised under FEMA to deal in foreign exchange transactions.
Cross-Border Remittance	A transfer of funds between a person resident in India and a person resident outside India, including related trade and capital transactions.
Purpose Code	RBI-prescribed classification identifying the underlying purpose/nature of a foreign exchange transaction.
Advance Import Remittance	Payment made to an overseas supplier before receipt of goods/services, subject to applicable FEMA/RBI conditions.
MTT	Merchanting Trade Transaction involving an export leg and an import leg handled in accordance with applicable RBI/FEMA requirements.
Exception	A transaction or documentation scenario falling outside the standard process or minimum requirements and requiring escalation/approval.
Supporting Documents	Invoices, agreements, declarations, forms, shipping documents, licences, certificates and other evidence required to establish the nature and bona fides of a transaction.

5. GOVERNANCE AND GENERAL PRINCIPLES

The Bank shall process cross-border transactions only after completing the checks applicable to the nature of the transaction. Documentation shall be assessed for completeness, consistency and relevance to the underlying transaction.

The Bank may request additional documents or information where necessary.

1. The actual underlying transaction shall determine the applicable purpose code; the narrative in an incoming SWIFT message alone shall not determine classification.
2. Transactions involving prohibited/restricted activities, unusual structures, third-party payments or regulatory uncertainty shall be escalated.
3. Customer declarations and forms shall be duly completed and authenticated as applicable.
4. The Bank shall undertake KYC/AML/sanctions screening in accordance with applicable Bank policies.
5. The Bank shall ensure applicable reporting, reconciliation and record-retention requirements are met.
6. No employee shall override a mandatory regulatory requirement through an internal approval.

6. ROLES AND RESPONSIBILITIES

Function	Key Responsibilities
Operations / Trade Finance	Collect and verify documents; process transactions; identify purpose code; perform FEMA/RBI checks; ensure reporting; maintain records; escalate exceptions.
Treasury	Process applicable capital/current account remittances within delegated authority; verify required forms and supporting documents; coordinate with Operations/Trade Finance.

Relationship Manager	Coordinate with customer; obtain required documents; clarify commercial rationale; support resolution of discrepancies.
Product / Trade Finance Manager	Provide product/process guidance; approve permitted non-material process exceptions within delegated authority; monitor adherence to SOP.
Compliance / AML	Provide regulatory and AML/KYC/sanctions guidance; review escalated/high-risk cases; advise on regulatory exceptions.
Branch / Business Head	Ensure implementation of the Policy and appropriate escalation within delegated authority.
Regulatory Reporting Team	Complete relevant RBI reporting/returns and reconciliation within prescribed timelines, where responsibility is assigned to the function.

7. CUSTOMER GRIEVANCE REDRESSAL POLCIY

CUSTOMER GRIEVANCE REDRESSAL POLICY

Hana Bank

Complaints / Grievance Matrix

Level 1 Complaint Handling Officer	• **Mr. Mayank Sharma** KEB Hana Bank, 4th Floor, Building 11, The Oberoi Corporate Tower, DLF Cyber City, Gurugram, Haryana, 122002 mayank.sharma@hanafn.com 0124-4168230 / 8871137290
	If not satisfied with the response from Level 1 or if no response is received within 10 days.
Level 2 Principal Nodal Officer (PNO)	• **Mr. Won Kyu Choi** KEB Hana Bank, 4th Floor, Building 11, The Oberoi Corporate Tower, DLF Cyber City, Gurugram, Haryana, 122002 wonkyuchoi@hanafn.com 0124-4168230 / 8130901443
	If not satisfied with the response from Level 2 or if no response is received within 10 days.
Level 3 Internal Ombudsman	• **Mr. Subash Chandran** KEB Hana Bank, 4th Floor, Building 11, The Oberoi Corporate Tower, DLF Cyber City, Gurugram, Haryana, 122002 subash.chandran@hanafn.com 0124-4168230 / 9940438266
	If not satisfied with the response from Level 3 or if no response is received within 10 days.
Level 4 Reserve Bank of India — RB-IOS, 2026	• **Centralised Receipt and Processing Centre (CRPC), Reserve Bank of India** Central Vista, Sector 17, Chandigarh — 160 017 Online: https://cms.rbi.org.in | Email: crpc@rbi.org.in Toll-Free 14448 — Monday to Saturday, 24×7 (except National Holidays)

Under the Reserve Bank — Integrated Ombudsman Scheme, 2026, complaints to RBI are filed through the centralised channels above; jurisdiction-specific Banking Ombudsman offices are no longer applicable.

8. CUSTOMER COMMUNICATION

The Bank shall communicate the documents and information required for processing in a clear and consistent manner. Where documents are incomplete, the customer shall be informed of the specific deficiency. Processing timelines shall be considered only after receipt of complete and satisfactory documents.

- Additional information may be requested where required for FEMA/RBI, AML/KYC, sanctions or transaction due diligence.
- Customer-provided information shall be retained as part of the transaction record.
- Where an RBI approval or other external approval is required, the transaction shall be processed only in accordance with the applicable approval.

9. PROCESS FLOW – HIGH LEVEL

1. Receipt of customer request / inward remittance information.
2. Identify transaction type, resident status of parties and underlying purpose.
3. Obtain prescribed documents and customer declarations.
4. Conduct document completeness and consistency review.
5. Perform FEMA/RBI, KYC/AML and sanctions checks as applicable.
6. Determine purpose code and applicable reporting requirements.
7. Process routine transactions or escalate exceptions for approval.
8. Effect transaction subject to satisfactory checks and authorised instructions.
9. Complete applicable RBI/system reporting and reconciliation.
10. Archive documents and approval trail.

10. INWARD REMITTANCES

1. Upon receipt of an inward remittance, the Bank shall contact the customer or obtain appropriate disposal instructions to establish the purpose of the funds and the applicable account credit/disposal treatment.
2. Obtain disposal/credit instruction and applicable purpose code.
3. Obtain supporting documentation appropriate to the purpose of remittance.
4. Review the underlying transaction and confirm consistency with the remittance.
5. Complete applicable KYC/AML/sanctions checks.
6. Credit/dispose the funds only after satisfactory completion of applicable checks.
7. Complete relevant reporting and maintain the transaction record.

11. OUTWARD REMITTANCES – CURRENT / CAPITAL ACCOUNT

1. Duly authenticated debit authority from the customer;
2. Invoice / agreement / purchase order or other evidence of the underlying transaction;
3. Form A2, wherever applicable;
4. Form 145/146 or other prescribed forms, wherever applicable;
5. Delay payment declaration where applicable;
6. Purpose-specific supporting documentation;
7. KYC/ownership/beneficial ownership documents for applicable capital account transactions;
8. RBI approval or other permission where required.

8. The processing unit shall establish that the remittance is permissible under FEMA and applicable RBI instructions before effecting the payment.

11. IMPORT PAYMENTS – ADVANCE REMITTANCES

1. Advance Remittance Request Letter duly signed by authorised signatory;
2. Proforma Invoice / Purchase Order / Sales Contract containing payment terms;
3. Original BG or SBLC, wherever required by applicable regulations/Bank policy;
4. Request for BG/SBLC waiver, where applicable;
5. Import licence details for restricted goods, where applicable;
6. Supplier KYC / beneficiary-bank information, where required;
7. Additional supporting documents based on the nature and value of the transaction.
8. Where the Bank's internal policy prescribes a waiver threshold or approval requirement for BG/SBLC, the prescribed approval shall be obtained before processing.
9. Where a second or subsequent advance is proposed before receipt of shipment against the earlier advance, additional evidence regarding the supplier and earlier transaction may be obtained in accordance with the Bank's prevailing policy.

12. IMPORT PAYMENTS – OPEN ACCOUNT

1. Request letter for direct remittance duly signed by authorised signatory;
2. Commercial invoice issued by supplier;
3. Bill of Entry (EDI / Non-EDI / Courier), as applicable;
4. High Seas Sale Agreement, if applicable;
5. Import licence for restricted goods, where applicable;
6. Delay Payment Declaration for delayed payments;
7. Supplier confirmation where required for long-outstanding payments;
8. Form 145/146 and CA certificate/customer declaration for non-physical imports, wherever applicable;
9. Tripartite Agreement for third-party remittance, where applicable.

13. MERCHANTING TRADE TRANSACTIONS (MTT)

Merchanting Trade Transactions shall be processed in accordance with the prevailing RBI/FEMA framework. The Bank shall maintain adequate documentation for both the export and import legs and ensure that the transaction structure satisfies applicable conditions.

13.1 Export Leg

- Customer request letter and declarations duly signed by authorised signatories;
- Export invoice raised on the overseas buyer;
- Signed Bill of Lading / Airway Bill evidencing shipment, where applicable;
- MTT margin / working file duly authorised;
- Other documents required under applicable RBI/FEMA instructions.

13.2 Import Leg

- Debit authority and declarations duly signed by authorised signatories;
- Import invoice raised by seller;
- Signed Bill of Lading / Airway Bill evidencing shipment, where applicable;
- MTT margin / working file duly authorised;
- Form A2, wherever applicable;
- Form 145/146, wherever applicable;
- Other documents required under applicable RBI/FEMA instructions.

14. DOCUMENT VERIFICATION STANDARDS

1. Name of remitter/applicant and beneficiary should be consistent with the underlying documents unless a permissible third-party arrangement is established.
2. Amount and currency should be consistent with the underlying transaction and payment terms.
3. Invoice, agreement, purchase order and shipping documents should be consistent where applicable.
4. Goods/services and purpose should be identifiable and consistent with the declared purpose code.
5. Dates and payment terms should be checked, particularly for delayed payments.
6. Any discrepancy, unexplained amendment, unusual routing or third-party payment shall be escalated.
7. Documents shall be legible, complete and appropriately authenticated where required.

Purpose code group wise additional documents are as under -

Sl.No.	Purpose Code Group Name	Documents required *
1	Capital Account (Purchase of intangible assets/ Guarantee payment and other capital transactions)	Supporting underlying document such as Agreement, Valuation report, other document(s), etc (as applicable)
2	Foreign Portfolio Investment	Documentary evidence confirming the investment being foreign portfolio investment
3	External Commercial Borrowings	Agreement
		Form ECB
		Copy of LRN
		Other underlying documents as applicable

Sl.No.	Purpose Code Group Name	Documents required *
4	Short term credits (Repayment of Buyer's credit)	Underlying details of trade credit/SBLC and copy of BG/SBLC for trade credit/ buyer’s credit payment
		Disbursement advice or demand swift message from foreign bank

5	Banking Capital (Repatriation of NR deposits, exchange of currency etc.)	Documents supporting the underlying transaction
6	Financial Derivatives and Others (Payment for Derivatives/ESOP/ ADR/GDRs)	Documents supporting the underlying transaction
7	External Assistance (loans/repayment between Indian and Foreign Govt)	Agreement or Contract
		Repayment schedule/ Debit note
8	Imports (Payment against purchase of goods)	Proforma Invoice (In case of Advance import)/ Commercial Invoice
		Transport Document (BL/AWB/LR)
		Bill of Entry (If goods have been cleared from customs)
		Agreement or Contract (if applicable)
9	Transport (Payment against freight/shipping/airline/postal charges, etc)	Invoice/ Debit Note/ Agreement/ Underlying documents
		Copy of Transport Document
10	Travel (Payments for business/education/medical/misc. travel purpose)	Invoice/ Debit Note/ Agreement/ Underlying documents
		Underlying evidence relating to purpose of travel such as Copy of Passport with appropriate valid visa, List of travellers, PAN no for LRS transactions, etc
11	Construction Services (Payments for project within/outside India)	Invoice/ Debit Note
		Agreement or Contract
		Project export approval
		Trade bill/transport document
12	Insurance and Pension Services (Payments for claim/premium for life/general insurance)	Invoice/ Demand Note
		Copy of Insurance Policy
13	Financial Services (Bank/ Auxiliary charges)	Debit note/invoice/Copy of any other documents evidencing underlying principal transaction
14	Telecommunication, Computer & Information Services	Invoice/ Debit Note
		Agreement or Contract, CA/SA certificate (if applicable)

Sl.No.	Purpose Code Group Name	Documents required *
15	Charges for the use of intellectual property not included elsewhere	Proforma/Commercial invoice
		Agreement or Contract
		Documents related to valuation of services (if applicable)
16	Other Business Services (Consultancy/ legal/ engineering/ architectural / accounting/ technical/ other misc. services)	Invoice/ Debit Note
		Agreement/ Contract/ Engagement Letter/ Appointment Letter (if applicable)
17	Personal, Cultural & Recreational services	Invoice/ Debit Note
		Agreement or Contract (if applicable)
18	Govt. not included elsewhere (Indian / Foreign embassies)	Applicable only for Govt of India/ Indian embassies/ consulates/ foreign embassy/consulate/diplomatic missions
19	Secondary Income (Personal gifts/ Donation/ Family Maintenance, etc)	Any underlying evidence relating to purpose of the payment
20	Primary Income (Salary/ dividends/ interest/repatriation of profits, etc)	RBI approval (if applicable)/ Other document(s) supporting the underlying transaction
21	Others (reversal/ refunds and deemed imports)	Underlying documents to verify the reason for remittance
22	Maintenance and repair services	Invoice/bill of overseas seller/service provider
		Agreement or Contract
		Proof that ships/vessel/boat/asset or self-propelled vehicle is of Indian ownership.
23	Manufacturing services (goods for processing)	Agreement or Contract
		Proforma Invoice/Commercial Invoice

*Additional documents may be required depending on the nature of transaction and for due diligence by the bank

15. DOCUMENTATION MATRIX

Transaction Type	Minimum Documentation	Additional / Conditional Documentation
Inward Remittance	Disposal instruction; purpose code; customer declaration	Invoice/agreement; investment documents; other purpose-specific evidence
Outward Current Account	Debit authority; invoice/agreement; Form A2 where applicable	Form 145/146; delay declaration; purpose-specific documents
Outward Capital Account	Debit authority; Form A2 where applicable; underlying agreement	KYC/UBO; valuation/certificates; RBI approval where applicable

Advance Import	Advance request; proforma invoice/PO/contract	BG/SBLC or approved waiver; import licence; supplier KYC
Open Account Import	Request letter; commercial invoice; BOE	HSS agreement; delay declaration; Form 145/146; tripartite agreement
MTT Export Leg	Request/declaration; export invoice; BL/AWB	MTT working file; other RBI-prescribed documents
MTT Import Leg	Debit authority/declaration; import invoice; BL/AWB	MTT working file; Form A2; Form 145/146
Third-Party Payment	Standard underlying documents	Tripartite agreement and additional due diligence
Restricted Goods	Standard underlying documents	Valid import/export licence/authorisation

16. PROCESSING TIMELINES / SERVICE LEVELS

The Bank shall endeavour to process customer requests within the indicative turnaround times (TAT) set out below, subject to receipt of complete and satisfactory documents, applicable regulatory/compliance checks, availability of funds, system availability and the applicable currency/payment cut-off time.

16.1 Treasury – Import / Export of Services

Transaction Type	Processing TAT*	Remarks
Payment – invoice count ≤ 5	Same day if received by 1:00 PM	Subject to complete and clean document submission, satisfactory review and payment within the applicable currency cut-off.
Payment – invoice count > 5 and ≤ 25 invoices	T+1	Subject to complete and clean document submission, satisfactory review and payment within the applicable currency cut-off.
Payment – invoice count > 25 invoices	T+2	Subject to complete and clean document submission, satisfactory review and payment within the applicable currency cut-off.

16.2 Trade – Import / Export of Goods

Transaction Type	Processing TAT*	Remarks
Import Payment – invoice count ≤ 5	Same day if received by 1:00 PM	Document submission and payment are subject to applicable compliance checks and currency/payment cut-off.
Import Payment – invoice count > 5 and ≤ 25 invoices	T+1	Document submission and payment are subject to applicable compliance checks and currency/payment cut-off.
Import Payment – invoice count > 25 invoices	T+2	Document submission and payment are subject to applicable compliance checks and currency/payment cut-off.
Export Realisation / Export Proceeds Disposal	Same day if received by 1:00 PM	Subject to applicable compliance checks, complete

		documentation/instructions and currency/payment cut-off.

16.3 General Conditions Applicable to TAT

1. T = date of receipt of complete and acceptable documents/instructions by the Bank.
2. T+1 and T+2 mean the first and second subsequent business days respectively.
3. Business day means a day on which the Bank is open for banking business in India, excluding applicable Bank holidays and days on which the relevant foreign exchange market/payment system is closed.
4. The above TAT applies only to routine transactions where documents and instructions are complete, legible, duly authorised and acceptable to the Bank.
5. Where additional documents, clarifications, enhanced due diligence, sanctions/AML screening, regulatory approval, RBI/FEMA clarification, correspondent-bank confirmation or other exception handling is required, the transaction may require additional time.
6. Requests received after the stated cut-off time may be treated as received on the next business day.
7. The applicable currency cut-off, payment-system cut-off and Bank operating cut-off shall prevail where they are earlier than the indicative TAT.
8. The TAT is a service standard and shall not be interpreted as an obligation to process a transaction where regulatory, compliance, documentation or credit requirements remain outstanding.

**Processing timelines are indicative service levels and are subject to the conditions stated above and to the Bank's prevailing operating instructions.*

17A. FEES AND CHARGES FOR BUSINESS / TRADE SERVICES

Charges applicable to cross-border remittances, import/export transactions, trade finance services and related processing shall be levied in accordance with the Bank's prevailing Schedule of Charges (SOC), as amended from time to time. The prevailing SOC shall be the controlling document for the actual amount of charges.

- The customer shall be informed of applicable Bank charges before processing, wherever practicable and in accordance with the applicable customer communication process.
- Charges may include transaction processing charges, SWIFT/message charges, amendment/cancellation charges, document handling charges, courier/postage charges, correspondent/other bank charges and other applicable service charges.
- GST, statutory levies and other applicable taxes shall be recovered in addition to Bank service charges, wherever applicable.
- Correspondent bank, beneficiary bank or other third-party charges may be recovered from the customer in accordance with the agreed charge arrangement and transaction instructions.
- Any waiver or reduction of charges shall require approval in accordance with the Bank's prevailing delegation/charge-waiver authority.

- Where a transaction requires exception handling, enhanced due diligence or regulatory approval, no fixed processing commitment shall be given until the required review is completed.

17A.1 SERVICE LEVELS AND PROCESSING TIMELINES

The following are standard internal service-level targets for routine transactions received with complete and satisfactory documentation. These are indicative targets and do not override regulatory timelines, transaction cut-off times, correspondent-bank requirements, system availability or the need for additional due diligence.

Transaction / Request	Target Processing Time*
Routine inward remittance – disposal/credit	Same business day / within 1 business day after complete instructions and satisfactory checks
Routine outward remittance – current account	Within 1 business day after complete documents, approvals and funds, subject to cut-off
Routine outward remittance – capital account	Within 1–2 business days after complete documents and required approvals
Advance import remittance	Within 1 business day after complete documents, required BG/SBLC or approved waiver, and satisfactory checks
Open-account import payment	Within 1 business day after complete documents and satisfactory checks
Merchanting Trade Transaction – export/import leg	Within 1–2 business days after complete documentation and satisfactory review
SWIFT / payment amendment or repair	Normally within 1 business day after complete and accurate amendment instruction
Exception / enhanced due diligence case	Case-by-case; timeline to be communicated after review
Transaction requiring RBI / regulatory approval	Subject to regulatory approval timeline; no fixed customer processing commitment

*Business day excludes Bank holidays and is subject to applicable transaction cut-off times. Requests received after the relevant cut-off may be treated as received on the next business day.

18. APPROVAL MATRIX

The following matrix provides the minimum internal approval framework. The Bank's prevailing Delegation of Authority shall take precedence where it prescribes a higher or different approval level.

Scenario	Primary Approving Authority	Escalation / Remarks

Routine clean processing with complete documents	Operations / Trade Finance	Process within delegated authority.
Non-material documentation/process exception	Product Manager / Designated Trade Finance Authority	Document rationale and approval.
Payment date to invoice date within permitted routine period	Operations	Subject to FEMA/RBI and Bank policy.
Payment delayed beyond standard period	Operations + RM / designated authority	Obtain delay declaration and supporting evidence as applicable.
Third-party payment / unusual routing	Product/Trade Finance + Compliance as applicable	Enhanced due diligence required.
Transaction involving regulatory uncertainty	Compliance / Regulatory Authority	Do not process until guidance/approval.
RBI approval / specific permission required	Designated Regulatory Authority	Process only after required approval.
High-value/material exception	As per Delegation of Authority	Escalate to higher authority where threshold is exceeded.
AML/KYC/Sanctions alert or concern	Compliance / AML	Transaction to be held/reviewed as required.

19. EXCEPTION MANAGEMENT

Exceptions shall be identified, documented and approved before processing unless the applicable regulation or Bank policy expressly permits otherwise.

- Missing mandatory document;
- Material mismatch in names, amount, currency, invoice or payment terms;
- Third-party payment or receipt without established permissible basis;
- Payment outside prescribed timelines;
- Restricted goods/services or restricted jurisdictions;
- Transactions requiring RBI or other governmental approval;
- Unusual guarantee/SBLC or financing structures;
- Any transaction where the purpose or FEMA permissibility is unclear.

Approval of an internal exception does not constitute regulatory approval. Where a statutory/RBI approval is required, such approval must be obtained separately.

20. PURPOSE CODE AND REPORTING CONTROL

Purpose code shall be selected based on the actual underlying transaction. Processing staff shall review the transaction documents and not rely solely on the narrative in a SWIFT message. Applicable RBI reporting shall be completed within prescribed timelines.

- Purpose code changes identified after processing shall be corrected through the applicable reporting/reconciliation process.
- Reporting records shall be retained with the transaction evidence.
- Periodic reconciliation shall be performed in accordance with applicable system and regulatory requirements.

21. RECORD RETENTION AND AUDIT TRAIL

The Bank shall maintain sufficient records to demonstrate the basis on which each cross-border transaction was processed. The record should contain the customer instruction, supporting documents, approvals, relevant regulatory checks, reporting evidence and material correspondence.

- Records shall be maintained in accordance with applicable legal, regulatory and Bank record-retention requirements.
- Electronic records shall be accessible for audit, inspection and regulatory review.
- Exception approvals shall be retained with the transaction record.
- Any post-processing correction shall retain an audit trail of the original and corrected information.

21. 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.

22. 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.

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.