पंजाबएण्डसिंधबैंक
(भारतसरकारकाउपक्रम)
प्र. कार्या. विदेशीमुद्राविभाग,
21, राजेंद्रप्लेस,
नईदिल्ली, 110008
Email:
ho.fex@psb.bank.in

पंजाब एण्ड सिंध बैंक
(भारत सरकार का उपक्रम)
जहाँ सेवा ही जीवन - ध्येय है

Punjab & Sind Bank
(A Govt. Of India Undertaking)
H.O. Foreign Exchange Dept.,
21, Rajendra Place,
New Delhi. 110008
Email: ho.fex@psb.bank.in

Annexure I - Framework for Cross-Border Transactions

1.Introduction

Reserve Bank of India, through its directive issued through FEDAI vide Ref. No. 138/F 207/2026 dated 29 April 2026, has emphasized the need for greater transparency, efficiency and customer-centric service in the handling of cross-border remittance transactions by Authorised Dealers. Accordingly, this framework has been put in place by Punjab & Sind Bank ("the Bank") to ensure consistent, fair and timely processing of cross-border transactions while maintaining compliance with applicable regulatory requirements.

The Framework lays down broad requirements relating to documentation, transaction processing, applicable charges, turnaround time, regulatory checks, escalation and customer grievance redressal. It covers foreign inward and outward remittances, including trade and non-trade transactions, and seeks to ensure that transactions are processed only after appropriate verification of the underlying purpose, supporting documents and applicable FEMA/KYC/AML requirements.

This framework shall be read in conjunction with the Foreign Exchange Management Act, 1999 (FEMA) and all applicable rules, regulations, directions, notifications and circulars issued by RBI, FEDAI and other competent regulatory authorities, as amended from time to time. It shall also be read with the Bank's internal policies, SOPs and operating guidelines applicable to cross-border foreign exchange transactions.

2. Role of Bank as Authorised Dealer (AD) The Bank acts as an Authorised Dealer Category-I (AD-I) licensed by RBI and is facilitator for:

• Processing cross-border remittances
• Ensuring compliance with FEMA and RBI guidelines
• Conducting due diligence on the transaction
• Monitoring and reporting foreign exchange transactions
• Ensuring Compliance with the AML/CFT norms

The following cross-border transactions are handled by Punjab & Sind Bank:

- Foreign Inward Remittance
- Foreign Outward Remittance

3.Foreign Inward Remittance

Foreign inward remittance refers to the transfer of money from a foreign country to a recipient in India. The remittances received by the Bank are typically for its corporate and retail clients from overseas counterparties through their banks with the specific remittance purpose. Such remittances are broadly categorized into Trade Remittances and Non-Trade Remittances. These remittances are facilitated through banking channels and governed by the Reserve Bank of India (RBI) to ensure compliance with foreign exchange regulations.

3.1 Process of Foreign Inward Remittance

1. **Initiation by the Sender**: The foreign party (sender) transfers funds through their bank to the beneficiary through their intermediary/correspondent bank vide authenticated SWIFT payment.

2. **Client Intimation:** The Bank informs the beneficiary about the inward remittance and seeks the purpose of remittance and disposal instructions.

3. **Submission of Client's Letter and Instructions:** Upon receipt of the customer's request letter stating the purpose of the remittance and instructions, the Bank processes the request.

4. **Processing of Request:** Based on the disposal instructions received from the customer and subject to the Bank's satisfaction based on due diligence of the transaction, the Bank proceeds with handling the inward remittance in accordance with applicable regulations and the Bank's internal policies.

5. **Client Account Credit**: The funds are credited to the client's account after conversion, as applicable, in accordance with the customer's instructions/declaration. In case of clean remittances, such as remittances towards maintenance of close relatives, amount received from Google/Facebook towards advertising income, etc, where the amount is USD 1000 or equivalent, the bank may directly credit the remittance to the beneficiary's account without obtaining Annexure-B, subject to the condition that not more than one such remittance Is received/credited to the beneficiary in a week and applicable regulatory requirements are complied with.

6. **Notification and Access to Funds:** Once processed, the client is notified about the details of the credit in the account via SMS.

7. **Charges:** Standard charges for the various services offered by the Bank shall be as per the Bank's prevailing Schedule of Charges, as updated from time to time. https://punjabandsind.bank.in/content/ Inward Remittances

8. **Turnaround Time:** Provided all documents are submitted to the Bank's complete satisfaction, transactions shall be processed on the same day of receipt of the customer's complete instructions within Bank's prescribed market hours/ cut-off timings of 9.30 AM to 3.00 PM.

Punjab & Sind Bank
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प्र.का. विदेशी विनिमय विभाग
New Delhi

3.2 Document checklist for Processing Inward Remittances

The basic documents required for inward transactions include Invoice Copy, Agreement Copy, etc. for trade related transactions. However, depending upon the nature and purpose of the inward remittance, the Bank may seek additional supporting documents/information from the customer.

4.Foreign Outward Remittance

Foreign outward remittance is the transfer of funds in the form of foreign exchange by a person from India to a beneficiary outside India (except for Nepal and Bhutan) for any bonafide purpose permissible under the Foreign Exchange Management Act (FEMA), 1999. Upon receipt of a cross-border outward remittance request from a customer, the Bank conducts due diligence to verify compliance with FEMA, Anti-Money Laundering (AML) requirements and all applicable guidelines, directions and circulars issued by the regulator, as well as the Bank's internal policies, as updated from time to time.

Foreign outward remittances includes the following two types of payments:

- Trade Outward Remittance
- Non-Trade Outward Remittance

4.1 END-TO-END PROCESS

Stage	Activity
1. Receipt of request	Customer submits outward remittance request through the prescribed Bank channel / branch.
2. Document scrutiny	Authorised official examines documents against FEMA, RBI requirements and Bank guidelines.
3. Compliance review	KYC/AML/sanctions and other applicable regulatory checks are undertaken.
4.Purpose-code determination	Applicable purpose code is established based on the underlying transaction.
5. Rate confirmation	Where applicable, exchange rate is obtained from the Forex dealer and confirmed as per Bank process.
6. Processing	Transaction is entered and processed under maker-checker control.
7. SWIFT / payment release	Payment message is subjected to mandatory screening/authorization and transmitted to the correspondent bank.
8. Customer intimation	Customer is informed of the debit/payment and, where

	applicable, provided the SWIFT/payment copy.
9. Regulatory reporting	Transaction is reported through applicable regulatory systems such as IDPMS, FETERS, CIMS or other prescribed platforms.

4.2 . DOCUMENTATION REQUIREMENTS – LRS

For resident individuals undertaking permissible LRS transactions, the documents shall be obtained as applicable to the purpose of remittance. PAN shall be obtained as the basic document for LRS transactions.

Purpose	Indicative Documents
Education	Admission/offer letter; fee demand/invoice; passport/visa, where applicable; Form A-2; FEMA Declaration
Medical treatment	Hospital estimate/invoice; medical advice/estimate, where required; Form A-2; FEMA Declaration
Travel	Passport/visa/ticket/travel declaration, as applicable; Form A-2; FEMA Declaration
Gift	Gift declaration; relationship/details; beneficiary bank information; Form A-2; FEMA Declaration
Maintenance of relative	Declaration; relationship; beneficiary details; Form A-2; FEMA Declaration
Overseas securities	Broker/custodian statement; investment documents; Form A-2; FEMA Declaration
Overseas direct investment	Investment documents; valuation; source of funds; prescribed forms; Form A-2; FEMA Declaration
Property abroad	Purchase/sale agreement or supporting evidence; Form A-2; FEMA Declaration
IFSC financial product/service	Product/service agreement; beneficiary details; Form A-2; FEMA Declaration
Other permissible LRS	Purpose-specific supporting evidence; Form A-2; FEMA Declaration

4.3. DOCUMENTATION REQUIREMENTS – TRADE / BUSINESS REMITTANCES

Transaction	Indicative Documents
Import of goods	Invoice; purchase order/contract; shipping/import details; IEC, as applicable
Import advance	Perform invoice/contract; supplier bank

पंजाब एण्ड सिंध बैंक Punjab & Sind Bank राजेंद्र प्लेस, Rajendra Place, नई दिल्ली New Delhi HO Forex Deptt (H9007) प्र.का. विदेशी विनिमय विभाग (H9007)

	details
Import of services	Invoice; contract/Scope of Work; relevant evidence
Royalty / license	License/IP agreement; invoice
Software subscription	Invoice/subscription agreement
Consultancy	Agreement/Scope of Work; invoice
Advertisement	Invoice/order/agreement
Commission	Agency agreement; invoice; applicable declaration / shipping bill reference where relevant
Insurance	Policy/invoice/claim documents
Loan / interest	Loan agreement; repayment schedule
Dividend / investment income	Investment statement/advice
Overseas office expenses	Invoice/expense statement/authority

The above list is indicative and not exhaustive. The Bank may require additional documents based on the nature, value, purpose, customer profile, country involved and applicable regulatory requirements.

4.4. REMITTANCES BY NRIs / OCIs

For permitted outward remittances by NRIs/OCIs, the Bank shall obtain and verify documents appropriate to the nature of income/remittance, including, as applicable, lease/rent statements, dividend advice, pension statements, interest certificates, salary/employment evidence and other underlying supporting documents.

Repatriation and other remittances shall be subject to applicable FEMA/RBI requirements and the Bank's internal policies.

4.5. PURPOSE CODE AND REGULATORY REPORTING

The Bank shall classify each outward remittance under the appropriate purpose code/category based on the nature of the underlying transaction. Customers shall provide accurate and complete information regarding the purpose of the remittance to facilitate correct regulatory reporting.

Category	Purpose Code Examples	Illustrative Use
LRS – Current Account	S0305, S0304, S1302, S1301, S0306, S1102	Education, medical, gifts, family maintenance, travel
LRS – Capital Account	S0001, S0005, S0011	Overseas equity, overseas real estate, loans to non-

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		residents
Trade	S0101, S0102, S0802, S1006	Import advance, import settlement, software/consultancy

4.6 Process of Foreign Trade Outward Remittance (Direct Import)

In Direct Imports, the documents are directly dispatched by the seller to the buyer in India who then submits the same to the Bank for effecting payment. The facility is permitted subject to applicable RBI/FEMA provisions, including category-wise and value-based restrictions, wherever applicable.

1. Importer should have an Importer-Exporter Code (IEC) issued by DGFT, wherever applicable, and should be a customer of the Bank.

2. Authority letter/request from the importer client authorising debit of the account.

3. Relevant import documents as Bill of Entry details like number and date, Port Name and Port Code, Date etc. to report/match ORM in IDPMS.

and FEMA declaration duly completed and signed by the company for remittance connected with imports above the applicable regulatory threshold.

4. Original Exchange Control copy of the import licence, where the goods are in the restricted list for import, or a declaration that the goods can be freely imported giving the applicable Harmonized System (HS) classification.

5. Copy of Invoice, Bill of Lading/Airway Bill and applicable Bill of Entry for Home Consumption to be submitted for remittance, subject to RBI/FEMA requirements and applicable exceptions. In case of imports by courier, the Bank may accept a Bill of Entry/courier documentation as permitted under applicable regulations.

6. The Bank shall verify availability of sufficient balance in the Bill of Entry/related import documentation, wherever applicable. In case of discrepancy or insufficient balance, the same shall be referred to the customer for rectification.

7. The Bank shall process the outward remittance, if everything is in order, on the same day/requested day subject to cut-off timings, applicable regulatory requirements and internal processing controls.

8. Standard charges shall be as per the Bank's prevailing Schedule of Charges, as updated from time to time.

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विदेशी विनिमय विभाग (H9007)
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4.7 Documents Required for Trade Outward Remittance (Direct Import Bill) under Form A1

- Request letter from client authorising debit of the Current Account and making payment (on company letterhead).
- Import Invoice copy.
- Bill of Lading/Airway Bill copy, as applicable.
- Bill of Entry copy, as applicable.
- Form A1, wherever applicable.
- FEMA declaration.

4.8 Documents Required for Non-Trade Outward Remittance under Form A2

- Request letter from client authorising debit of the Current Account and making payment (on company letterhead).
- Form A2
- Underlying documents such as Invoice copy, Agreement copy, etc., depending on the type of remittance.
- Form 145/146, wherever applicable, as required under the Income-tax Act and prevailing tax requirements.
- FEMA declaration.

The Bank's handling of retail LRS transactions, if any, shall be governed by the Bank's separate policy/SOP and applicable RBI directions.

5.Approval of Transactions

The Bank shall perform relevant due diligence checks in accordance with the applicable SOPs and confirm whether the documents submitted comply with applicable regulations, directions and this policy. Every transaction shall be examined by the official in branch and centralized trade finance cell(CITF cell) to ensure adequate due diligence and maker-checker control.

6.Schedule of Charges for Inward and Outward Remittances

The specific charges applicable to the Bank shall be as per the Bank's prevailing Schedule of Charges approved by the competent authority and available through the Bank's official channels.

Website: https://punjabandsind.bank.in/content/Miscellaneous Charges

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7. **Grievances Management**

Bank understands complaints are an opportunity for us to learn from our mistakes. We deal with all complaints fairly, with integrity, and with rigorous standards and timescales. Customer complaints are part of the business life in any corporate entity.

As a service organization, customer service and customer satisfaction are our prime focus. We believe that providing prompt and efficient service is essential not only to attract new customers, but also to retain existing ones.

Our Bank has come up with a lot of initiatives that are oriented to providing a better customer service and a better complaints redressal. You may refer our Customer Grievance Redressal Policy for details by clicking on the below link. https://punjabandsind.bank.in/content/recomp