Policy with Standard Operating Procedure for Handling Transactions related to Export and Import of Goods and Services as well as Merchanting Trade Transaction (MTT)

Emirates NBD Bank, India and its branches

September 2026

Version 1.0

Emirates NBD

Emirates NBD

TABLE OF CONTENTS

1. INTRODUCTION ..... 3.
2. PURPOSE AND REGULATORY BASIS ..... 3.
3. SCOPE ..... 4.
4. POLICY PRINCIPLES ..... 4.
5. GOVERNANCE AND RESPONSIBILITIES ..... 4.
6. CUSTOMER AND TRANSACTION DUE DILIGENCE ..... 6.
7. EXPORTS ..... 7.
8. EXPORT DECLARATION FORM (EDF) AND EDPMS PROCEDURES ..... 15.
9. EXPORT REALISATION AND REPATRIATION ..... 16.
10. REDUCTION/UNDER REALISATION/NON-REALISATION ..... 17.
11. SET OFF EXPORT RECEIVABLES AGAINST IMPORT PAYABLE ..... 17.
12. OVER REALISATION ..... 17.
13. ADVANCE AGAINST EXPORTS ..... 18.
14. EXPORT FACTORING ..... 18.
15. THIRD PARTY PAYMENT RECEIPT FOR EXPORTS ..... 19.
16. TIMELINE FOR SUBMISSION OF EXPORT DOCUMENTS ..... 19.
17. IMPORTS ..... 20.
18. IMPORT PAYMENT AND EXTENSION OF TIME ..... 27.
19. ADVANCE IMPORT PAYMENT AND NON-MATERIALIZATION ..... 27.
20. TRADE CREDIT AND IMPORT LETTER OF CREDIT ..... 31.
21. EVIDENCE OF IMPORT AND IDPMS ..... 31.
22. THIRD PARTY PAYMENT FOR IMPORTS ..... 32.
23. MERCHANTING TRADE TRANSACTIONS ..... 32.
24. PROJECT EXPORT ..... 33.
25. CHARGES ..... 36.
26. STANDARD PROCESSING TIMELINE ..... 36.
27. MODE/CHANNEL FOR SUBMISSION OF THE TRANSACTION ..... 39.
28. DELEGATION OF POWER FOR HANDLING EXCEPTION ..... 39.
29. LIST OF PURPOS CODES FOR EDPMS AND IDPMS REPORTING ..... 41.
30. ESCALATION MATRIX AND GRIEVANCE REDRESSAL MECHANISM ..... 52.
31. CUSTOMER FAIRNESS ..... 54.
32. EXCEPTION SCENARIOS ..... 54.

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

1. INTRODUCTION

This policy cum standard operating procedure intends to provide a common framework for the bank to formulate and adopt their own internal policy under Regulation 19 of the Foreign Exchange Management (Export and Import of Goods and Services) Regulations, 2026 issued vide Notification No. FEMA 23 (R)/2026-RB dated January 13.2026 and amended up to September 22,2026.

This policy cum standard operating procedure outlines Emirates NBD Bank, India and its branches standards for managing and handling transactions related to Export and Import of Goods and Services as well as Merchanting Trade Transaction (MTT), in accordance with the guidance issued by Reserve Bank of India (RBI) and Foreign Exchange Dealers Association of India (FEDAI) from time to time. This policy aims to ensure transparency, efficiency, customer fairness, regulatory compliance across all customer-facing processes.

2. PURPOSE AND REGULATORY BASIS

The Bank, as an Authorised Dealer, shall handle export, import and merchanting trade transactions in accordance with FEMA, 1999; the Foreign Exchange Management (Export and Import of Goods and Services) Regulations, 2026, as amended by Notification No. FEMA 23(R)/(1)/2026-RB dated 22 September 2026; A.P. (DIR Series) Circular No. 20 dated 16 January 2026; the extant Foreign Trade Policy; and other applicable laws, regulations and directions. The 2026 Regulations and the circular became effective on 1 October 2026. From that date, the erstwhile Export and Import Master Directions and the circulars listed in the circular's Annex stand superseded, subject to applicable savings, individual orders and Regulation 20. Historical operational practices may be retained as expressly identified bank controls where consistent with current law, but shall not be represented as continuing RBI prescriptions.

Regulation 19 requires the Bank to maintain a separate, comprehensive and well-documented internal policy and SOP covering export and import of goods and services, including software, and merchanting trade transactions, together with their reporting. Binding RBI provisions prevail over inconsistent illustrative industry guidance; bank-specific documentary requirements, service standards, thresholds and delegations require approval under the Bank's governance framework.

Legacy transactions—Regulation 20: The Bank shall handle export, import and merchanting trade transactions undertaken before 1 October 2026 that hitherto required RBI approval under the 2015 Export Regulations, the Export Master Direction as updated to 17 July 2026, and the Import Master Direction as updated to 12 January 2026. Trade Operations shall identify the original transaction date, applicable historical provision, request, outstanding entries and supporting evidence; obtain the competent internal approval and review where necessary; record the basis for exercising the delegated power; and update reporting systems. This provision does not automatically extinguish past contraventions, waive other statutory approvals, or override surviving individual RBI orders. Regulatory ambiguity shall be referred to RBI through PRAVAAH.

The policy is required to address the following.

- The list of documents, timelines and charges for each process and approval.
- Extension of the time-period for export realisation and repatriation, and for import payments.
- Adjustment of under-realisation, over-realisation and non-realisation of export proceeds to be realised and repatriated.
- Advance receipts for exports and advance payments for imports.
- Delegation of powers for internal approvals for each process; and

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

- Export factoring and import factoring.

3. SCOPE

This policy applies to all Export and Import of Goods and Services as well as Merchanting Trade Transactions (MTT) undertaken by all the branches of Emirates NBD in India and other units involved in any stage of Export and Import of Goods and Services as well as Merchanting Trade Transactions (MTT) processing.

4. POLICY PRINCIPLES

- **Risk-based due diligence:** Documentation and scrutiny shall be proportionate to the customer, counterparty, country, commodity/service, transaction value, tenor, structure and risk indicators. All Trade transactions will be subject to adherence to Trade Based Money Laundering (TBML) pre-and-post checks.
- **Regulatory compliance:** Transactions shall be processed only when permissible under FEMA, the 2026 Regulations, applicable RBI directions and the Foreign Trade Policy/DGFT framework. This includes for regulatory reporting purposes as well.
- **Genuineness:** The Bank shall satisfy itself regarding the genuineness of the underlying transaction before permitting relevant receipt/payment and closure/update of EDPMS/IDPMS.
- **Customer transparency:** Documents required, indicative timelines, applicable charges, approval authority and escalation mechanism shall be disclosed in the manner prescribed under Regulation 19.
- **Consistency:** Similar transactions shall be treated consistently, subject to documented risk-based exceptions.
- **Audit trail:** Requests, documents, approvals, exceptions, communications and system actions shall be retained in accordance with the Bank's record-retention policy and recorded in the Business Process Flow Management System.
- **Paperless processing:** Digital submission and paperless processing may be enabled subject to the Bank's technology, authentication and record-retention standards.

5. GOVERNANCE AND RESPONSIBILITIES

Function	Principal responsibility
Executive Committee	Approve the policy and its amendments if any, oversee its governance and risk framework.
Business Unit	Customer facing, sourcing of business, initiate transaction request and obtain complete set of documents for handling the transaction.
Trade Operations	Regulatory scrutiny, processing of the transaction adhering to the bank's policy and guidelines, perform checks, exception handling, maintain records, regulatory reporting and closure of entries in EDPMS/IDPMS.

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

Business Unit	Customer facing, sourcing of business, initiate transaction request, obtain complete set of documents for processing.
Credit/Risk	Assess counterparty/customer risk. Fund/non-fund-based credit facility approval.
Treasury	FX Rates, hedging, Forward Contracts, Funding requirements.
Audit	Independent review and checking of the transactions. Ensure that the transactions are handled adhering to the Policy, SOP and delegation matrix. Ensure that the regulatory reporting's are undertaken without delays.
Compliance	Advisory on regulatory interpretation, exception matters, decision on sanctions, regulatory change monitoring and disseminating the information to the respective stakeholders.
Credit Administration	Monitoring of limits and exposure, release of Facility Record Sheet to Operations which carries the condition to be adhered while undertaking the transaction involving fund/non-fund-based facility.

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

6. CUSTOMER AND TRANSACTION DUE DILIGENCE

- Valid CIF is mandatory which shall be established before handling any Trade Finance transaction.
- FEMA declaration duly executed by the customer.
- Customer Due Diligence (CDD) is completed at the time of onboarding of the customer and periodical review based on customer profile.
- Mandatory documents/certificates such as Importer Exporter Code (IEC) issued by Directorate General of Foreign Trade (DGFT), GSTIN, PAN and other registrations/licenses shall be obtained where applicable.
- Transaction Due Diligence will be completed before handling any Trade Finance transaction.
- Beneficiary, Applicant, Drawer, Drawee, other parties involved in the transaction, country, goods involved, end-use, payment route will be screened as per the bank's

  AML/CFT sanctions framework.
- Transactions involving sanctioned/restricted entities, countries, prohibited goods and inconsistent trade documentation will be escalated to Compliance before processing.
- Credit/Status/Opinion reports of the counter parties may be obtained wherever required.
- All Trade Finance transactions will undergo Trade Based Money Laundering (TBML) pre-checks before handling the transaction.

References to RBI and doubtful transactions: Under paragraph 3 of A.P. (DIR Series) Circular No. 20 dated 16 January 2026, all references to RBI shall be submitted through PRAVAAH. Trade Operations shall immediately escalate doubtful transactions to Business with the underlying records; the Bank shall inform the Directorate of Enforcement of any doubtful transaction and retain the submission and acknowledgement. Any separate AML/CFT reporting obligation remains applicable and is not discharged by this notification. Operations / Compliance shall coordinate regulatory submissions and the Business Unit shall communicate relevant regulatory changes to customers.

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

7. EXPORTS

7.1 Standard Operating Procedure for Exports

- Exporter/Customer will submit the documents to us through various channels such as physical hand delivery/courier service/pick up service, through the bank's channel/ email or through Trade Mid Office function.

- Documents which are physically delivered are received and acknowledged at the bank's counter by affixing the date and time. Those transactions which are initiated through the channels will directly flow through the Business Process Flow system for processing with unique pack number and case number. Acknowledgement will be provided for those cases where the documents are hand delivered by the clients.

- Documents will be handed over to the Trade Finance team for processing.

- Trade Finance team will undertake the initial level of scrutiny of the documents as well as the underlying documents submitted which are relevant to the transaction. This will include Trade Based Money Laundering (TBML) checks.

- Trade Finance team will ensure that basic minimum documents such as Bill of Exchange, Invoice, Packing List, Shipping/Transport document, Insurance are submitted by the client.

- Verify the documents and other declarations submitted by the customer along with the EDF/Customs/SEZ/STPI interface as applicable.

- Wherever the customer request is for Export Financing then the availability of the limits is to be checked and the conditions stipulated by the Credit which need to be followed while disbursement needs to be followed/adhered to by the Trade Operations team.

- Trade Operations team will inform the Business Unit/Trade Mid Office team to obtain necessary approval as per the Trade Finance Delegation of Authority in case of any exception in the transaction.

- As per Regulation 13 of Notification No.FEMA 23 ®/2026-RB dated 13/01/2026 on Foreign Exchange Management (Export and Import of Goods and Services) Regulations, 2026, Trade Operations team will check whether the exporter is listed in the exporter's caution list of Reserve Bank of India as on September 30,2026, as per orders issued by the Reserve Bank of India under Regulation 16 of the Foreign Exchange Management (Export of Goods & Services) Regulations,2015. The same shall continue to be governed by the said order till such time the exporter is removed from the caution list.

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

Where export proceeds remain unrealised beyond one year from the due date of realisation or the extended period allowed by an Authorised Dealer, Regulation 13 requires the exporter to undertake further exports only against receipt of full advance payment or an irrevocable Letter of Credit. The regulation's published text does not limit this condition to the defaulting overseas buyer; the Bank shall not rely on the buyer-specific limitation in the August 2026 industry model without an applicable RBI clarification. Trade Operations shall record the due/extended date, trigger date, outstanding balance and customer-level restriction, obtain available information on other AD relationships and verify permitted payment security before handling further exports. Exporters on the Caution List as at 30 September 2026 remain governed by the applicable RBI order until removed from that list.

Once the unrealized amount is resolved-either fully realized and repatriated, or a reduction/write-off is approved and the EDPMS entry closed under Regulation 6-the Regulation 13 condition lifts, and the exporter may resume normal (non-advance/non-LC-secured) export activity through the authorized Dealer. Evidence that the unrealized bill has been resolved-an FIRC/bank realization evidencing full receipt of the outstanding proceeds, or the authorized Dealer approval of a reduction/write-off request under Regulation 6 (supported by the relevant grounds and evidence) with the EDPMS entry closed accordingly.

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

- Trade Operations team will process the transaction once the necessary approvals which are sought are provided by the Business Unit/Trade Mid Office team.
- Once the documents submitted by the customer are established as in order then Trade Operations team will scan the entire set of documents in the Business Process Flow Management system and will generate a unique case number and pack number. With this case number and pack number, Trade Operations team members having maker role access will process the transaction in the bank's Trade Finance core banking solution generating the transaction reference number. All the Trade Finance transactions are processed by following the maker-checker concept.
- Report and update the transaction in EDPMS within the prescribed timelines.
- Trade Operations team will monitor the transaction flow cycle and address reminders for non-acceptance/non-payment etc. in a timely manner. Trade Operations team to ensure that all stages of export transactions are recorded in the bank's system.
- Mark-off/close EDPMS after realization/settlement of the export transaction. It will also be reported in the regulatory returns submitted to RBI in FETERS etc.
- Maintain complete audit trail and evidence.
- Transaction advice along with the copy of the SWIFT message, if any, will be shared with the customer through Trade Mid Office. Alternatively, the advice and the copy of the SWIFT message are triggered automatically to the client's email id upon completion of the transaction. Customer must register to avail of this facility.

7.2 Documentation related to Export transactions

Below mentioned are indicative list of documentation required for the respective type of transaction. Additional documents may be required or called for depending upon the nature of the transaction while undertaking the due diligence. Any exceptions encountered while reviewing the transaction will be notified to the customer as well as to the Business Unit on case-to-case basis.

7.2.1 Export Collection (DA/DP- Document Against Acceptance/Document Against Payment)

Document requirement may vary from customer to customer depending upon the commercial requirement between the drawer and the drawee.

- Customer request letter/Application form in bank's standard format
- Bill of Exchange/Draft
- Commercial Invoice
- Packing List (If required)
- Shipping/Transport document
- Insurance (if applicable)

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

- Certificate of Origin (if applicable).

- Shipping-bill details/copy or EDF, as applicable. For transactions under the 2026 framework, software declarations shall use EDF; historical SOFTEX records may be retained for legacy reconciliation where relevant.

- Evidence of service delivery

7.2.2 Export under Letter of Credit (Sight and Usance)

- Customer request letter/Application form in bank's standard format
- Presenting bank covering schedule
- Bill of Exchange/Draft
- Commercial Invoice
- Packing List
- Shipping/Transport Document
- Certificate of Origin
- Insurance Policy/Certificate (if applicable)

- Shipping-bill details/copy or EDF, as applicable; historical SOFTEX records only where relevant to legacy transactions.
- Evidence of service delivery
- Our standard declaration required from the document presenting bank
  The presenting bank's declaration shall confirm applicable KYC compliance, responsibility for EDF/shipping-bill reporting and reconciliation in EDPMS, the exporter's position under Regulation 13 and any surviving RBI caution-list order, and the relevant FEMA declaration. A generic confirmation that the exporter is not caution-listed does not replace the Regulation 13 assessment.

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

- Other documents which may be stipulated in the Letter of Credit

7.2.3 Export LC Advising

- Original LC received from the Issuing Bank/First Advising Bank
- Authenticity establishment in case original LC received from First Advising Bank in physical mo

7.2.4 Export LC Confirmation

- Customer request letter along with the original LC and subsequent amendments if any.

7.2.5 Transfer of Export LC

- Customer request letter/Application form in bank's standard format
- Original Export Letter of Credit

7.2.6 Cancellation of Export LC

- Customer request letter
- Original Export Letter of Credit

7.2.7 Export Advance Receipt

- Customer disposal instructions/Disposal instruction in bank's standard format
- Proforma invoice evidencing the advance payment/Contract copy/Export Order

7.2.8 Export Bill Negotiated/Purchase/Discounted

- Customer request letter/Application form in bank's standard format
- Bill of Exchange/Draft
- Commercial Invoice
- Packing List (If required)
- Shipping/Transport document
- Insurance (if applicable)
- Certificate of Origin (if applicable)
- Shipping-bill details/copy or EDF, as applicable; historical SOFTEX records only where relevant to legacy transactions.

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

- Evidence of service delivery
- Any other documents/conditions specified in the sanction facility or stipulated by Credit in case the negotiation/purchase/discounting is under the client limit

7.2.9 Export Regularization

- Application form/Request letter.
- EFIRC/Inward receipt advice
- Commercial invoice
- Shipping/Transport Document
- Bill of Exchange/Draft
- Shipping Bill/EDF details; historical SOFTEX records only where relevant to legacy reconciliation.
- Certificate of origin (if applicable)
- Insurance (if applicable)
- Packing list (if applicable)
- Evidence of service delivery (if applicable)
- Any additional document as per regulatory/commercial requirement

7.3 Export Pre-Shipment Finance (Packing Credit in INR and FCY)

- Customer request letter/Application form in bank's standard format
- Underlying export order/contract/purchase order
- Undertaking to submit the underlying export order/contract/purchase order within 30 days from the date of disbursement in case of running account.

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

7.3.1 Merchanting Trade Transactions (Export Leg)

- Customer request and declarations duly signed by the authorized signatories requesting processing of the export leg under MTT
- Original LC along with the advising schedule in case the transaction is under LC
- Export invoice raised on the buyer
- Signed Bill of Lading/Air waybill evidencing shipment

7.3.2 Reduction/Under Realization or Non-Realization of Export Value

- Customer request letter/declaration
- Reasons for the reduction
- Evidence and export details
- Recovery record
- Shipping Bill/EDF details

7.3.3. Export of Services

- Customer request letter
- Commercial invoice specifying the service description, value and client details.
- Obtain EDF with the invoice/SAC details and invoice-wise schedule where a consolidated monthly EDF is used. Contracts and evidence of service delivery below are additional bank risk-based documents where warranted; EDF submission remains subject to section 8.
- Copy of the Master Service Agreement or Statement of Work with the overseas client
- Proof of export where we can get the evidence of the delivery of services such as approved time sheets, project delivery reports or work sign offs.

7.3.4 Export of Software

- Customer request letter/declaration.

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

- Obtain EDF and the software export invoice specifying the service description, SAC code, currency, invoice date and full export value. Supporting contracts, acceptance records, timesheets and registration evidence are bank risk-based requirements where applicable, not universal additional documents prescribed by Regulation 3
- Underlying agreement/contract or work order with the overseas client showing the terms of service and pricing
- Letter of Permission (LOP)/Registration proof- Evidence of registration with the relevant authorities like the Software Technology Parks of India (STPI) or SEZ, if applicable
- Software/Service description- Details providing the nature of the software or services being exported
- Statements of Work (SOW) or Timesheets-Often requested for custom development, consulting or high value contracts
- Tripartite Agreement-Required for exports involving third party
- Software Technology Parks of India (STPI) or SEZ approval if applicable
- Declaration from the customer/exporter that they undertake to file the EDF within 30 days from the end of the month in which the invoice for services has been raised.

7.3.5 Extension of Time for Export Realization

- Customer request/Application request
- Export bill reference number
- Shipping bill/EDF/Invoice details
- Contract/Payment terms
- Correspondence with the buyer
- Reason for delay and recovery efforts
- Revised expected realization date

7.3.6 Project Exports

- Intimation letter to the bank on or before handling the project export transactions
- Details of the underlying export contract/Letter of Award (LOA)
- Project cost-revenue projections
- Payment-terms schedule
- Bid-Bond/Performance Bond/Advance Payment Guarantee documentation
- Currencies involved for realizations and payments

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

8. Export Declaration Form (EDF) and EDPMS Procedures

- For EDI port exports, the EDF is deemed submitted as part of the shipping bill. The Bank shall obtain the documents necessary for processing and EDPMS closure/update

- For services and software, the bank shall follow the prescribed EDF process and may seek additional documents on a risk-based basis

- An exporter of services, including software, shall furnish EDF specifying the full export value within 30 days from the end of the month in which the invoice is raised. A single EDF may cover exports to one or more recipients during that month, supported by invoice-wise details. An exporter of services other than software may submit EDF on or before receipt of payment. On a reasoned request, the Bank may extend the EDF submission period after recording its satisfaction regarding the reasonableness of the delay; late requests shall be assessed on their merits, with the decision and revised date documented.

- Specified authorities under Regulation 2 are: for goods, the Commissioner of Customs in DTA and the Development Commissioner in SEZ; for non-software services, an Authorised Dealer in DTA and the Development Commissioner in SEZ; and for software, an Authorised Dealer or STPI in DTA and the Development Commissioner in SEZ. For non-EDI goods exports, or service exports where the specified authority is not an AD, the duly authenticated EDF shall be forwarded by that authority to the relevant AD. Goods declarations are due at export; EDI shipping bills constitute deemed EDF submission. Accompanied or unaccompanied personal effects of travellers are excluded. Goods sent without consideration may be declared at nil export value under the EDF Annex; an old declaration exemption shall not be presumed to continue.

- Trade Operations shall enter non-EDI goods EDF details in EDPMS within five working days of receipt and service/software EDF details within five working days of receipt from the exporter, using the applicable RBI system workflow. Where an authenticated non-EDI EDF is missing, it shall seek forwarding or a certified duplicate from the specified authority, record the exception and escalate outstanding cases. Internal approval does not dispense with authentication required by Regulation 3(3). The prescribed EDF shall capture invoice-wise values, recipient details, applicable HSN/SAC codes, third-party particulars, exporter declaration and specified-authority certification.

- All inward export proceeds and applicable export transactions shall be reported/updated in EDPMS.

- For export shipping bills (for goods) or invoice (for service) is up to Rs.10 Lakh (or its equivalent in foreign currency), entry in EDPMS may be closed based on a declaration from the exporter to the effect that the payment against the shipping bill/invoice has been realized either in full or otherwise. Alternatively, such declaration may be submitted by an exporter to the Authorized Dealer on a quarterly basis for bulk closure of entries in EDPMS

- The bank shall ensure that the declaration is genuine, properly authenticated and retained.

Receipt/payment and declaration controls—Regulation 4: The Bank shall credit or debit the customer's account for trade receipts/payments only after satisfying itself of genuineness and shall simultaneously close or update the corresponding EDPMS/IDPMS entry. Settlement currency and payment routing shall comply with the Foreign Exchange Management (Manner of Receipt and Payment) Regulations, 2023, as amended. EDPMS and IDPMS references include any successor system specified by RBI. Small-value declarations shall identify the customer and authorised signatory, each shipping bill/Bill of Entry or service invoice and date, original value and

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

currency, realised/paid value, remittance references where available, shortfall and reasons, and whether submission is bill-wise or consolidated for a stated quarter. Verify eligibility separately for each bill/invoice, authenticate the declaration, prevent duplicate closure, retain maker-checker evidence and record the closure basis. The declaration facility simplifies closure; it does not dispense with genuineness, sanctions or other applicable legal requirements.

9. Export Realization and Repatriation

The bank shall monitor export realization in accordance with the applicable period under Regulation 5 and the underlying contract for project exports. Requests for extension shall be considered on merit basis upon receipt of written request and supporting evidence.

Export Category	Regulatory Time Period for Realization
Goods (other than goods exported to a warehouse outside India)	9 months from the date of shipment
Services	9 months from the date of invoice
Goods (exported to a warehouse outside India)	9 months from the date of sale of goods from the warehouse
Project Exports	As per the payment terms of the contract
Export of goods and services is invoiced or/and settled in Indian Rupees	12 months from the date of shipment in case of goods (other than goods exported to a warehouse outside India) 12 months from the date of invoice in case of services 12 months from the date of sale of goods in case of goods exported to a warehouse outside India

The bank shall monitor the due dates of the export transactions and outstanding export receivables through EDPMS and internal MIS. Reminder notices shall be issued at defined overdue intervals.

The customer shall be required to provide documentary evidence for delayed, disputed, reduced or unrealized proceeds. The bank may extend the time line for realization and repatriation of the export proceeds beyond the specified period, upon receipt of an extension request by the exporter citing reasons for the delay, provided the bank is satisfied of the reasons cited.

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

10. Reduction/Under-Realization/Non-Realization/Write Off of Export proceeds.

- Under Regulation 6, the Bank may permit reduction, including under-realisation or non-realisation of full export value, on an exporter's request stating reasons, after recording its satisfaction. Where the original export value is up to ₹10 lakh or foreign-currency equivalent per shipping bill for goods or invoice for services, reduction, including full non-realisation, may be permitted on an exporter's declaration under the proviso to Regulation 6. Declaration-based closure under Regulation 4(2) is a related but separate facility. The threshold applies to each original bill/invoice value, not merely to the amount of shortfall.

- For higher-value cases, the bank shall obtain documentary evidence supporting the commercial reason (quality claim, buyer dispute, discount, insurance claim, insolvency, legal settlement etc.) and ensure that there is no AML/sanctions/investigation concern

- Where recovery remains pending, the bank shall continue follow-up and retain evidence of recovery efforts.

- Where unrealised export proceeds remain outstanding beyond one year from the due date or the AD-extended period, the customer-level condition in Regulation 13 shall be applied as set out in section 7.1. Internal approval cannot waive this regulatory condition or a surviving RBI caution-list order.

11. Set off Export Receivables Against Import Payables

- Set off may be permitted against import payables from/to the same overseas buyer/supplier or their overseas group/associate companies, within the stipulated or extended realization period

- The Bank shall establish bona fides, verify underlying export/import documents, ensure KYC/AML/CFT compliance and report both legs separately as required.

- The transaction shall be recorded using the appropriate set-off mechanism/indicator in EDPMS/IDPMS and FETERS

- Where the transaction falls outside the general permission or is subject to additional RBI conditions, the case shall be referred to the competent authority/RBI as applicable.

- If import and export documents are routed through multiple AD Banks, same can be handled with suitable communication between the Banks involved and ensuring relevant E/IDPMS closure and reporting.

12. Over Realization

The Bank shall not automatically treat excess receipt as an error. It shall obtain the underlying contract/invoice reconciliation, reason for excess receipt, customer declaration and supporting documents, and determine the appropriate accounting/EDPMS treatment under extant RBI/DGFT/tax rules. Any refund, adjustment against another eligible receivable, or retention shall be processed only where it is legally and regulatorily permissible. Trade Operations shall maintain separate record for over-realization cases.

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

13. Advance Against Exports

- Advance receipts shall be accepted only after satisfying the genuineness of the export contract/order and the bona fides of the remittance
- The exporter shall route the advance amount and subsequent export realization through the same AD, unless the exporter informs both ADs of a change of AD as permitted by Regulation 10
- The customer shall submit contract/order, invoice/proforma invoice, remittance details, purpose and any other documents required by the Bank
- Interest, if payable on export advance, shall not exceed the applicable all-in-cost ceiling for trade credit under the relevant FEMA borrowing/lending framework
- The Bank shall monitor utilization/adjustment of export advance against exports and EDPMS entries
- Where the export does not materialize, the Bank shall follow the applicable EDPMS closure/reconciliation and repatriation process; where refund is not possible, closure may be considered only after satisfying itself regarding genuineness of the reasons
- Special long-term export advance arrangements shall be handled only if permitted by extant RBI instructions and subject to separate approval
- Current existing policy states that the goods against the advance payment must be shipped within 3 years from the date of receiving the advance payment. 3-year time to undertake exports cannot be taken as blanket rule because the 2026 Regulations (effective from October 01,2026) do not prescribe the 3-year period. Contractual period and extant RBI instructions shall govern subject monitoring and any specific regulatory requirements.

14. Export Factoring

- The Bank may undertake export factoring on a recourse/non-recourse basis subject to the Bank's risk appetite, legal authority, applicable FEMA/RBI directions and the Factoring Regulation Act framework
- Factored invoices shall represent genuine trade receivables arising from bona fide exports
- The Bank shall ensure that the exporter is not over-financed; working-capital assessment shall consider invoices purchased/factored
- After factoring, export bills may be closed/reported in EDPMS in accordance with extant RBI procedure and documentary evidence
- Sanctions, KYC/AML, country risk, dilution risk, disputes, concentration, recourse/non-recourse terms and legal assignment shall be assessed before sanction
- Factoring fees, discounting charges, correspondent charges and other costs shall be disclosed and approved under the Bank's approved pricing schedule

Factoring settlement controls: Obtain the factoring agreement, invoice schedule, assignment/notice, factor identity, recourse terms, fee/discount breakdown and remittance references. Distinguish receipt of financing from final discharge of the export receivable; the receipt of a factoring advance does not by itself prove settlement by the overseas buyer. EDPMS closure shall be based on the applicable RBI treatment and documented satisfaction that the relevant receivable has been discharged or otherwise permissibly adjusted. For offshore with-recourse structures or uncertain treatment, obtain Legal review of applicable borrowing/lending implications and operative guidance before closure. Retain buyer-payment confirmation where required and monitor recourse exposure under the approved product process.

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

15. Third Party Payment Receipt for Exports

Third-party receipts for export may be permitted where the Bank is satisfied with the bona fides of the transaction and all applicable KYC/AML/CFT, sanctions, commercial and reporting requirements are met

- The commercial invoice should indicate that the related payment is coming from/routing through the named third party
- The Exporter must declare the third-party remittance on the Export Declaration Form (EDF)
- The transaction should be routed through standard banking channels
- The remitter of the third-party payment should be from a FATF-compliant jurisdiction
- Relationship between the third party and exporter shall be established
- Reason for third-party settlement and contractual basis shall be documented
- Invoice/contract/payment instructions shall be checked for consistency
- Sanctions screening shall cover the third party as well as the underlying buyer/supplier.
- Cases involving unexplained third-party routing, repeated requests, high-risk jurisdictions or un-related parties shall be escalated to Compliance.
- Additionally, third party payment/receipt can be received in a currency different from the original invoice currency

16. Timeline for Submission of Export Documents

For goods exports, the Bank retains a 21-day document-lodgement target from shipment as an internal monitoring standard, not as a statutory deadline under the 2026 Regulations. No separate EDF is required for EDI-port exports; obtain the shipping-bill reference, invoice/packing list and applicable transport documents. For non-EDI exports, obtain the duly authenticated EDF through the specified authority. Late lodgement shall be assessed with a reasoned explanation and escalated as appropriate, without charging for a regulatory delay.

Service and software EDF submission shall follow section 8, including monthly consolidation, the alternative submission timing for non-software services and reasoned extensions. Outstanding documentation alone does not change the statutory export-realisation start date; due dates and Regulation 13 trigger dates shall be computed from shipment, invoice, warehouse sale or applicable project contractual terms, and from any duly approved realisation extension—not from the EDF filing date.

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

17. IMPORTS

17.1 Standard Operating Procedure for Imports

- Importer (Customer)/Overseas Party/Presenting Bank will submit the documents to us through various channels such as physical hand delivery/courier service/pick up service, through the bank's channel/ email or through Trade Mid Office function.
- Documents which are physically delivered are received and acknowledged at the bank's counter by affixing the date and time. Those transactions which are initiated through the channels will directly flow through the Business Process Flow system for processing with unique pack number and case number. Acknowledgement will be provided for those cases where the documents are hand delivered by the clients.
- Documents will be handed over to the Trade Finance team for processing.
- Trade Finance team will undertake the initial level of scrutiny of the documents as well as the underlying documents submitted which are relevant to the transaction. This will include Trade Based Money Laundering (TBML) checks.
- Trade Finance team will ensure that basic minimum documents such as Bill of Exchange, Invoice, Packing List, Shipping/Transport document, Insurance are submitted by the parties involved in the transaction.
- Verify the documents and other declarations submitted by the customer along with the EDF/Customs/SEZ/STPI interface as applicable.
- Wherever the customer request is for LC Issuance, Amendment, Trade Credit for Import transactions then the availability of the limits is to be checked, and the conditions stipulated by the Credit be adhered to while processing the transactions by the Trade Operations team.
- Trade Operations team will inform the Business Unit/Trade Mid Office team to obtain necessary approval as per the Trade Finance Delegation of Authority in case of any exception in the transaction.
- Trade Operations team will process the transaction once the necessary approvals which are sought are provided by the Business Unit/Trade Mid Office team.
- Once the documents submitted by the customer are established as in order then Trade Operations team will scan the entire set of documents in the Business Process Flow Management system and will generate a unique case number and pack number. With this case number and pack number, Trade Operations team members having maker role access will process the transaction in the bank's Trade Finance core banking solution generating the transaction reference number. All the Trade Finance transactions are processed by following the maker-checker concept.
- Report and update the transaction in ORM/IDPMS within the prescribed timelines.

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

- Trade Operations team will monitor the transaction flow cycle and address reminders for non-acceptance/non-payment etc. in a timely manner. Trade Operations team to ensure that all stages of import transactions are recorded in the bank's system.

- Mark-off/close IDPMS after realization/settlement of the import transaction. It will also be reported in the regulatory returns submitted to RBI in FETERS etc.

- Maintain complete audit trail and evidence.

- Transaction advice along with the copy of the SWIFT message, if any, will be shared with the customer through Trade Mid Office. Alternatively, the advice and the copy of the SWIFT message are triggered automatically to the client's email id upon completion of the transaction. Customer must register to avail of this facility.

- Monitor outstanding import advances, bills under collection and letter of credit, bank guarantees and delayed payment/settlement.

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

17.2 Documentation related to Import transactions

Below mentioned are indicative list of documentation required for the respective type of import transaction. Additional documents may be required or called for depending upon the nature of the transaction while undertaking the due diligence. Any exceptions encountered while reviewing the transaction will be notified to the customer as well as to the Business Unit on case-to-case basis.

Document requirements may vary from customer to customer depending upon the commercial requirement between the parties involved in the transaction.

17.2.1 Import Letter of Credit

- Request letter of the customer requesting DC issuance with debit authority or Documentary Credit Application Form (Bank Standard Format)
- Copy of Proforma Invoice accepted by the importer
- Copy of Purchase order of the importer duly accepted by the seller/beneficiary. (If proforma invoice is not available). Where Purchase order is system generated, importer's signature is not mandatory
- FEMA Declaration. (If one time declaration is not given)
- Contract Copy, if available and if the Proforma Invoice/Purchase Order is not provided
- Open Insurance Policy or Certificate in Original. (If incoterm is not CIF & CIP)
- OGL (Open General License) / NNL (Non-Negative List) Declaration with Harmonized System Code (HS Code) if our standard LC application is not submitted and Import-Export Code (IE Code)
- Original Import License if the item is under import license i.e., not an item under OGL
- Opinion report on the beneficiary

17.2.2 Advance Import Payment

- Customer request letter with debit authority in our standard application form. Copy of Proforma Invoice showing terms of payment as advance payment or prepayment
- Copy of Purchase order of the importer duly accepted by the seller/beneficiary. (If proforma invoice is not available
- FEMA Declaration. (If one time declaration is not given)
- OGL (Open General License) / NNL (Non-Negative List) Declaration with Harmonized System Code (HS Code) and Import-Export Code (IE Code)
- Original Import License if the item is under import license i.e., not an item under OGL.

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

- Obtain an overseas-beneficiary opinion/status report on a risk-based basis under the confirmed Bank threshold or documented exception decision in section 19. The previous USD 200,000 reference is a Bank control, not a monetary requirement prescribed in Regulation 10.

- SBLC/guarantee requirements for advance imports shall follow the Bank-specific thresholds and waiver authority in section 19. These are internal risk controls under Regulation 10(3), not RBI-fixed monetary limits. Where Regulation 12(2) applies, the prescribed unconditional, irrevocable security is mandatory irrespective of value and cannot be waived internally.

- For import of goods/Services-Standby Letter of Credit or a guarantee from an international bank of repute situated outside India or a guarantee of a bank in India, if such a guarantee is issued against the counter-guarantee of an international bank of repute situated outside India, is to be obtained where the value of the transaction exceeds USD 5,000,000

- Obtain the expected import/delivery date under the contract and the customer's undertaking to provide and tag import evidence to the Bank's AD code promptly when available. A 90-day internal follow-up reminder from remittance does not replace a longer lawful contractual import period or itself establishes a regulatory default.

17.2.3 Direct Import Payment

- Customer request letter with debit authority in our standard application form.

- Copy of beneficiary's commercial or final Invoice

- FEMA Declaration. (If one time declaration is not given)

- Original Import License if the item is under import license i.e., not an item under OGL.

- Copy of Transport Document. (Ex: Bill of Lading, Airway Bill, etc.)

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

- Where payment is delayed beyond the underlying contractual due date, obtain a reasoned request, supplier correspondence and revised payment date. Record any interest separately and verify the applicable trade-credit all-in-cost ceiling under Regulation 10(4), together with any applicable Trade Credit/ECB conditions. A payment is not automatically delayed solely because six months have elapsed from shipment if it remains within lawful contractual terms.
- OGL (Open General License) / NNL (Non-Negative List) Declaration with Harmonized System Code (HS Code) and Import-Export Code (IE Code)
- Opinion report on the beneficiary for value of the transaction above USD 300,000
- Contractual rate agreed between the importer and the exporter in case of prepayment of the usance bill. In case of early payment of usance bill, interest for the unused period will be deducted.

17.2.4 Import Collection (Sight and Usance)

- Original documents received from the overseas bank along with the covering schedule
- Request letter of the client
- FEMA Declaration. (If one time declaration is not given)
- Original Import License if the item is under import license i.e., not an item under OGL.
- OGL (Open General License) / NNL (Non-Negative List) Declaration with Harmonized System Code (HS Code) and Import-Export Code (IE Code)

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

17.2.5 Import Document under Letter of Credit

- Overseas bank covering letter
- Documents called for in the LC such as Bill of Exchange, Draft, Invoice, Packing List, Transport document such as AWB, Bill of Lading
- Bill acceptance along with the acceptance letter
- Import bill payment along with debit authorization
- Form 145/146 in case of any payment of charges/commission/interest along with the bill value
- Original Import License if the item is under import license i.e., not an item under OGL
- OGL (Open General License) / NNL (Non-Negative List) Declaration with Harmonized System Code (HS Code) and Import-Export Code (IE Code)

17.2.6 Amendment to Import Letter of Credit

- LC amendment application form
- Amended purchase order/sales agreement
- Enhanced insurance coverage, if applicable

17.2.7 Cancellation of Import Letter of Credit

- Customer request letter
- Beneficiary/Confirming bank consent

17.2.8 Merchanting Trade Transaction (Import Leg)

- Debit Authority and declarations duly signed by authorized signatories requesting processing of the import leg under MTT
- Import invoices raised by seller
- Signed Bill of Lading (BL) / Airway Bill (AWB) evidencing shipment
- Duly completed and signed Form A2 for remittance processing
- Form- 145/146

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

17.2.9 Import Payments (Non-Physical Imports)

- Request Letter duly signed by authorized signature
- A2 form
- Commercial Invoice from supplier
- Form-145/146
- CA Certificate confirmation download of software (or applicable wording)
- Client declaration confirming intimation to Customs authorities

17.3 Buyer's Credit

- Customer Request Letter signed by the authorized signatory in our standard application form
- FEMA Declaration
- No Objection Certificate (NOC) from transaction handling bank (If the Import bill is handled by other banks in India)
- Copy of commercial Invoice (If the bill is handled by another bank in India)
- Copy of transport documents (if the bill is handled by another bank in India)
- Bill of entry number, date, amount, port details etc. should be provided in case of direct import remittance. For sight payment cases, Bill of Entry will not be submitted, hence undertaking to be submitted by the client for submission of the Bill of Entry within 90 days of the payment.
- Offer letter/quote from eligible lender quoting regulatory acceptable quote in case buyer's creditis arranged by the customer directly. If the buyers' credit arranged by us quote should be provided by Trade Finance Mid Office/RM/TBS to Trade Finance Operations after the customeracceptance
- Guarantee format of the lending bank

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

17.3.1 Buyer's Credit Repayment

- Form A2
- Form-145/146
- SWIFT confirmation of the lending bank confirming the final repayment amount including the interest

18. Import Payment and Extension of Time

Import payments shall be made within the period specified in the underlying contract, subject to applicable FEMA/RBI provisions. The AD may allow extension beyond the contractual period on request citing reasons if satisfied with the reasons.

- Extension cases shall be supported by customer requests, supplier correspondence, reasons such as dispute/quality/quantity/financial difficulty or other genuine commercial circumstances, and revised payment terms
- The Bank shall record the original contractual due date and revised date in its system/IDPMS as applicable
- Where the delayed payment constitutes or results in trade credit/deferred payment financing, the transaction shall also comply with the applicable FEMA Borrowing and Lending Regulations and RBI trade-credit directions
- Repeated extensions shall be escalated to Business Unit / Compliance and may result in enhanced monitoring
- Cases involving investigation, sanctions concerns, suspected trade-based money laundering or material documentation deficiencies shall not be extended merely on customer requests.

19. Advance Import Payment and Non-Materialization

- Advance remittance may be permitted after the Bank satisfies itself regarding the genuineness of the requirement

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

- The monetary SBLC/guarantee thresholds stated below—USD 200,000 for goods and USD 500,000 for services, with the stated USD 5,000,000 waiver boundary—are retained as Bank-specific risk controls, subject to confirmation by the policy approving authority, and are not universal RBI thresholds under Regulation 10(3). The Chief Operating Officer, India may approve only the internal waivers expressly described below. No internal delegation, sector-specific treatment or change of AD may waive the mandatory Regulation 12(2) security condition.

- The overseas-supplier status/opinion-report thresholds are inconsistent between sections 17.2.2 and 19 and require confirmation by the policy approving authority. Pending that confirmation, Trade Operations shall refer affected transactions to the Head of Operations and Credit/Risk for a documented risk-based decision on the report requirement; neither threshold shall be represented as an RBI prescription.

- For Advance remittances exceeding USD 1000,000, Status Report on the overseas suppliershall be called for from the bankers of the beneficiary or from the Bank's approved credit rating agency. Such reports should be found satisfactory.

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

- For advance imports of goods exceeding USD 200,000 or equivalent, obtain an unconditional, irrevocable SBLC or guarantee from an international bank of repute, or a guarantee of an AD in India issued against such an international bank's counter-guarantee. As a Bank-specific control, security shall cover the contractual import period and a claim period of at least one month. For amounts up to USD 5,000,000 or equivalent, the Chief Operating Officer, India may waive this internal security requirement after a documented assessment of the importer's track record and bona fides. Above USD 5,000,000, no waiver is provided by this policy. These internal limits cannot override Regulation 12(2).

- Where the amount of advance remittances for import of services exceeds USD 500,000 or its equivalent and up to USD5,000,000 or its equivalent, a guarantee from a bank of international repute situated outside India, or a guarantee from an AD Category-I bank in India, if such a guarantee is issued against the counter-guarantee of a bank of international repute situated outside India, shall be obtained from the beneficiary. However, where the importer is unable to obtain bank guarantee from overseas suppliers and we are satisfied about the track record and Bonafide's of the importer, the requirement of bank guarantee/ standby LC Letters of Credit may be waived with the permission from Chief Operating Officer, India

- Follow up should be made to ensure that the beneficiary of the advance remittance fulfils his obligation under the contract or agreement with the remitter in India, failing which, the amount should be repatriated to India

- Advance payment and subsequent import payments shall ordinarily be routed through the same AD; a change of AD may be permitted if the importer intimates both ADs as provided in Regulation 10

- Where import does not materialize within the contract or extended period, the importer shall repatriate the advance payment

- If an import advance is not repatriated within the contractual or AD-extended period, or the associated IDPMS entry has not been marked off under Regulation 18(1)(j), any future advance payment for imports by that importer shall require an unconditional, irrevocable SBLC or a guarantee from an international bank of repute, or a guarantee of an AD in India issued against an international bank of repute's counter-guarantee. This mandatory requirement applies irrespective of monetary thresholds; internal waivers are not permitted. Trade Operations shall record and check the importer-level restriction, seek available status information on other AD relationships and retain evidence supporting regularisation and removal of the restriction. Non-advance imports are not automatically prohibited by this provision, and switching AD does not itself resolve the underlying default.

- No advance remittance for import of gold or silver shall be permitted under Regulation 11, save where otherwise provided by an applicable provision of FEMA, its rules, regulations or directions. Any proposed exception requires verification of the specific enabling provision before processing; internal approval alone is insufficient.

- Interest/delayed payment charges shall comply with the all-in-cost ceiling where applicable

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

Advance Remittance for Import of Aircrafts/Helicopters, other Aviation related purchases, Shipping Vessels and Import of Services

- Aircraft, helicopter, aviation-related purchases and shipping-vessel imports shall be assessed under the current FEMA/FTP framework, applicable sectoral approvals and the Bank's general advance-import controls in this section.
- The historical USD 50 million guarantee-free concession, USD 100,000 Ministry of Finance waiver threshold and blanket RBI Regional Office deviation-approval route shall not be treated as continuing permissions or requirements merely because they appeared in the superseded Import Master Direction or listed circulars. Any specific current concession must be verified against an operative regulatory source before use.
- Obtain required civil aviation/DGCA or other applicable approvals, contract, payment schedule and evidence establishing genuineness; examine any third-party settlement under Regulation 8. Public-sector entities remain responsible for applicable ministry/government requirements, which shall not be confused with an RBI threshold under Regulation 10(3).
- Monitor imports within the contractual or lawfully extended period, require repatriation where imports do not materialise, and apply Regulation 12(2) to future advances where triggered. Any reference requiring RBI consideration shall be routed through PRAVAAH.

Advance Remittance for the Import of Services

- Advance remittances for services shall follow the genuineness, contract monitoring, Bank-specific security thresholds and waiver provisions in this section; the 2026 Regulations do not prescribe a universal monetary ceiling or the historical Ministry of Finance waiver threshold.

- Applicable governmental or sectoral approvals remain necessary where independently required by law. Non-materialisation and future advance-payment restrictions shall be handled under Regulation 12.

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

20. Trade Credit and Import Letter of Credit

- Import LC limits shall be assessed as non-fund-based exposure with due regard to the possibility of devolvement into funded liability
- LCs shall generally be issued subject to UCP 600 where documentary credit is used
- Goods must be permissible under the prevailing Foreign Trade Policy and required licenses/authorizations shall be obtained
- Margins/security shall be as per sanction and Bank's Credit Policy; any relaxation shall be within delegated powers and supported by track record/risk assessment
- Usance/deferred payment arrangements shall be separately examined under applicable trade-credit rules
- SBLCs/guarantees shall be governed by the FEMA Guarantees Regulations, 2026 and applicable RBI directions
- Devolvement/forced loan cases shall be reported to sanctioning authorities and recovery measures initiated immediately
- High-risk LC clauses, charter party/house bills, unusual beneficiary/payment structures and
- Other exceptions require higher approval as per the Delegation Matrix

21. Evidence of Import and IDPMS

- For imports, the Bank shall obtain/verify Bill of Entry number, port code and date or other permitted evidence of import for IDPMS marking
- Evidence may include customs documentation, postal appraisal/courier Bill of Entry and permitted evidence for non-physical imports
- Where the RBI permits alternative evidence in lieu of Bill of Entry, the Bank shall follow the exact eligibility conditions and preserve the certificate/declaration
- Non-physical imports such as software/data/designs shall be supported by appropriate evidence/certificate as prescribed by RBI
- Outstanding import evidence shall be followed up through documented reminders and escalation
- For import entries up to ₹10 lakh (or equivalent), IDPMS closure may be based on an importer declaration that payment has been made in full or otherwise; quarterly consolidated declarations may be accepted as permitted by Regulation 4. The Bank shall ensure that IDPMS entries, ORMs and Bills of Entry are reconciled promptly, and exceptions are reported to the Senior Lead, Trade Finance

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

21.1 Import factoring

Import factoring may be handled only for genuine import payables under an approved product/process and applicable law. Obtain the customer request, supplier invoice, contract/payment terms, evidence of import or service delivery, factoring agreement, assignment/notice and settlement instructions. Establish the factor's identity, rights to receive payment and relationship to the supplier; complete KYC/sanctions checks and Regulation 8 assessment for third-party payment. Identify recourse obligations, financing tenor, cost and any Trade Credit/ECB requirements. Credit/Risk shall approve financing within the existing Credit DLA; Trade Operations shall verify documentation and the lawful settlement basis, prevent duplicate payment, link the factor payment to the underlying IDPMS entry, simultaneously update/close it on settlement and complete FETERS reporting. Product eligibility, charges, service standards and any additional delegation must be approved before the facility is offered; this clause does not itself approve a new product.

22. Third Party Payment for Imports

Third-party payment for imports may be permitted where the Bank is satisfied with the bona fides of the transaction and all applicable KYC/AML/CFT, sanctions, commercial and reporting requirements are met

- The commercial invoice should indicate that the related payment is coming from/routing through the named third party
- The Importer must declare the third-party remittance on the Bill of Entry (BOE)
- The transaction should be routed through standard banking channels
- The receiver of the third-party payment should be from a FATF-compliant jurisdiction
- Relationship between the third party and importer shall be established
- Reason for third-party payment and contractual basis shall be documented
- Invoice/contract/payment instructions shall be checked for consistency
- Sanctions screening shall cover the third party as well as the underlying buyer/supplier
- Cases involving unexplained third-party routing, high-risk jurisdictions or unrelated parties shall be escalated to Compliance
- Additionally, third party payment can be made in a currency different from the original invoice currency

23. Merchanting Trade Transactions

Merchanting Trade transactions will be undertaken as per Regulation 16 of FEMA 23®/2026-RB.

- The period between the outward and inward remittance or vice versa does not exceed six months
- Extension of the time between the inward remittance and outward remittance may be allowed by the Authorized Dealer on the customer request citing the reason for the delay and up to the satisfaction of the Authorized Dealer
- Outward Remittance is sent only to the overseas seller and inward remittances are received only from the overseas buyer
- Third party receipt from and/or payment to any third party is allowed based on customer request citing the reason and the Authorized Dealer is satisfied with the reasons cited
- Documents of both export/import legs should be submitted to the authorized dealer. Commercial Invoice, purchase/sales contract, transport documents, payment evidence, packing list, certificate of origin, other documents establishing genuineness, details of remittances if any
- Before each MTT-related account credit/debit, the Bank shall establish genuineness and simultaneously close or update the relevant EDPMS and/or IDPMS entry under Regulation 16(2)(a). Both legs shall be linked and monitored; final closure/update shall reflect receipt and payment for both legs under Regulation 18(1)(l). All MTT remittances shall also be reported in FETERS under the prevailing reporting requirements.
- Merchanting Trade transactions will be closely monitored and follow up with the person

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

undertaking Merchanting Trade transaction to ensure that both the legs of the transaction are completed within the period and manner as specified in these Regulations.

24. Project Exports

As per Regulation 15 (1) , the bank will permit the receipts/payments for project exports as

per Underlying contract, after satisfying itself of the project's genuineness. As per Regulation 15(2), the bank will allow the project exporter, subject to bank monitoring, to deploy temporary cash surplus generated outside India in short-term instruments abroad (original/residual maturity of one year or less), including treasury bills and bank deposits.

The bank will satisfy itself of the genuineness of the project before permitting receipts/payments, based on the intimation/details provided by the project exporter. No separate approval is required for handling a project export.

The bank will rely on the intimation/information provided by the exporter at the time of initial request for handling project export transactions. Monitoring will be undertaken for specific cases like monitoring of investment of cash surplus. However, the exporter may intimate the status of the contract while approaching for subsequent transactions under the project.

The exporter should report any loss incurred on a particular project to the bank along with supporting evidence and duly certified accounts, to the satisfaction of the bank.

Subject to Regulation 8, the bank must be satisfied of the Bonafide of the arrangement, supported by the underlying procurement contract and documentation establishing that the third-country payment is genuine for materials required at the project site. Similarly, the exporter can realize export proceeds from a third country subject to the bank's satisfaction of Bonafide and this is common in project exports where a parent, associate, or financing entity in a third country settles on behalf of the project-site buyer.

The exporter should promptly approach the bank for dissolution of a project export contract midway along with the relevant termination/settlement documentation, such as a mutual termination agreement, arbitration/court order or force majeure notice, as applicable, together with the details of the work executed and financial settlement, supporting documents and certified accounts. The bank shall examine the circumstances and the proposed settlement and, as applicable, permit repatriation of amounts due and/or consider reduction or write-off of the outstanding balance, in accordance with Regulations 6 and 15 and other applicable FEMA requirements. The Bank shall also ensure appropriate settlement/adjustment of overseas funds, reporting and closure of the project. Any approval required under the applicable regulatory framework or the terms of the original project approval shall be obtained, wherever applicable.

The exporter can receive export proceeds in INR subject to the International Trade Settlement in INR framework (Regulation 17) or as otherwise permitted under the underlying contract and RBI's extant directions.

24.1 INR trade invoicing and settlement

The Bank may handle international trade invoicing and settlement in INR in accordance with Regulation 17 and operative RBI instructions, including the applicable Special Rupee Vostro Account framework where used. Before processing, verify the permitted settlement arrangement, invoice currency, counterparties, underlying trade documents and applicable account rules; reconcile the customer's settlement against the appropriate rupee-account entry and update EDPMS/IDPMS simultaneously with the customer credit/debit. Preserve the amended twelve-month period for qualifying INR-invoiced and/or INR-

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

settled exports under Regulation 5; project-export payment terms shall be assessed under the applicable contractual and regulatory provisions. INR/foreign-currency combinations in MTT shall not be assumed permissible without verification of the relevant settlement rules.

Reporting Requirements

Reporting	**Standard Time for Reporting**
EDF (of customers) as received from non-EDI (Electronic Data Interchange) port	Within 5 working days of receipt of EDF
EDF of service (of customers)	Within 5 working days of receipt of EDF from the exporter
Details of imports (of customers) from non-EDI port	Within 5 working days of receipt of documents.
Details of import of service	Within 5 working days of receipt of documents
Details of inward and outward remittances for all exports, imports and merchanting trade transactions (MTT) in EDPMS and/or IDPMS	As per extant EDPMS/IDPMS/FETERS reporting requirements

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

- Transactions shall be reported, updated, reconciled and closed in EDPMS/IDPMS within the applicable regulatory/system timelines.
- Trade processing systems shall capture the transaction reference, customer, counterparty, value, currency, due date, realisation/payment status
- Outstanding entries shall be subject to ageing and exception monitoring.
- System closures based on customer self-declarations shall be subject to the Bank's prescribed format, maker-checker controls and periodic review.
- Where a transaction is transferred between ADs, appropriate intimation/status confirmation and system reconciliation shall be obtained.
- Monitor all transactions in EDPMS and IDPMS for closure of outstanding entries and follow-up with an exporter, an importer and person undertaking MTT for submission of documents for the same.

Mark-off/closure of entries:

- Shall in the case of an export, mark-off the entry in EDPMS after ensuring that the export value has been realised
- Shall in the case of an import, mark-off the entry in IDPMS after ensuring that the payment for the import has been made
- May on request by an exporter citing reasons, close the entry relating to export advance transactions in EDPMS, where no export has been made and where refund of such advance is not possible, after having been satisfied of the genuineness of the reasons cited
- May on request by an importer citing reasons, close the entry relating to import advance transactions in IDPMS, where no import has taken place and where repatriation of such advance is not possible, after having been satisfied of the genuineness of the reasons cited
- May on the request of importer, close the entry in IDPMS where import transaction has been settled at reduced value, after having been satisfied of the genuineness of the reasons cited
- Shall in the case of an MTT, close or update the respective entry in EDPMS and IDPMS after making the receipt and payment for both legs of the MTT.

The bank shall report all foreign trade transactions in Foreign Exchange Transaction Electronic Reporting System (FETERS) in terms of extant guidelines issued by the Reserve Bank from time to time.

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

25. Charges

Charges levied for handling transactions and associated processes are reasonable and proportional to the services rendered. The bank shall not levy any charges or penalty on the customer (exporter or importer or merchant trader) for any regulatory delay/violation.

Wholesale Banking - Schedule of Charges

26. Standard Processing Timeline

Below are the indicative standard timelines for processing a complete request of the customer along with the approval matrix. It also includes that necessary internal approvals should be in place to process the transaction as per the defined timeline.

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

Process	Indicative Internal TAT	Approval/Control	Remarks
Export LC/Amendment Advising	T+0	Maker/Validator	Cut off 4:00 PM
Export LC Confirmation	T+0	Maker/Validator	Cut off 4:00 PM
Transfer of LC/Amendment	T+0	Maker/Validator	Cut off 3:00 PM
Export LC Reimbursements	T+0	Maker/Validator	Cut off 3:00 PM
Issuance of LC	T+0	Maker/Validator/Authorizer	Cut off 3:30 PM
Amendment/Cancellation of LC	T+0	Maker/Validator	Cut off 4:00 PM
Registration of document under Import LC Acceptance Settlement	T+1 T+0 T+0	Maker/Validator	Cut off 3:00 PM Cut off 3:30 PM Cut off 5:00 PM
Shipping Guarantee/Delivery Order	T+0	Maker/Validator	Cut off 3:00 PM
Advance Against Exports	T+0	Maker/Validator	Cut off 3:00 PM
Direct/Advance Import Payment	T+0	Maker/Validator/Authorizer	Cut off 3:30 PM
Packing Credit Disbursement/Extension/Settlement	T+0	Maker/Validator	Cut off 3:30 PM
Export Collection Lodgement	T+0	Maker/Validator	Cut off 4:00 PM
Export Collection Acceptance/Avalization/Discounting	T+0	Maker/Validator/Authorizer	Cut off 3:30 PM
Export Collection Settlement	T+0	Maker/Validator	Cut off 3:30 PM
Import Collection Lodgement Acceptance Settlement	T+0 T+0 T+0	Maker/Validator	Cut off 3:30 PM

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

Registration of document under Export LC Scrutiny of document Approval basis Acceptance Settlement Negotiation/Purchase/Discounting	 T+1 T+0 T+0 T+0 T+0	Maker/Validator	 Cut off 4:00 PM Cut off 4:30 PM Cut off 4:00 PM Cut off 2:00 PM Cut off 5:00 PM
Extension Request Export	T+1	Maker/Validator	Cut off 3:00 PM
Under realization/non-realization of Exports	T+1	Maker/Validator	Cut off 3:00 PM
Extension request Import	T+1	Maker/Validator	Cut off 3:00 PM
EDPMS closure	Simultaneous with account credit where Regulation 4(2) applies; T+1 internal target only for a separate subsequent reconciliation/closure request.	Maker/Validator	Cut off 5:00 PM
IDPMS closure	Simultaneous with account debit where Regulation 4(2) applies; T+1 internal target only for a separate subsequent reconciliation/closure request.	Maker/Validator	Cut off 5:00 PM

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

27. Mode/Channel for Submission of the Transaction

Following are the mode/channel through which the customer can submit the transaction for processing.

- Hand delivery at our counters at any of our branches
- Email
- Through our channel (Smart Trade)
- Through courier

28. Delegation of Power for Handling Exceptions

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

Process	Delegation
Routine Export/Import/Merchanting Trade Transaction	Within operational limits following maker-checker principle
Advance import payment where the earlier import did not materialize against advance import payment	Head of Operations and Head of Business (jointly)
Advance import payment routing through another Authorised Dealer	Head of Operations
Extension of time period for making import payment	Head of Business and Head of Operations (jointly)
Third party import payment	Head of Operations
Closure of entries in IDPMS up to Rs.10 Lakhs or its equivalent in foreign currency based on declaration from the importer	Head of Operations
Reduction in export realization value	Head of Operations with recommendation from Head of Business (non-funded) Head of Business and Credit DLA (funded)
Unrealized exports	Head of Operations and Head of Business (Non-Facility customer) Head of Business and Credit DLA (Facility customer)
Process of handling export transaction from non-EDI port and the authenticated EDF is not received from the specified authority	Head of Operations
Advance payment for exports routing through another authorised dealer	Head of Operations

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

Mark off/closure of advance export payment where no export has been made	Head of Operations
Refund of advance export payment with or without interest payment	Head of Operations
Closure of the shipping bill for goods or invoice for services in EDPMS up to Rs.10 Lakhs	Head of Operations
Set off of export receivables against import payables	Head of Operations with recommendation of Head of Business
Delay in time period between the outward remittance and inward remittance or vice-versa	Head of Business and Head of Operations (jointly)
Receipt from and/or payment to any third party under Merchanting Trade transaction	Head of Business and Head of Operations (jointly)
Third party export payments	Head of Operations
Extension of time period for receipt of export payment/realisation	Head of Operations
Late request for extension -export and import	Head of Operations

Delegation safeguard: Maker/checker or validator access is a processing control and does not alone establish substantive approval authority. Every process—including EDF extensions, export-realisation extensions, set-off, third-party receipts, factoring, MTT extensions, reductions and exceptional closures—shall be mapped to an expressly approved authority and limits. If the existing approved delegation schedule does not cover a process, escalate it to the Executive Committee for designation rather than assuming authority. Credit approvals remain subject to Credit DLA. No approver may waive Regulation 12(2), Regulation 13, binding individual orders or other statutory requirements.

29. List of Purpose Codes for EDPMS and IDPMS Reporting

The list of purpose codes is as set out below.

These purpose codes are applicable for EDPMS/IDPMS reporting and this may be updated from time to time to reflect the revisions made by or communicated by RBI without requiring an amendment to this policy.

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

Export of Goods

CODE	DESCRIPTION
P1505	Deemed export
P0102	Realisation of export bills (in respect of goods) sent on collection (full invoice value) other than Nepal and Bhutan
P0103	advance receipts against export contracts
P0109	Export realization on account of exports to Nepal and Bhutan

Import of Goods

CODE	DESCRIPTION
S0101	Advance payment against imports made to countries other than Nepal and Bhutan
S0102	Payment towards imports- settlement of invoice other than Nepal and Bhutan
S0103	Imports by diplomatic missions other than Nepal and Bhutan
S0109	Payments made for Imports from Nepal and Bhutan, if any
S1505	Deemed Import

Export of Services

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

CODE	DESCRIPTION
P1601	Receipts on account of maintenance and repair services rendered for Vessels, Ships, Boats, Warships, etc.
P1602	Receipts of maintenance and repair services rendered for aircrafts, Space shuttles, Rockets, military aircrafts, etc.
P1701	Receipts on account of processing of goods
P1101	Audio-visual and related services like Motion picture and video tape production, distribution and projection services.
P1103	Radio and television production, distribution and transmission services
P1104	Entertainment services
P1105	Museums, library and archival services
P1106	Recreation and sporting activity services
P1107	Educational services (e.g. fees received for correspondence courses offered to non- resident by Indian institutions)
P1108	Health Service (Receipts on account of services provided by Indian hospitals, doctors, nurses, paramedical and similar services etc. rendered remotely or on-site)
P1109	Other Personal, Cultural & Recreational services
P1002	Trade related services – commission on exports / imports
P1003	Operational leasing services (other than financial leasing) without operating crew,
	including charter hire- Airlines companies
P1004	Legal services
P1005	Accounting, auditing, book keeping services
P1006	Business and management consultancy and public relations services
P1007	Advertising, trade fair service
P1008	Research & Development services

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

P1009	Architectural services
P1010	Agricultural services like protection against insects & disease, increasing of harvest yields, forestry services.
P1011	Inward remittance for maintenance of offices in India
P1013	Environmental Services
P1014	Engineering Services
P1015	Tax consulting services
P1016	Market research and public opinion polling service
P1017	Publishing and printing services
P1018	Mining services like on–site processing services analysis of ores etc.
P1019	Commission agent services
P1020	Wholesale and retailing trade services.
P1021	Operational leasing services (other than financial leasing) without operating crew, including charter hire- Shipping companies
P1022	Other Technical Services including scientific/space services.
P1099	Other services not included elsewhere
P0901	Franchises services
P0902	Receipts for use, through licensing arrangements, of produced originals or prototypes (such as manuscripts and films), patents, copyrights, trademarks, industrial processes, franchises etc.
P0801	Hardware consultancy/implementation
P0802	Software consultancy/implementation (other than those covered in SOFTEX form)
P0803	Data base, data processing charges
P0804	Repair and maintenance of computer and software
P0805	News agency services
P0806	Other information services- Subscription to newspapers, periodicals, etc.

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

P0807	Off-site Software Exports
P0808	Telecommunication services including electronic mail services and voice mail services
P0809	Satellite services including space shuttle and rockets, etc.
P0701	Financial intermediation except investment banking – Bank charges, collection charges, LC charges, etc.
P0702	Investment banking – brokerage, under writing commission etc.
P0703	Auxiliary services – charges on operation & regulatory fees, custodial services, depository services etc.
P0601	Life Insurance premium except term insurance
P0602	Freight insurance – relating to import & export of goods
P0603	Other general insurance premium including reinsurance premium; and term life insurance premium
P0605	Auxiliary services including commission on insurance
P0607	Insurance claim Settlement of non-life insurance; and life insurance (only term insurance)
P0608	Life insurance claim settlements (excluding term insurance) received by residents in India
P0609	Standardised guarantee services
P0610	Premium for pension funds
P0501	Receipts on account of services relating to cost of construction of projects in India
P0502	Receipts on account of construction works carried out abroad by Indian Companies
P0201	Receipts of surplus freight/passenger fare by Indian shipping companies operating Abroad

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

P0202	Receipts on account of operating expenses of Foreign shipping companies operating in India
P0205	Receipts on account of operational leasing (with crew) – Shipping companies
P0207	Receipts of surplus freight/passenger fare by Indian Airlines companies operating abroad.
P0208	Receipt on account of operating expenses of Foreign Airlines companies operating in India
P0211	Receipt on account of operational leasing (with crew) – Airlines companies
P0214	Receipts on account of other transportation services (stevedoring, demurrage, port handling charges etc).(Shipping Companies)
P0215	Receipts on account of other transportation services (stevedoring, demurrage, port handling charges etc).(Airlines companies)
P0216	Receipts of freight fare -Shipping companies operating abroad
P0217	Receipts of passenger fare by Indian Shipping companies operating abroad
P0218	Other receipts by Shipping companies
P0219	Receipts of freight fare by Indian Airlines companies operating abroad
P0220	Receipts of passenger fare –Airlines
P0221	Other receipts by Airlines companies
P0222	Receipts on account of freights under other modes of transport (Internal Waterways, Roadways, Railways, Pipeline transports and Others)
P0223	Receipts on account of passenger fare under other modes of transport (Internal Waterways, Roadways, Railways, Pipeline transports and Others)
P0224	Postal & Courier services by Air
P0225	Postal & Courier services by Sea
P0226	Postal & Courier services by others
P0301	Purchases towards travel (Includes purchases of foreign TCs, currency notes etc over the counter, by hotels, Emporiums, institutions etc. as well as amount received by TT/SWIFT transfers or debit to Non-Resident account).
P0302	Business travel

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

P0304	Travel for medical treatment including TCs purchased by hospitals
P0305	Travel for education including TCs purchased by educational institutions
P0306	Other travel receipts
P0308	Foreign Currencies/TCs surrendered by returning Indian tourists.
P1201	Maintenance of foreign embassies in India
P1203	Maintenance of international institutions such as offices of IMF mission, World Bank, UNICEF etc. in India.
P0611	Periodic pension entitlements e.g. monthly quarterly or yearly payments of pension amounts by Indian Pension Fund Companies.
P0612	Invoking of standardised guarantees

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

CODE	DESCRIPTION
S0201	Payments for surplus freight/passenger fare by foreign shipping companies operating in India
S0202	Payment for operating expenses of Indian shipping companies operating abroad
S0203	Freight on imports – Shipping companies
S0204	Freight on exports – Shipping companies
S0205	Operational leasing/Rental of Vessels (with crew) –Shipping companies
S0206	Booking of passages abroad – Shipping companies
S0207	Payments for surplus freight/passenger fare by foreign Airlines companies operating in India
S0208	Operating expenses of Indian Airlines companies operating abroad
S0209	Freight on imports – Airlines companies
S0210	Freight on exports – Airlines companies
S0211	Operational leasing / Rental of Vessels (with crew) – Airline companies
S0212	Booking of passages abroad – Airlines companies
S0214	Payments on account of stevedoring, demurrage, port handling charges etc.(Shipping companies)
S0215	Payments on account of stevedoring, demurrage, port handling charges, etc.(Airlines companies)
S0216	Payments for Passenger - Shipping companies
S0217	Other payments by Shipping companies
S0218	Payments for Passenger - Airlines companies
S0219	Other Payments by Airlines companies
S0220	Payments on account of freight under other modes of transport (Internal Waterways, Roadways, Railways, Pipeline transports and others)
S0221	Payments on account of passenger fare under other modes of transport (Internal Waterways, Roadways, Railways, Pipeline transports and others)
S0222	Postal & Courier services by Air
S0223	Postal & Courier services by Sea

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

S0224	Postal & Courier services by others
S0301	Business travel.
S0303	Travel for pilgrimage
S0304	Travel for medical treatment
S0305	Travel for education (including fees, hostel expenses etc.)
S0306	Other travel (including holiday trips and payments for settling international credit cards transactions)
S0501	Construction of projects abroad by Indian companies including import of goods at project site abroad
S0502	cost of construction etc. of projects executed by foreign companies in India.
S0601	Life Insurance premium except term insurance

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

S0602	Freight insurance – relating to import & export of goods
S0603	Other general insurance premium including reinsurance premium; and term life insurance premium
S0605	Auxiliary services including commission on insurance
S0607	Insurance claim Settlement of non-life insurance; and life insurance (only term insurance)
S0608	Life Insurance Claim Settlements
S0609	Standardised guarantee services
S0610	Premium for pension funds
S0611	Periodic pension entitlements e.g. monthly quarterly or yearly payments of pension amounts by Indian Pension Fund Companies.
S0612	Invoking of standardised guarantees
S0701	Financial intermediation, except investment banking - Bank charges, collection charges, LC charges etc.
S0702	Investment banking – brokerage, under writing commission etc.
S0703	Auxiliary services – charges on operation & regulatory fees, custodial services, depository services etc.
S0801	Hardware consultancy/implementation
S0802	Software consultancy / implementation
S0803	Data base, data processing charges
S0804	Repair and maintenance of computer and software
S0805	News agency services
S0806	Other information services- Subscription to newspapers, periodicals
S0807	Off-site software imports
S0808	Telecommunication services including electronic mail services and voice mail services
S0809	Satellite services including space shuttle and rockets etc.

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

S0901	Franchises services
S0902	Payment for use, through licensing arrangements, of produced originals or prototypes (such as manuscripts and films), patents, copyrights, trademarks and industrial processes etc.
S1002	Trade related services – commission on exports / imports
S1003	Operational leasing services (other than financial leasing) without operating crew, including charter hire- Airlines companies
S1004	Legal services
S1005	Accounting, auditing, book-keeping services
S1006	Business and management consultancy and public relations services
S1007	Advertising, trade fair service
S1008	Research & Development services
S1009	Architectural services
S1010	Agricultural services like protection against insects & disease, increasing of harvest yields, forestry services.
S1011	Payments for maintenance of offices abroad
S1013	Environmental Services
S1014	Engineering Services
S1015	Tax consulting services
S1016	Market research and public opinion polling service
S1017	Publishing and printing services
S1018	Mining services like on-site processing services analysis of ores etc.
S1020	Commission agent services
S1021	Wholesale and retailing trade services.
S1022	Operational leasing services (other than financial leasing) without operating crew, including charter hire- Shipping companies
S1023	Other Technical Services including scientific/space services.
S1099	Other services not included elsewhere

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

S1101	Audio-visual and related services like Motion picture and video tape production, distribution and projection services.
S1103	Radio and television production, distribution and transmission services
S1104	Entertainment services
S1105	Museums, library and archival services
S1106	Recreation and sporting activities services
S1107	Education (e.g. fees for correspondence courses abroad)
S1108	Health Service (payment towards services received from hospitals, doctors, nurses, paramedical and similar services etc. rendered remotely or on-site)
S1109	Other Personal, Cultural & Recreational services
S1201	Maintenance of Indian embassies abroad
S1202	Remittances by foreign embassies in India
S1601	Payments on account of maintenance and repair services rendered for Vessels, ships, boats, warships, etc.
S1602	Payments on account of maintenance and repair services rendered for aircrafts, space shuttles, rockets, military aircrafts, helicopters, etc.
S1701	Payments for processing of goods

Merchanting Trade Transactions

MTT Leg	CODE	DESCRIPTION
Export	P0108	Goods sold under merchanting / receipt against export leg of merchanting trade
Import	S0108	Goods acquired under merchanting / payment against import leg of merchanting trade

30. Escalation Matrix and Grievance Redressal Mechanism

Emirates NBD Bank, India strives to provide its customers best in class services. However, for any reason the customer is not entirely satisfied with the bank's service or product, they can contact the assigned Relationship Manager or write to - indiahelpdesk@emiratesnbd.com

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

Customers can also refer to the bank's Grievance Redressal Policy which is updated below:
Grievance Redressal Policy - Emirates NBD Bank India

The flow chart for Customer Grievance Redressal Mechanism is updated below :
Grievance Redressal Flowchart

The details of the bank's nodal officer and Integrated Ombudsman Scheme 2021 are updated below:
Nodal Officer and Integrated Ombudsman

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.

31. Customer Fairness

Emirates NBD, India will ensure that the customers are not charged for any delays attributable to regulatory or internal processing issues. Any such charges if levied inadvertently will be reversed immediately.

32. Exception scenarios

There could be exceptional scenarios raising out of the products/process defined in the policy. Any such exceptional scenarios outside the parameters of this policy shall be evaluated by the bank on case-to-case basis. The bank may seek additional documentation/information/details to review for handling such transactions.

The bank shall handle transactions related to the export and import of goods and services, as well as merchanting trade, undertaken prior to October 01, 2026, which hitherto required approval of the Reserve Bank of India, under the Foreign Exchange Management (Export of Goods and Services) Regulations, 2015, Master Direction – Export of Goods and Services (FED Master Direction No. 16/2015-16, dated, January 01, 2016 as updated till July 17, 2026), and Master Direction – Import of Goods and Services (FED Master Direction No. 17/2016-17, dated, January 01, 2016 as updated till January 12, 2026)

© Emirates NBD Bank (PJSC) India. The information contained herein is the property of Emirates NBD India and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, reprographic, recording or otherwise) without the prior written permission of Emirates NBD India.