بنك الإمارات دبي الوطني
Emirates NBD

Policy Framework for Handling Cross-Border Transactions

Emirates NBD Bank P.J.S.C (INDIA Branches)

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TABLE OF CONTENTS

1. INTRODUCTION

This policy deals with the processing of cross-border transactions in alignment with RBI and FEDAI guidelines. Reserve Bank of India in its directive issued through FEDAI (Ref: 138/F-207/2026), has emphasized the need for greater transparency, efficiency and Customer-centered service in the handling of cross-border remittance transactions by Authorised Dealers. This policy outlines clear documentation requirements, detailed process flows, schedule of charges, processing timelines, escalation matrix and a structured feedback mechanism followed by Emirates NBD Bank India ensuring that its customers are provided with transparent, fair and timely service while the bank remains complied with the regulatory requirements.

2. OBJECTIVE

Objective of this policy is to ensure transparency, fairness and customer protection in all cross-border transactions facilitated by the bank. The policy outlines the framework for handling cross border remittance transactions in accordance with the latest Foreign Exchange Management Act, 1999, RBI Master Directions and any other Act and Rules, notifications, circulars, policies, regulations and directions mentioned therein and as applicable and updated from time to time, as applicable.

3. SCOPE

This policy applies to all outward remittances and inward remittances undertaken through the branches of the bank.

4. IMPORTANT MASTER DIRECTIONS, RULES AND GUIDELINES

This policy is drafted based on prevailing Reserve Bank of India, Foreign Exchange Management Act, Foreign Exchange Dealers Association of India and other regulatory guidelines.

5. DOCUMENTATION REQUIREMENTS

The below path lists down the minimum documentation requirements that must be provided for each category of cross border transactions (A2 remittances). The said documents will enable the bank to initiate transaction processing in line with regulatory guidelines. Post the bank's due diligence and review, additional documents may be requested from the customer on a case-to-case basis to process the transaction. Bank will promptly inform the customer in case of any such additional requirements, reasons for the same with the revised processing timelines.

Document Checklist for Cross Border Transactions

Documents required for Inward Settlement:

Depending upon the nature of inward remittance, bank will inform the customer for the requirement of supporting documents.

6. PROCESS FLOW FOR HANDLING CROSS BORDER REMITTANCES

OUTWARD REMITTANCE:

Upon receipt of an outward remittance request from the customer, bank staff scrutinizes the documents as per the applicable regulatory guidelines and internal guidelines updated from time to time for processing transaction.

INWARD REMITTANCE:

Upon receipt of cross border inward remittance, bank will inform the customer the full details of the transaction, with a request to provide the disposal instruction along with the purpose of remittance in the bank's standard format. Bank will process the inward remittance basis the customer disposal instruction in adherence to the Bank's defined process and policies and satisfactory due diligence.

Bank will process the cross border inward remittance which is received during the foreign exchange market hours within the same business day to the beneficiary's account provided the transaction is in compliance with extant FEMA guidelines, other regulatory requirements, bank's own internal processes and policies.

7. CHARGES

Updated Schedule of Charges for the various services offered by the bank is updated on the bank's website. Please find the Schedule of Charges for transactions and services offered by Emirates NBD Bank India as updated below link:

Schedule of Charges

8. APPROVAL MATRIX

Every inward and outward remittance transaction is examined by minimum two bank staff members to ensure adequate due diligence as per the regulatory guidelines and banks policies and procedures updated from time to time. Any deviation or exception will be subject to the approval by the Management of the bank.

9. TURN AROUND TIME(TAT)

If remittance documents submitted to the bank are complete and satisfactory for performing due diligence before the cut off timings of 14.00 (2.00 PM) , the remittance transaction will be processed by the bank on same day subject to the extant regulatory guidelines, including screening sanctions.

10. ESCALATION MATRIX AND GRIEVANCE REDRESSAL MECHANISM

Emirates NBD Bank P.J.S.C) 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**

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