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

Policy Framework for Handling Cross-Border Transactions

September 2026
Version 1.0

Emirates NBD

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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 (P.J.S.C.), India ("the bank") 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 the prevailing Reserve Bank of India, Foreign Exchange Management Act, Foreign Exchange Dealers Association of India and other regulatory guidelines.

- Master Direction on Liberalized Remittance Scheme (LRS)
- Master Direction -Other Remittance Facilities
- Master Direction-Miscellaneous
- Master Direction- Borrowing and Lending transactions in Indian Rupee between Persons Resident in India and Non-Resident Indians/Persons of Indian Origin
- Master Direction on Non-Resident Ordinary Rupee (NRO) Account
- Master Direction on- Deposits and Accounts
- Master Direction on -Acquisition or Transfer of Immovable Property under Foreign Exchange Management Act,1999
- Master Direction on -Remittance of Assets
- Master Direction on -Insurance
- Master Direction on -Direct Investment by Residents in Joint Venture (JV) / Wholly Owned Subsidiary (WOS) Abroad
- Master Direction on- External Commercial Borrowings, Trade Credits and Structured Obligations
- Master Direction on -Foreign Investment in India
- Master Direction on -Establishment of Branch Office (BO)/ Liaison Office (LO)/ Project
- Office (PO) or any other place of business in India by foreign entities
- Other Relevant RBI guidelines
- Exchange Control Regulations prescribed in FEMA.
- Clearing rules prescribed for RTGS / NEFT.
- RBI circular RBI/2018-2019/145 dated March 20, 2019, on Compilation of R-Returns: Reporting under FETERS for Revised Form A2 with effect from 1st April 2019

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- Revised FEDAI Rules – 10th Edition in force from 1st April 2019 and any other regulations, directions, circulars as issued by RBI or any other regulatory authority, as applicable and as updated from time to time.

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.

The foreign exchange rates are published on the bank's website under the below link:

Foreign Exchange Rates

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 the Retail and Wholesale Banking transactions and services offered by Emirates NBD Bank India as updated below link:

Retail Banking – Schedule of Charges

Wholesale Banking – Schedule of Charges

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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

11. Disclosure and Customer Awareness

In line with the RBI guidelines, information related to various products and services offered to the customers is displayed prominently on the bank's website and at branches/locations handling such transactions and is updated periodically from time to time.

12. Customer Fairness

Emirates NBD, India ("The Bank") 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.

13. Internal Oversight and Training

Cross border transactions are subject to review by Concurrent Audit and or Internal Audit. Adequate and regular training is provided for all the staff members handling the cross-border remittances. Staff members are nominated for various internal and external training courses conducted by various regulatory bodies on the regulatory guidelines, documentation, applicable policies and procedures.

Back-up plans are in place for the staff members who are handling the cross-border remittances both at the processor and the supervisory levels.

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14. Feedback Mechanism

Customer service meetings are conducted on quarterly basis, which is an open forum where the customers are encouraged to participate and provide their valuable feedback. Any suggestions/complaints/feedback received during such meetings are recorded and actions are initiated which will improve/enhance customer experience and bring improvement in processing efficiency. Feedback is also obtained through service interactions and relationship management touchpoints.

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