Details of customer service policies for cross border transactions

Name of the Bank: Federal Bank Limited

Process / Service	Documents required	Charges	Time for approval / processing	Approving Authority	Authority for appealing against rejection / for delay	Link of bank website where hosted
Foreign inward remittance - trade/non-trade/to EEFC	Disposal instruction/purpose confirmation; FEMA declaration; remitter details, inward-remittance/IRM details; invoice/order/contract where applicable; plus purpose-specific evidence to establish nature and permissibility.	Rs.250 per inward remittance. Nil for buyer's-credit inward remittance from Federal Bank GIFT CITY-IBU.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction.	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Non-trade inward remittance for opening FCNR deposit	Disposal instruction/purpose confirmation; FEMA declaration; remitter/investor particulars; inward-remittance/IRM details; invoice/order/contract where applicable; plus FCNR opening/maturity instructions.	NIL.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction.	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Inward remittance for FDI / ECB	Disposal instruction/purpose confirmation; FEMA declaration; remitter/investor particulars; inward-remittance/IRM details; invoice/order/contract where applicable; plus investment or borrowing documents, investor/lender KYC, approval/reporting evidence.	Rs.1,000.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction.	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Change in purpose code - inward remittance	Customer request; original remittance details; correct purpose evidence; revised declaration and supporting documents.	Rs.500 per instance.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction.	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
e-FIRC/FIRC issuance or revalidation	Customer request; inward-remittance/IRM details; purpose and beneficiary evidence; reporting reference, where applicable.	Rs.500.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction.	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Trade-related outward remittance, including from EEFC	Form A2 where applicable, plus trade invoice/order/contract; import/export evidence and regulatory declarations and additional documents as may be necessary.	0.125% of amount, minimum Rs.1,000; SWIFT Rs.500; cross-currency charge Rs.500 where applicable; OUR/Nostro charges at actual.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction.	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102

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Non-trade outward remittance under LRS	Form A2 where applicable, plus PAN, residency, LRS/TCS declarations and purpose-specific evidence and any additional documents specific to the purpose of remittance as may be applicable.	Flat Rs.1,000; SWIFT Rs.500; cross-currency charge Rs.500 where applicable; OUR/Nostro charges at actual.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction.	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Non-resident repatriation / remittance of assets / NRO-to-NRE transfer	NRO repatriation application, Form A2 where applicable, plus source/repatriability evidence; supporting documents evidencing source of funds, account statements; CA-certified tax computation (Form 146/145); property/gift/inheritance/current-income documents as applicable and any additional documents as may be necessary.,.	Flat Rs.1,000 under LRS/NR repatriation; SWIFT Rs.500; related certificate charges as applicable.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction.	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Other non-trade outward remittance, including from EEFC/SFC/RFC	Form A2, plus purpose-specific invoice/evidence, contract/agreement, CA certificate, Tax compliance certificate (Form 146/145) and any additional documents, approvals etc., as may be necessary.	0.050%, minimum Rs.1,000; SWIFT Rs.500; cross-currency/OUR charges where applicable.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
FCNR repatriation	Remittance request; deposit advice and maturity particulars; account statement; beneficiary instruction; lien/tax release where applicable.	NIL bank service charge; correspondent/Nostro pay charges applicable.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Change in purpose code - outward remittance	Customer request; original transaction details; correct purpose evidence; revised Form A2/declaration.	Rs.1,000 per instance.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
FDI - receipt of foreign investment consideration by Indian company	Disposal instruction/purpose confirmation; FEMA declaration; remitter/investor particulars; inward-remittance/IRM details; invoice/order/contract where applicable; plus investor/remitter particulars; KYC report from remitting bank; government/sectoral approval and beneficial-ownership/control declaration where applicable.	Rs.1,000 inward-remittance charge. FDI reporting: Rs.7,500 if remittance through Federal Bank; Rs.10,000 if through another bank.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
FDI - rights issue to non-resident shareholder	Offer letter; board/shareholder approval; entitlement computation; existing shareholding; payment evidence; issue terms; pricing/renunciation/sectoral approval where applicable.	FDI reporting charge as above.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102

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FDI - issue of convertible debentures/preference shares qualifying as equity instruments	Board/shareholder resolution; issue terms; valuation; investor KYC; FIRC/IRM; allotment and conversion terms; approval/trust deed/subscription agreement/CS and beneficial-ownership certificates where applicable.	FDI reporting charge as above.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
FDI - issue/transfer/conversion of convertible notes by eligible start-up	Start-up recognition; board resolution; convertible-note instrument; investor KYC; FIRC/IRM; incorporation documents; consideration; valuation/approval/beneficial-ownership evidence where applicable.	FDI reporting charge as above.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction.	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Refund of share application money / unallotted consideration	Customer request; board resolution; original FIRC/IRM and investor KYC; allotment chronology; refund computation and instruction; declaration on interest; reporting/tax/approval evidence and delay explanation where applicable.	Non-trade outward remittance charge as applicable, minimum Rs.1,000, plus SWIFT Rs.500; regulatory handling/reporting charges where applicable.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	The documents are scrutinized by the Capital Account Transactions Desk (CATD), to ensure adherence to the applicable regulatory requirements. Upon satisfactory scrutiny, the transaction is allowed by Capital Account Transactions Desk (CATD).	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Reimbursement of pre-incorporation expenses	Form A2 where applicable, plus incorporation certificate; invoices; statutory auditor certificate identifying eligible pre-incorporation expenses; board approval; ceiling computation; investment and tax evidence.	Non-trade outward remittance: 0.050%, minimum Rs.1,000, plus SWIFT Rs.500.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	The documents are scrutinized by the Capital Account Transactions Desk (CATD), , to ensure adherence to the applicable regulatory requirements. Upon satisfactory scrutiny, the transaction is allowed by Capital Account Transactions Desk (CATD).	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Dividend remittance to non-resident shareholder	Form A2 where applicable, plus board/AGM resolution; shareholder/demat register; dividend computation; non-resident holding evidence; dividend-account details; original acquisition/reporting evidence and tax documents.	Non-trade outward remittance: 0.050%, minimum Rs.1,000, plus SWIFT Rs.500.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	The documents are scrutinized by the Capital Account Transactions Desk (CATD), to ensure adherence to the applicable regulatory requirements. Upon satisfactory scrutiny, the transaction is allowed by Capital Account Transactions Desk (CATD).	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Interest on fully convertible debentures/preference shares	Form A2 where applicable, plus instrument terms/board resolution; holding evidence; computation; original issue/reporting evidence; auditor/approval/payment schedule where applicable.	Non-trade outward remittance: 0.050%, minimum Rs.1,000, plus SWIFT Rs.500.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	The documents are scrutinized by the Capital Account Transactions Desk (CATD), wherever required advise to ensure adherence to the applicable regulatory requirements. Upon satisfactory scrutiny, the transaction is allowed by Capital Account Transactions Desk (CATD).	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Transfer of equity instruments - resident seller to non-resident buyer	SPA/transfer agreement; consents; valuation; investor KYC; FIRC; approvals; SH-4/demat statement; pre/post shareholding; escrow/deferred consideration/beneficial ownership/sectoral approval where applicable.	FDI reporting (FC-TRS): Rs.7,500 if remittance through Federal Bank; Rs.10,000 if through another bank.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102

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Transfer of equity instruments - non-resident seller to resident buyer	Form A2 where applicable, plus SPA; consents; valuation; non-resident declaration; board resolutions; SH-4/demat; seller acquisition/repatriation evidence; investee confirmation; tax/escrow/approval evidence.	FDI reporting plus outward-remittance/SWIFT charges as applicable.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	The documents are scrutinized by the Capital Account Transactions Desk (CATD), to ensure adherence to the applicable regulatory requirements. Upon satisfactory scrutiny, the transaction is allowed by Capital Account Transactions Desk (CATD).	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman, where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Buy-back / redemption / capital reduction involving non-resident holder	Form A2 where applicable, plus offer/acceptance or redemption terms/NCLT order; board/shareholder approvals; valuation and entitlement computation; original acquisition/reporting evidence; Companies Act/tax/solvency evidence and approvals where applicable.	FDI reporting plus outward-remittance/SWIFT charges as applicable.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	The documents are scrutinized by the Capital Account Transactions Desk (CATD), to the applicable regulatory requirements. Upon satisfactory scrutiny, the transaction is allowed by Capital Account Transactions Desk (CATD).	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Sale following merger/demerger/scheme of arrangement	NCLT/court order and approved scheme; board resolutions; entitlement/allotment/sale computation; valuation; shareholder register; payment instruction; tax/regulatory declarations and approval where applicable.	FDI reporting plus remittance charges as applicable.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Deferred consideration / indemnity / escrow-funded share transfer	Original SPA; deferred/indemnity/escrow clauses; initial payment and FC-TRS evidence; balance computation; milestone/claim evidence; escrow statement; valuation; payment trail; RBI/tax evidence where applicable.	FDI reporting plus remittance charges as applicable.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Winding up/liquidation of Indian company - remittance to non-resident	Form A2 where applicable, plus liquidation/winding-up order; liquidator distribution statement; audited accounts; auditor confirmation of liabilities/taxes; shareholder entitlement; original investment; tax clearance and deregistration evidence.	Non-trade outward remittance and reporting charges as applicable.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	The documents are scrutinized by the Capital Account Transactions Desk (CATD), to ensure adherence to the applicable regulatory requirements. Upon satisfactory scrutiny, the transaction is allowed by Capital Account Transactions Desk (CATD).	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
LLP capital contribution / acquisition of profit share by non-resident	Disposal instruction/purpose confirmation; FEMA declaration; remitter/investor particulars; inward-remittance/IRM details; invoice/order/contract where applicable; plus LLP agreement and relevant clauses; FIRC/IRM; investor KYC; valuation; designated-partner certificate; contribution/ownership details; sectoral/beneficial-ownership evidence and amended LLP agreement where applicable.	FDI reporting (LLP-I): Rs.7,500 if remittance through Federal Bank; Rs.10,000 if through another bank.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction.	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
LLP contribution/profit-share transfer - resident to non-resident	Transfer agreement; consents; valuation; investor KYC; inward remittance; LLP agreement/contribution record; prior reporting; amended agreement, approvals and tax evidence where applicable.	FDI reporting (LLP-II) as above.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102

Process / Service	Documents required	Charges	Time for approval / processing	Approving Authority	Authority for appealing against rejection / for delay	Link of bank website where hosted
LLP contribution/profit-share transfer - non-resident to resident	Form A2 where applicable, plus transfer agreement; consents; valuation; non-resident declaration; LLP contribution record/prior acknowledgement; tax/approval/amended LLP agreement where applicable.	FDI reporting plus outward-remittance/SWIFT charges as applicable.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	The documents are scrutinized by the Capital Account Transactions Desk (CATD), to ensure adherence to the applicable regulatory requirements. Upon satisfactory scrutiny, the transaction is allowed by Capital Account Transactions Desk (CATD).	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Repatriation of LLP partner profit share	Form A2 where applicable, plus partners resolution/minutes; audited financial statements; LLP agreement profit-sharing extract; profit computation; contribution reporting; tax documents; auditor/reconciliation/approval where applicable.	Non-trade outward remittance: 0.050%, minimum Rs.1,000, plus SWIFT Rs.500.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	The documents are scrutinized by the Capital Account Transactions Desk (CATD, to ensure adherence to the applicable regulatory requirements. Upon satisfactory scrutiny, the transaction is allowed by Capital Account Transactions Desk (CATD).	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
ODI - subscription to memorandum / initial acquisition of foreign entity	Form A2 where applicable, plus Form FC; statutory auditor certificate; board resolution; PAN/LEI; foreign-entity incorporation/constitutional/subscription or SPA documents; valuation where applicable; JV/host-country/financial-services/deferred-payment documents as applicable.	Automatic route: Rs.5,000 if remittance through Federal Bank. Approval route: Rs.10,000. SWIFT/remittance charges additionally applicable.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	The documents and Form FC are scrutinized by the Capital Account Transactions Desk (CATD), to ensure adherence to the applicable OI parameters and regulatory requirements. Upon satisfactory scrutiny, the transaction is allowed by Capital Account Transactions Desk (CATD).	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
ODI - initial overseas investment by resident individual	Form A2 where applicable, plus applicable Form FC sections; LRS/TCS declarations; PAN; foreign-entity incorporation/constitutional documents; subscription/SPA; valuation; beneficial ownership and deferred-payment documents as applicable.	ODI automatic-route charge Rs.5,000 if through Federal Bank, plus LRS outward-remittance Rs.1,000 and SWIFT Rs.500.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	The documents and Form FC are scrutinized by the Capital Account Transactions Desk (CATD), to ensure adherence to the applicable OI parameters and regulatory requirements. Upon satisfactory scrutiny, the transaction is allowed by Capital Account Transactions Desk (CATD).	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
ODI - subsequent investment in foreign entity	Form A2 where applicable, plus existing UIN/ODI acknowledgement; board resolution; Form FC; statutory auditor certificate; revised investment details; valuation; updated shareholding/financial commitment and approval evidence.	Rs.3,000 per subsequent remittance/reporting if through Federal Bank, plus remittance/SWIFT charges.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	The documents and Form FC are scrutinized by the Capital Account Transactions Desk (CATD), to ensure adherence to the applicable OI parameters and regulatory requirements. Upon satisfactory scrutiny, the transaction is allowed by Capital Account Transactions Desk (CATD).	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
ODI - debt investment/loan to foreign entity	Form A2 where applicable, plus eligible equity relationship/UIN; board resolution; Form FC; arm's-length loan agreement; statutory auditor certificate; repayment/security/financial-commitment evidence and approval where applicable.	Rs.3,000 per subsequent remittance/reporting if through Federal Bank, plus non-trade remittance/SWIFT charges.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	The documents and Form FC are scrutinized by the Capital Account Transactions Desk (CATD), to ensure adherence to the applicable OI parameters and regulatory requirements. Upon satisfactory scrutiny, the transaction is allowed by Capital Account Transactions Desk (CATD). . .	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
ODI - corporate/bank/performance guarantee for foreign entity	Board resolution; guarantee application/text; underlying facility/project agreement; UIN; financial-commitment computation; lender/beneficiary details; counter-guarantee/security/valuation/approval where applicable.	Reporting guarantee issued by Federal Bank: Rs.2,500; issued by other bank: Rs.5,000. Guarantee commission/SWIFT as applicable under published schedule.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	The documents and Form FC are scrutinized by the Capital Account Transactions Desk (CATD), to ensure adherence to the applicable OI parameters and regulatory requirements. Upon satisfactory scrutiny, the transaction is allowed by Capital Account Transactions Desk (CATD).	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102

Process / Service	Documents required	Charges	Time for approval / processing	Approving Authority	Authority for appealing against rejection / for delay	Link of bank website where hosted
ODI - pledge/charge, restructuring, disinvestment, liquidation/closure or write-off	Board resolution; relevant pledge/restructuring/sale/closure documents; pre/post structure; valuation; UIN/prior filings; financial-commitment or write-off computation; audited/host-country/legal/tax/approval evidence as applicable.	Disinvestment follow up charges for reporting: Rs.2,500.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	The documents and Form FC are scrutinized by the Capital Account Transactions Desk (CATD), to ensure adherence to the applicable OI parameters and regulatory requirements. Upon satisfactory scrutiny, the transaction is allowed by Capital Account Transactions Desk (CATD).	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
ECB - initial registration / drawdown	Executed loan agreement; Form ECB; LRN; drawdown notice; lender details ; end-use declaration; board/security/hedging/approval evidence where applicable. , Invoice in case of trade credit with payment terms beyond three years, Board resolution of the borrower entity, application for LRN/ECB.	LRN application processing: minimum Rs.15,000. Inward remittance for ECB: Rs.1,000.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	The documents and Form ECB are scrutinized by the Capital Account Transactions Desk (CATD), to ensure adherence to the applicable ECB parameters and regulatory requirements. Upon satisfactory scrutiny, the proposal is reported to RBI for allotment of the Loan Registration Number (LRN).	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
ECB - principal repayment / interest, fee or charge payment	Documents obtained for processing include the outward remittance request, Form A2, interest computation specifying the applicable interest rate and period of interest, demand raised by the lender, Loan Agreement, and copy of the LRN.	Non-trade outward remittance: 0.050%, minimum Rs.1,000, plus SWIFT Rs.500. ECB-2 reporting: Rs.1,000 per month.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Prior approval/permission from Operations Capital Desk shall be obtained, after which the Branch/CCSC/RM shall ensure that the repayment/interest payment is affected in accordance with the Loan Agreement, borrowing/repayment schedule and applicable ECB terms. .	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
ECB - change in terms / conversion into equity	Borrower request; lender consent/amendment or conversion agreement; board/shareholder approvals; revised terms; LRN/reporting history; valuation/pricing; allotment; lender KYC; post-conversion reporting evidence. Revised Form ECB.	ECB-2 reporting Rs.1,000 per month; FDI reporting charges for equity conversion; regulatory handling charge where applicable.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Upon giving effect to any change in the previously reported ECB parameters, including conversion into equity, the requisite documents and forms shall be submitted to Operations Capital Desk for onward reporting of Revised Form ECB 1 to RBI within seven calendar days from the end of the month in which such change was given effect. The documents are scrutinized and filed to RBI in the stipulated format by the team	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
BO/LO/PO in India - opening, AAC, extension or closure	FNC/application; foreign entity constitutional/KYC documents; approval conditions; office/project details; AAC/audited statements; tax and closure evidence as applicable.	Published schedule lists the activities but does not specify an amount. Charge to be confirmed as per prevailing arrangement.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	OSTF-CATD is the centralized processing/authorizing unit for matters within the AD Bank's delegated authority, while RBI is the approving authority wherever prior RBI approval is prescribed.	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
BO/PO in India - profit, intermittent surplus or final surplus remittance	Common outward-remittance documents above, including Form A2 where applicable, plus RBI/AD approval; audited/interim/final accounts; CA/SA certificate; tax evidence; liabilities/legal-proceedings confirmation; project completion/client/cash-flow evidence as applicable.	Non-trade outward remittance: 0.050%, minimum Rs.1,000, plus SWIFT Rs.500.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	The documents are scrutinized by the Capital Account Transactions Desk (CATD), to ensure adherence to the applicable LO/BO/PO parameters and regulatory requirements. Upon satisfactory scrutiny, the transaction is allowed by Capital Account Transactions Desk (CATD).	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102

Process / Service	Documents required	Charges	Time for approval / processing	Approving Authority	Authority for appealing against rejection / for delay	Link of bank website where hosted
Opening overseas branch/representative office or acquiring property for overseas office	Form A2 where applicable, plus request appointing Federal Bank as designated AD; application/undertaking; board resolution; overseas registration/account details; business plan/budget; CA declaration on expenses; host-country/property/title evidence and approvals.	Processing application for branch/project office abroad: Rs.3,000; remittance/SWIFT charges additionally applicable.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	The documents are scrutinized by the Capital Account Transactions Desk (CATD), to ensure adherence to the applicable regulatory requirements. Upon satisfactory scrutiny, the transaction is allowed by Capital Account Transactions Desk (CATD).	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Advance import payment - goods/services below guarantee threshold	Import baseline: customer request/payment instruction; FEMA declaration; Application for Advance Import payment (C944); proforma invoice/purchase order/sale contract; commodity declaration; import license for restricted goods; supplier details; undertaking to submit import/completion evidence; service scope and period for services and additional documents if any as may be applicable..	Trade outward remittance: 0.125%, minimum Rs.1,000, plus SWIFT Rs.500.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction.	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Advance import payment - at/above threshold or high value	Import baseline: customer request/payment instruction; FEMA declaration; Application for Advance Import (C944); proforma invoice/purchase order/sale contract; import licence for restricted goods; plus documents for advance payment; unconditional irrevocable SBLC/BG where applicable; supplier due diligence; delivery milestones; board/credit/inspection evidence and reasons where guarantee not obtained and additional documents if any as may be applicable	Trade outward remittance charges 0.125% Min of Rs.1000/- plus SWIFT(Rs.500) as applicable.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction.	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Advance import - rough diamonds / aircraft / vessel / electronically delivered software-data-designs	Import baseline: customer request/payment instruction; FEMA declaration; Application for Advance Import (C944); proforma invoice/purchase order/sale contract; import licence for restricted goods;; plus commodity/sector-specific evidence: GJEPC/Kimberley documents; DGCA/MoCA approval; vessel particulars/registration; software licence, mode of electronic delivery and CA certificate for receipt evidence, as applicable and additional documents if any as may be applicable	Trade outward remittance charges; 0.125% Min of Rs.1000/- SWIFT(Rs.500) as applicable	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction.	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Open-account / direct import payment for goods	Import baseline: customer request/payment instruction; FEMA declaration;; Application for direct import bill payment (C945), invoice/contract; commodity declaration; import licence for restricted goods;; plus commercial invoice; transport document; Bill of Entry/IDPMS details; undertaking where pending; supplier statement/NOC/discrepancy explanation where applicable and additional documents if any as may be applicable	Trade outward remittance: 0.125%, minimum Rs.1,000, plus SWIFT Rs.500.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction.	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Open-account import of services / delayed service payment	Import baseline: customer request/payment instruction; FEMA declaration; Application for direct import bill payment (C945)invoice/contract; commodity declaration; import licence for restricted goods; plus invoice; executed agreement/engagement; service description/period; completion evidence; delay chronology and approval where applicable and additional documents if any as may be applicable	Trade outward remittance: 0.125%, minimum Rs.1,000, plus SWIFT Rs.500.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction.	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Import LC - issuance	LC application/debit authority; FEMA and commodity declaration; proforma invoice/PO/sales agreement; insurance; licence; sanctioned facility/margin; sectoral/legal documents as applicable.	1.5% p.a., minimum Rs.3,000, plus applicable SWIFT; 50% of normal charge, minimum Rs.3,000, against 100% cash margin.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction.	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102

Process / Service	Documents required	Charges	Time for approval / processing	Approving Authority	Authority for appealing against rejection / for delay	Link of bank website where hosted
Import LC - amendment / extension / enhancement / revival / cancellation	Amendment/cancellation request; revised contract; reason; insurance/margin/limit; beneficiary consent where required; utilisation/outstanding confirmation; closure/indemnity documents (if applicable).	Amendment Rs.1,000; extension/enhancement Rs.1,000 plus pro-rata LC charge; revival Rs.1,000; cancellation/closure charge not separately specified.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction.	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman, where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Import LC - document lodgement, acceptance and retirement/payment	Overseas-bank schedule; signed invoice; transport and all LC-stipulated documents; discrepancy waiver (If needed); accepted bill/maturity; debit authority; funds/limit; import evidence; tax documents where applicable.	LC bill retirement 0.10%, minimum Rs.1,000, maximum Rs.15,000; acceptance Rs.1,000; discrepancy USD 100 equivalent; delay above 10 days Rs.1,000.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction.	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Import bill under collection - DP/DA and maturity payment	Overseas-bank collection instruction; bill of exchange (as applicable); signed invoice; original transport/other documents; customer payment/acceptance/debit authority; maturity advice; licence and sanctions clarification as applicable.	Non-LC import collection 0.25%, minimum Rs.1,000, maximum Rs.25,000; acceptance Rs.1,000; overdue Rs.1,000 per half-year.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction. .	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Trade credit - supplier's credit / buyer's credit	Import baseline: customer request/payment instruction; FEMA declaration;; invoice/contract; commodity declaration; import licence for restricted goods; plus credit contract/offer; import/transport evidence; lender/supplier details; maturity schedule; trade-credit form; customer acceptance; security/SBLC/NOC/hedging/ where applicable, AIC calculation sheet, copy of credit facility sanctioned by Bank.	Underlying import/remittance charges; SBLC for Federal Bank IFSC trade credit 1% p.a., minimum Rs.2,000, plus Rs.2,000 per outward SWIFT; other lender 1.5% p.a., minimum Rs.2,000, plus SWIFT.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction.	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Trade credit - SBLC issuance, rollover/refinancing or repayment	Accepted quote; trade-credit form; imports/BOE; counter-indemnity; limit/margin; existing/new facility and outstanding reconciliation; AIC calculation sheet, lender demand; principal/interest computation; copy of credit facility sanctioned by Bank	Guarantee/SBLC and remittance/SWIFT charges as applicable; extension Rs.2,500 plus applicable guarantee charge for extended period.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction.	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Merchanting Trade Transaction	Customer request; purchase and sale contracts/invoices; buyer/seller; shipment/routing; profit and payment/receipt chronology; third-party/advance guarantee/country/commodity evidence; Packing list, Transport documents	Import-side commission as applicable; export-side commission as applicable; follow-up beyond prescribed period Rs.2,000 per transaction.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction.	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Special import - evidence in lieu of BOE / third-party payment / claim or short-supply adjustment	CEO/auditor eligibility certificate and invoice/payment details; or tripartite agreement/supplier instruction, beneficiary KYC and BOE declaration; or insurer settlement, shortage/survey/customs evidence, as applicable.	Relevant import/remittance charge; IDPMS or other handling charge where applicable.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction.	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman, where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102

Process / Service	Documents required	Charges	Time for approval / processing	Approving Authority	Authority for appealing against rejection / for delay	Link of bank website where hosted
Import-export set-off / netting	Customer request; mapped import/export invoices; BOE/Shipping Bill; counterpart consent; CA-certified netting statement; tax documents if applicable; EDPMS/IDPMS data and incentive/overdue declarations.	Rs.2,000 plus applicable import-export collection-bill charges.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction.	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman, where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Export LC - advising / amendment / transfer / cancellation / booking advised by other bank	Authenticated LC/amendment through banking channel; customer transfer/cancellation request; original LC; beneficiary details; utilisation/consents; sanctions/KYC and substitution instructions as applicable.	Advising: customer Rs.2,250, non-customer Rs.3,000; amendment Rs.1,000; transfer Rs.2,250; amendment to transferred LC Rs.1,000; booking other-bank LC Rs.1,000; cancellation/non-utilisation NIL.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction.	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Export LC - confirmation / acceptance	Authenticated LC; confirmation request; issuing-bank/country details; amount/validity; draft and acceptance terms; approved bank/country limits.	Confirmation 3% p.a., subject to country/bank risk and transaction-specific FIG pricing; acceptance 2% p.a.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction.	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Export bill presentation/negotiation/purchase/discounting under LC or non-LC	Export baseline: customer request/collection instruction; FEMA declaration; commercial invoice; packing list, Shipping Bill/SOFTEX/EDPMS details; transport documents; plus original LC/amendments where applicable; bill of exchange; packing/insurance/origin and all required documents; sanctioned facility; ECGC cover if applicable.	Rs.2,000 per purchased/discounted/negotiated bill; restricted negotiation forwarding Rs.1,000; reserve negotiation Rs.1,000; reimbursement claim Rs.1,500; courier Rs.2,500 where applicable.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction.	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Export bill under collection	Export baseline: customer request/collection instruction; FEMA declaration; commercial invoice; Shipping Bill/SOFTEX/EDPMS details; transport documents; plus collection order; invoice/packing list; original transport/other documents; third-party/buyer/URC instructions where applicable.	0.05%, minimum Rs.500, maximum Rs.15,000; dishonour/return Rs.2,000; courier Rs.2,500 where applicable.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction.	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Export receipt-based regularisation - advance/direct receipt/SOFTEX/direct dispatch	Export baseline: customer request/collection instruction; FEMA declaration; commercial invoice; Shipping Bill/SOFTEX/EDPMS details; transport documents; plus IRM/e-FIRC; mapping/receipt evidence; contract/service evidence; NOC/third-party remittance – supporting documents /direct-dispatch declaration and buyer confirmation as applicable.	Direct dispatch regularisation Rs.1,000 per Shipping Bill; GR release where 100% advance received Rs.500; e-BRC Rs.250.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction.	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Export invoice reduction / discount / transfer-pricing adjustment	Authorised request; reason and buyer correspondence; documents in support of reason for reduction - revised invoice; incentive/floor-price/caution declarations; CA certificate (as applicable) /track record /benchmarking/customs evidence where applicable.	Write-off/invoice reduction after lodgement: Rs.2,000 per bill/shipping bill; other applicable reporting/approval charges.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction.	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102

Process / Service	Documents required	Charges	Time for approval / processing	Approving Authority	Authority for appealing against rejection / for delay	Link of bank website where hosted
Write-off of unrealised export bill	Customer request; bill/shipping reference; CA certificate; recovery/follow-up evidence; declaration/undertaking; outstanding/incentive position; ECGC/legal/insolvency/approval evidence where applicable.	Rs.2,000 per bill/shipping bill; small-value write-off Rs.100 per bill.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction.	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Export refund / reimport / claim / warranty / agency commission / counter-claim adjustment	Form A2 where applicable, plus original export/receipt references; buyer claim/request; settlement/agreement; computation; reimport/quality/survey/incentive/commission/tax/CA/NOC evidence as applicable.	Trade-related outward remittance 0.125%, minimum Rs.1,000, plus SWIFT Rs.500; approval charge where applicable.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction.	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Packing credit / pre-shipment finance	Customer request; confirmed export order/LC; sanctioned facility; production/procurement requirement; drawing power/margin; stock/ECGC (if applicable) /disbursement evidence as applicable.	Order lodgement Rs.500 per order, maximum Rs.3,000 per application; substitution Rs.500; PCL/PCFC extension Rs.500.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction. .	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Post-shipment export finance and liquidation/closure	Customer request; export invoice/shipping documents, transport documents; EDPMS outstanding details; payment terms; sanctioned facility; ECGC/buyer acceptance; facility principal/interest computation and closure authority.	Relevant bill purchase/discount/negotiation charge Rs.2,000 per bill; crystallisation Rs.2,000; follow-up with the customer/extension charges as published.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction.	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Special export - project export / ecommerce or PA-CB / proceeds through another bank / delayed realisation	Project approval/contract/milestone/cash-flow; Intimation in the stipulated format by the contractor, or transaction-level exporter/buyer/invoice/Shipping Bill/SOFTEX (as applicable).	Relevant export collection/remittance/reporting charges; export-bill extension Rs.1,000 per event (or Rs.2,000 per bill per instance for purchased/discounted/negotiated bills); regulatory liaison Rs.5,000 where applicable.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction. .	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Foreign guarantee / SBLC - performance, financial or other	Application and approved text; underlying contract/facility; board authority; counter-indemnity; sanctioned limit/margin/security; beneficiary/lender details; regulatory/ODI evidence where applicable.	2% p.a., minimum Rs.2,000, plus overseas-bank actuals and arranging fee. Against 100% cash margin: 50% of normal charge or Rs.2,000, whichever higher. SWIFT as applicable.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction.	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102
Foreign guarantee / SBLC - amendment, extension, enhancement or inward advising	Customer amendment request; revised text/amount/validity; beneficiary consent/underlying amendment; additional limit/security; inward guarantee received through authenticated channel.	Extension Rs.2,500 plus applicable guarantee charge; enhancement at applicable rate on incremental value and arranging-fee difference; inward advising Rs.2,250 customer / Rs.3,000 non-customer.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction. .	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102

Process / Service	Documents required	Charges	Time for approval / processing	Approving Authority	Authority for appealing against rejection / for delay	Link of bank website where hosted
Forward contract - booking/cancellation/early delivery/extension	Deal Confirmation document; underlying exposure and documentary evidence based on Exposure, Cash Flow document, Customer request; contract details; authorised dealer instruction and settlement details(all-inclusive in Deal Confirmation document)	Booking/cancellation Rs.500 per contract; early delivery Rs.250 plus swap cost; extension Rs.500 plus swap cost.	Target same business day for a complete eligible request received by 2:00 PM; subject to document vetting, discrepancy resolution, enhanced due diligence, credit/limit/margin, FX/funding, correspondent-bank intervention, regulatory clarification/approval, holidays and system availability.	Transactions are subject to the Bank's maker-checker mechanism and shall be approved by the appropriate delegated authority, with specialist, credit, and/or regulatory approval obtained wherever applicable. The delegation matrix prescribed under the Bank's internal policy is followed for the approval and processing of each transaction. .	Branch / Relationship Team / Customer Care; thereafter successive levels under the Bank's published grievance-redressal framework, including Internal Ombudsman where applicable.	https://www.federal.bank.in/documents/10180/2839350/Federal_Bank_Cross_Border_Transactions_Framework.pdf/d1a5bca9-45fb-ee90-6a32-08de3f2d0d4e?t=1787205411102

Note: Common documents which are obtained while handling remittances (inward/outward) as applicable: customer request/payment or disposal instruction with debit authority; FEMA declaration, purpose confirmation/code; invoice/order/contract or underlying instrument; tax forms/certificates; source/end-use and commercial rationale; approvals/licences; and complete supporting records. Documents must be legible, valid, dated, duly executed and internally consistent. Additional evidence may be sought based on value, structure, jurisdiction, parties, delay, risk indicators or incomplete audit trail.

The documents stipulated under the Cross-Border Framework are indicative and constitute a general checklist based on applicable RBI guidelines/regulations and the Bank's prevailing internal policies, frameworks and SOPs. Additional documents, declarations, confirmations and/or clarifications may be sought depending on the purpose, nature, structure and specific circumstances of the transaction, including applicable regulatory requirements. The Bank may also seek such additional information or documentation as considered necessary to its satisfaction as an Authorised Dealer (AD) Bank and as part of the due diligence process.