Cosmos Co-Op. Bank Ltd.

CITIZEN'S CHARTER

A Charter for Forex Services by Co-operative Banks

Operations Customer Services Department, Head Office, Pune

To ensure compliance with regulatory and statutory requirements when opening accounts, the Bank adheres to Know Your Customer (KYC) norms and Anti-Money Laundering (AML) guidelines. We commit to verifying the identity and address of all prospective account holders to protect our customers, the general public, and the banking system against fraud and other forms of financial abuse.

The Bank will also conduct due diligence regarding the sources of income of both existing and prospective customers. Customers are required to provide the necessary documentation as specified by the Bank for account opening, updates, and periodic verification in accordance with our submission requirements.

Products:

a. All Forex deposit accounts e.g. NRE, FCNR B, NRO, RFC
b. Foreign exchange products including remittances & money changing

Service Time Norms:
The following indicative time norms apply to various foreign exchange transactions, subject to the submission of all required documents by customers:

Foreign LC, BG		
Service	**Activity**	**Time norms (indicative) after completion of form and required documents**
Foreign LC issuance and LC Confirmation. (Subject to sanctioning of limit and compliance of all terms and conditions of the sanction)	Upon submission of complete documentation in compliance with FEMA, RBI, FEDAI guidelines and bank's internal policies (subject to limit sanction and compliance with all sanction terms) If it is issued through our domestic correspondent Bank	T+2 working days T+5 working days

Foreign LC Acceptance	Upon submission of complete documentation in compliance with FEMA, RBI, FEDAI guidelines and bank's internal policies	T+5 working days
Foreign Bank Guarantee (Subject to limit sanctioning and compliance of all terms & conditions of the Sanction)	Upon submission of complete documentation in compliance with FEMA, RBI, FEDAI guidelines and bank's internal policies (subject to limit sanction and compliance with all sanction terms) and If it is issued through our domestic correspondent Bank	T+0 working days T+ 2 working days

FOREX Services		
Service	**Activity**	**Time norms (indicative) after completion of form and required documents**
Inward Remittance (Individual)	Upon submission of complete documentation in compliance with FEMA, RBI, FEDAI guidelines and bank's internal policies	T+1 from value date of proceeds, subject to receipt of funds in bank's NOSTRO account
Outward Remittance (Individual)	Upon submission of complete documentation in compliance with FEMA, RBI, FEDAI guidelines and bank's internal policies	T+0
FC Instrument sent for Collection	Upon submission of complete documentation in compliance with FEMA, RBI, FEDAI guidelines and bank's internal policies	T+1 from value date of proceeds, subject to receipt of funds in NOSTRO account of the bank
Import Advance remittance	Upon submission of complete documentation in compliance with FEMA, RBI, FEDAI guidelines and bank's internal policies	T+0
Import Final Payment against Bill	Upon submission of complete documentation in compliance with FEMA, RBI, FEDAI guidelines and bank's internal policies	T+0

Packing Credit Disbursement	Upon submission of complete documentation in compliance with FEMA, RBI, FEDAI guidelines and bank's internal policies	T+0
Export Bill Collection	Upon submission of complete documentation in compliance with FEMA, RBI, FEDAI guidelines and bank's internal policies	T+1 from value date of proceeds, subject to receipt of funds in NOSTRO account of the bank
Export Bill Purchase	Upon submission of complete documentation in compliance with FEMA, RBI, FEDAI guidelines and bank's internal policies	T+0
Export Bill Negotiation	Upon submission of complete documentation in compliance with FEMA, RBI, FEDAI guidelines and bank's internal policies	T+0
Swift Message	Upon completion of transaction in CBS and execution of swift message by following 6 eye principles as mandated by RBI through following STP	T+0
Issuance of Travel cards	Upon submission of complete documentation in compliance with FEMA, RBI, FEDAI guidelines and bank's internal policies	T + 1
Exchange of currencies	Upon submission of complete documentation in compliance with FEMA, RBI, FEDAI guidelines and bank's internal policies.	T+0

Note: All time norms are indicative and commence only after the submission of complete documentation as required by the bank. Processing times are subject to compliance with all regulatory requirements including FEMA, RBI, and FEDAI guidelines, as well as the bank's internal policies.