



Export Transactions

Sr. No.	Particulars	Document
1.	Export General Check points	<ul style="list-style-type: none"> • Customer IEC • Permissibility of Exports under FTP • Legal Entity Identifier (LEI) if applicable
2.	Export advance	<ul style="list-style-type: none"> • Disposal Instructions along with supporting documents (PI / PO copy / contract) • FEMA Declaration
3.	Documents for export of goods (non-LC) Bank Dispatch	<ul style="list-style-type: none"> • Customer Request Letter with FEMA declaration • Invoice • Packing list • Transport document • Shipping bill details
4.	Export bill lodgement under collection - Direct Dispatch by exporter	<ul style="list-style-type: none"> • Customer Request Letter with FEMA declaration • Invoice • Packing list • Transport document • Shipping bill details
5.	Export bill regularization against advance payment	<ul style="list-style-type: none"> • Customer Request Letter with FEMA declaration • Invoice • Packing list • Transport document • Shipping bill details • IRM (FITT) details
6.	Exports Under LC	<ul style="list-style-type: none"> • Customer Request Letter with FEMA Declaration • Original LC for endorsement • Invoice • Packing list • Transport document • Additional documents as per LC terms • Shipping bill details
7.	Small value Shipping bill	<ul style="list-style-type: none"> • Less than INR 10 lakh or FCY equivalent: Declaration confirming export receipt in full or otherwise

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| 8. Third Party Payment realization (Shipment done and bill lodged, payment to be realized against lodged bill)/regularization (advance received, bill to be regularized) | <ul style="list-style-type: none"> • Shipping Bill/EDF/Invoice mentioning details of 3rd party • Tri-partite agreement • A justification from customer confirming third party involvement |
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Import Transactions

Sr. No.	Particulars	Document
1.	Import General Check points	<ul style="list-style-type: none"> • Customer IEC • Permissibility of Imports under FTP • Legal Entity Identifier (LEI) if applicable
2.	Advance Import	<ul style="list-style-type: none"> • Customer request letter • FEMA Declaration • Purchase Order / copy of agreement / proforma invoice quoting expected date of Import and port of loading and discharge <p>Once the import is materialised. Proof of import</p> <ul style="list-style-type: none"> • Goods: Bill of entry details
3.	Import Payments (Direct)	<ul style="list-style-type: none"> • Customer Request Letter with debit authority with FEMA declaration • Invoice • Packing list • Transport document • Bill of Entry details
4.	Import Bill under collection	<ul style="list-style-type: none"> • Customer acceptance Letter with debit authority • FEMA declaration • Accepted Bill of Exchange • Documents as per terms and condition of collection. • Proof of Import (DA Bill at the time of Payment)
5.	Import Bill under LC	<ul style="list-style-type: none"> • Customer acceptance Letter with debit authority • FEMA declaration • Accepted Bill of Exchange • Documents as per terms and condition of LC. • Proof of Import (DA Bill at the time of Payment)
6.	High Seas Sales	<ul style="list-style-type: none"> • Customer Request Letter with debit authority • FEMA declaration • Invoice - Commercial and High Sea sale

		<ul style="list-style-type: none"> • Transport documents • Bill of entry details in the name of HSS buyer • High sea sale agreement
7.	Small value Bill of Entry	<ul style="list-style-type: none"> • less than INR 10 lakh or FCY equivalent: import payment on basis declaration from customer capturing details of BOE
8.	Third Party Import Payment	<ul style="list-style-type: none"> • Customer Request Letter with debit authority • FEMA declaration • Bill of Entry/ Invoice / Purchase Order mentioning details of 3rd party • Tri-partite agreement • A justification from customer confirming third party involvement

Inward / Outward Remittance

Sr. No.	Particulars	Document
1.	Inward remittance	<ul style="list-style-type: none"> • Customer Request Letter • FEMA declaration • Supporting documents as per nature of transaction.
2.	Outward remittance	<ul style="list-style-type: none"> • Customer Request Letter with debit authority • FEMA declaration • Form 145-146 (as applicable) • Supporting documents as per nature of transaction.

Nature of Transaction

Sr. No.	Particulars	Document
1.	Education	<ul style="list-style-type: none"> • Declaration • Passport and valid visa (as applicable) • University Letter with course details • Fees request/ demand letter / invoice
2.	Family Maintenance	<ul style="list-style-type: none"> • Declaration • Relationship details (as applicable)
3.	Gift	<ul style="list-style-type: none"> • Declaration • Relationship details (as applicable)
4.	Medical Expenses	<ul style="list-style-type: none"> • Declaration • Estimate/ invoice from Hospital

		<ul style="list-style-type: none"> • Travel Details (as applicable)
5.	Refund	<ul style="list-style-type: none"> • Details of the original remittance
6.	Repatriation of NRE / FCNR B	<ul style="list-style-type: none"> • Remittance Request • Dully discharged Original Receipt • Tax paid evidence (as applicable)
7.	Salary	<ul style="list-style-type: none"> • Declaration • Evidence of employment / Appointment letter • Salary Details • Tax evidence (as applicable)
8.	Travel	<ul style="list-style-type: none"> • Proof of Travel • List of passengers with supporting documents • PAN/LRS declaration

Grievance Escalation

Process / Transaction	Threshold / Condition	Delegated Approving Authority
Initial grievance lodgement	Any grievance relating to a trade finance transaction	B-Cat. Centre In-Charge (Level 1)
First appeal	Not resolved within 7 working days, or customer dissatisfied	Head - Trade Finance, AGM / DGM (Level 2)
Second appeal	Not resolved within 15 working days, or customer dissatisfied	Head - Treasury & Trade Finance, GM / CGM (Level 3)
Third appeal	Not resolved within 20 working days, or customer dissatisfied	Nodal officer, Customer Grievances (Level 4)
Forth appeal	Not resolved within 30 working days, or customer dissatisfied	Managing Director (Level 5)
Final internal appeal	Not resolved within 45 working days, or customer dissatisfied	Board of Directors / Designated Committee (Level 6)
Grievance against Centre In-Charge personally, or conflict of interest	Exceptional circumstances	May be lodged directly at Level 2 or above, as appropriate

- *If the customer remains dissatisfied after exhausting the Bank's internal grievance redressal mechanism, or if no response is received within sixty days, the customer may approach the Reserve Bank of India's Banking Ombudsman under the Reserve Bank - Integrated Ombudsman Scheme, or the concerned Regional Office of the Reserve Bank.*

Note:

1. Documents / information can be submitted physically / digitally (through register e-Mail).
2. For Timelines: <https://www.cosmos.bank.in/citizen-charter> under Forex Operations Policies & Service
3. For charges visit site: <https://www.cosmos.bank.in/service-charges> under Tab Forex
4. For Exchange rate: <https://www.cosmos.bank.in/interest-rates> under Tab Forex Card Rates
5. For Forms: <https://www.cosmos.bank.in/form-center> under Tab Forex

Information relating to Daily Fx Card rates, charges, documentation requirements and other applicable terms and conditions for cross-border foreign exchange transactions and services of member banks is available on the website of the Foreign Exchange Dealers' Association of India (FEDAI). Customers may access the relevant information through the [Member Banks Information Hub](#)
