PROCESS & DOCUMENTATION FRAMEWORK FOR CROSS-BORDER TRANSACTIONS

The objective of this process is to improving transparency, efficiency, customer service and establishing a comprehensive framework for handling the cross-border & trade transactions related to export and import of goods and services & Merchanting Trade Transactions (MTT), in compliance with latest RBI guidelines and Foreign Exchange Management Act (FEMA) 1999, Foreign Trade Policy in force including all applicable laws and regulations as amended from time to time.

1. The CTBC Bank Co. Ltd., India (hereinafter may referred to as the “Bank” or “AD Category – I bank” or “AD”) should follow normal banking procedures and adhere to the above latest provisions including UCPDC, URR, URC, URDG, ISBP, RBI & other regulatory guidelines and bank’s internal guidelines.

2. This process is applicable to all branches of CTBC Bank Co. Ltd. in India.

3. The Bank shall ensure that the all transactions are undertaken only for bona-fide trade purposes and are supported by adequate documentation. RBI requires AD Category-I Banks to satisfy themselves regarding the bona-fide nature of export & import transactions before processing. Prior to processing any export/import transaction, the Bank shall perform AML Trade Finance Screening as per internal guidelines. CTBC Bank India reserves the right to defer, hold, or decline processing of any request until the Bank is satisfied that all applicable requirement have been met.

4. Cut off time for transactions are applicable as per the bank’s prevailing Transaction cut-off time, if otherwise in order.

5. The latest standard trade tariff applicable on International Trade transactions available on our website www.ctbcbank.com/content/dam/cbminisite/IN/index.html. The stamp duty, GST, TDS/TCS, government dues etc. to be collected wherever applicable at prevailing rates.

6. CTBC Bank shall not levy any charges or penalty on its constituent (exporter or importer or merchant trader) for any regulatory delay/violation by the constituent.

7. The TAT or processing time is computed on working days. For the purposes of cross-border transactions bank holiday, Saturday, Sunday, and foreign exchange market or currency holidays shall be considered non-working days. TAT is applicable for the factors that are in control of the Bank, matters outside the purview of the Bank’s control are not considered. TAT shall commence only after receipt of fully compliant documents required to process the cross-border transaction before the time deadline on the transaction day. If the Bank receives incomplete set of documents or unsatisfactory reply received for the additional information sought, then TAT will commence from the date when complete set of compliant documents and satisfactory reply is received. For high-volume and bulk transactions, customers are required to provide advance notice to ensure efficient processing.

8. Cross-border transactions may face processing delays due to enhanced verification and regulatory scrutiny. In some cases, the Bank must request additional documentation to comply with local regulations and the guidelines of correspondent banks. Customers are requested to promptly provide any supporting documents, proofs, or information when asked. The examples of transactions subject to enhanced scrutiny are high-risk customer profiles, high-value remittances exceeding standard thresholds, Complex transaction structures, remittances involving high-risk countries, entities, or individuals, queries raised by intermediary, correspondent, or beneficiary banks, transactions requiring RBI or internal approvals as per bank internal guidelines, Payments related to donations, charities, trusts, capital account transactions, transactions involving High-Net-Worth Individuals (HNIs), Non-Profit Organisations (NPOs), or Politically Exposed Persons (PEPs) and any other transaction deemed appropriate for review by the Bank.

9. Customer grievances and escalations will be managed in accordance with the bank’s official Grievance Redressal Policy, which can be accessed on our website www.ctbcbank.bank.in/content/dam/cbminisite/IN/grievance-redressal.html

Transaction Type	List of Mandatory Documents	Cut-off Timing	Timeline	Process flow & Approving Authorities	Charges	Escalation Matrix & Grievance Redressal Mechanism
Import Payment - Direct	1. Remittance application form 2. Copy of commercial invoice, bill of lading/airway bill, details/copy of bill of entry 3. The Bank may request additional document or clarification in case of late payment, short/mismatch in payment, third party payment, discrepant document, AML alerts etc. on case to case basis.	01:00 PM	Within two working days	CTBC Bank deploy a specialized maker-checker control mechanism across the all branches to process cross-border & Trade transactions. Step 1: Customer submits request/application physically/online to the Branch. Step 2: Branch Trade operation department scrutinised the request including funding requirements, reviews the transaction for FEMA compliance, international & internal trade guidelines and sanctions screening before processing. Any discrepancies are communicated to the customer and resolved before further processing. Step 3: Once documents are compliant with all aspects, AML clearance is obtained. Branch report the transaction to treasury for FX-Rate subject to availability of funds (if require). Step 4: Upon completion, accounting entries are recorded and posted in Core-Banking System (CBS) & SWIFT.	As per Bank's standard trade tariff sheet available on website i.e. www.ctbcbank.com/content/dam/cbminisite/IN/index.html	As per bank Grievance Redressal Policy available on website i.e. https://www.ctbcbank.bank.in/content/dam/cbminisite/IN/grievance-redressal.html

Import Payment - Advance	1. Remittance application form 2. Copy of Proforma invoice/purchase order/sale contract duly signed/accepted by both parties mentioning payment terms as advance/pre-payment. 3. Copy of IEC (one time), HS code and import license (if applicable) 4. In case of advance remittance (other than a Public Sector Company or a Department/Undertaking of the Government of India/State Government/s) exceeds USD 200,000 or its equivalent, an unconditional, irrevocable SBLC or guarantee from an international bank of repute situated outside India required from overseas beneficiary. Bank may consider the customer genuine & bonafide request of advance remittance more than USD 200,000 only up to USD 5,000,000 without SBLC/guarantee on its discretion as per internal guidelines with management approval subject to followings conditions: (i) ORM/IDPMS satisfactory track records: Nil overdue ORM in IDPMS (ii) Turnover: Above INR 500 Million last fiscal, (iii) Bank Limits: Total facilities exceed INR 70 Million, (iv) History: Stable min. 1-year track record with CTBC Bank, (v) New Accounts: Needs letter of satisfactory account conduct from previous bank including IDPMS/EDPMS. 5. The Bank may request additional documents or clarification in case of discrepancy, mismatch in payment terms, third party payment, discrepant document, AML alerts, threshold etc. on case to case basis.	01:00 PM	Within two working days	CTBC Bank deploy a specialized maker-checker control mechanism across the all branches to process cross-border & Trade transactions. Step 1: Customer submits request/application physically/online to the Branch. Step 2: Branch Trade operation department scrutinised the request including funding requirements, reviews the transaction for FEMA compliance, international & internal trade guidelines and sanctions screening before processing. Any discrepancies are communicated to the customer and resolved before further processing. Step 3: Once documents are compliant with all aspects, AML clearance is obtained. Branch report the transaction to treasury for FX-Rate subject to availability of funds (if require). Step 4: Upon completion, accounting entries are recorded and posted in Core-Banking System (CBS) & SWIFT.	As per Bank's standard trade tariff sheet available on website i.e. www.ctbcbank.com/content/dam/cbminisite/IN/index.html	As per bank Grievance Redressal Policy available on website i.e. https://www.ctbcbank.bank.in/content/dam/cbminisite/IN/grievance-redressal.html
Payment for Import of services/software/data/drawing/design etc. in non-physical form	1. Remittance application form 2. Form A-2 duly filled and signed 3. Copy of commercial invoice & valid service contract agreement duly signed by both parties. 4. Certificate from a Chartered Accountant (with UDIN) that the service/software/data/drawing/design etc. in non-physical has been received by the importer 5. In case of advance payment (other than a Public Sector Company or a Department/Undertaking of the Government of India/State Government/s) only up to USD 500,000, a company declaration to submit the CA certificate after completion of import. In case of advance remittance exceeds USD 500,000 or its equivalent, an unconditional, irrevocable SBLC or guarantee from an international bank of repute situated outside India mandatory required from overseas beneficiary. 6. Form 145 & 146 with UDIN 7. Customer declaration that they have informed to custom Authorities for this import of service/software/data/drawing/design etc. in non-physical imports. 8. The Bank may request additional documents or clarification in case of late payment, short/mismatch in payment, third party payment, discrepant document, AML alerts, nature of payment etc. on case to case basis.	01:00 PM	Within two working days	CTBC Bank deploy a specialized maker-checker control mechanism across the all branches to process cross-border & Trade transactions. Step 1: Customer submits request/application physically/online to the Branch. Step 2: Branch Trade operation department scrutinised the request including funding requirements, reviews the transaction for FEMA compliance, international & internal trade guidelines and sanctions screening before processing. Any discrepancies are communicated to the customer and resolved before further processing. Step 3: Once documents are compliant with all aspects, AML clearance is obtained. Branch report the transaction to treasury for FX-Rate subject to availability of funds (if require). Step 4: Upon completion, accounting entries are recorded and posted in Core-Banking System (CBS) & SWIFT.	As per Bank's standard trade tariff sheet available on website i.e. www.ctbcbank.com/content/dam/cbminisite/IN/index.html	As per bank Grievance Redressal Policy available on website i.e. https://www.ctbcbank.bank.in/content/dam/cbminisite/IN/grievance-redressal.html

Other miscellaneous foreign outward remittances	1. Remittance application form 2. Form A-2 duly filled and signed 3. Copy of commercial invoice, contract agreement or other supporting documents. 4. Form 145 & 146 with UDIN 5. The Bank may request additional documents or clarification in case of late payment, short/mismatch in payment, third party payment, discrepant document, AML alerts, nature of payment etc. on case to case basis.	01:00 PM	Within two working days	CTBC Bank deploy a specialized maker-checker control mechanism across the all branches to process cross-border & Trade transactions. Step 1: Customer submits request/application physically/online to the Branch. Step 2: Branch Trade operation department scrutinised the request including funding requirements, reviews the transaction for FEMA compliance, international & internal trade guidelines and sanctions screening before processing. Any discrepancies are communicated to the customer and resolved before further processing. Step 3: Once documents are compliant with all aspects, AML clearance is obtained. Branch report the transaction to treasury for FX-Rate subject to availability of funds (if require). Step 4: Upon completion, accounting entries are recorded and posted in Core-Banking System (CBS) & SWIFT.	As per Bank's standard trade tariff sheet available on website i.e. www.ctbcbank.com/content/dam/cbminisite/IN/index.html	As per bank Grievance Redressal Policy available on website i.e. https://www.ctbcbank.bank.in/content/dam/cbminisite/IN/grievance-redressal.html
Liberalised Remittance Scheme (LRS)	1. Remittance application form 2. Form A-2 duly filled and signed 3. Copy of PAN along with supporting documents as per purpose/nature of remittance (Within RBI prescribed limit of $ 250,000 per financial year per individual or updated time to time & for permissible purpose i.e. Education and living expenses abroad, medical treatment, donations and gifts, travel and tourism, maintenance of relatives abroad and other permissible transaction)	01:00 PM	Within two working days	CTBC Bank deploy a specialized maker-checker control mechanism across the all branches to process cross-border & Trade transactions. Step 1: Customer submits request/application physically/online to the Branch. Step 2: Branch Trade operation department scrutinised the request including funding requirements, reviews the transaction for FEMA compliance, international & internal trade guidelines and sanctions screening before processing. Any discrepancies are communicated to the customer and resolved before further processing. Step 3: Once documents are compliant with all aspects, AML clearance is obtained. Branch report the transaction to treasury for FX-Rate subject to availability of funds (if require). Step 4: Upon completion, accounting entries are recorded and posted in Core-Banking System (CBS) & SWIFT.	As per Bank's standard trade tariff sheet available on website i.e. www.ctbcbank.com/content/dam/cbminisite/IN/index.html	As per bank Grievance Redressal Policy available on website i.e. https://www.ctbcbank.bank.in/content/dam/cbminisite/IN/grievance-redressal.html

LC issuance	1. LC Issuance Application form along with stamp paper (as per stamp duty act) duly signed within the sanction facility 2. Copy of Proforma invoice & purchase order/sale contract duly accepted by both parties along with FEMA declaration(onetime), HS code, IEC and import license (if applicable). 3. Copy of valid insurance policy in favour or hypothecated to CTBC Bank in case insurance to be arranged by applicant (incoterms Ex-Work, FOB, FCA, CFR). 4. The Bank may request additional documents or clarification in case of any discrepancy, special terms & condition as per sanction facility, AML alerts etc. on case to case basis.	01:00 PM	Within three working days	CTBC Bank deploy a specialized maker-checker control mechanism across the all branches to process cross-border & Trade transactions. Step 1: Customer submits request/application physically/online to the Branch. Step 2: Branch Trade operation department scrutinised the request including funding requirements, reviews the transaction for FEMA compliance, international & internal trade guidelines and sanctions screening before processing. Any discrepancies are communicated to the customer and resolved before further processing. Step 3: Once documents are compliant with all aspects, AML clearance is obtained. Accounting entries are recorded and posted in Core-Banking System (CBS) & SWIFT.	As per Bank's standard trade tariff sheet available on website i.e. www.ctbcbank.com/content/dam/cbminisite/IN/index.html	As per bank Grievance Redressal Policy available on website i.e. https://www.ctbcbank.bank.in/content/dam/cbminisite/IN/grievance-redressal.html
BG issuance	1. Guarantee Issuance Application Form & FEMA declaration (in case of foreign BG/SBLC) 2. Legally vetted BG text duly signed along with supporting documents as per sanction facility. 3. The Bank may request additional documents or clarification in case of any special terms & condition as per sanction facility, AML alerts etc. on case to case basis.	01:00 PM	Within three working days	CTBC Bank deploy a specialized maker-checker control mechanism across the all branches to process cross-border & Trade transactions. Step 1: Customer submits request/application physically/online to the Branch. Step 2: Branch Trade operation department scrutinised the request including funding requirements, reviews the transaction for FEMA compliance, international & internal trade guidelines and sanctions screening before processing. Any discrepancies are communicated to the customer and resolved before further processing. Step 3: Once documents are compliant with all aspects, AML clearance is obtained. Accounting entries are recorded and posted in Core-Banking System (CBS) & SWIFT.	As per Bank's standard trade tariff sheet available on website i.e. www.ctbcbank.com/content/dam/cbminisite/IN/index.html	As per bank Grievance Redressal Policy available on website i.e. https://www.ctbcbank.bank.in/content/dam/cbminisite/IN/grievance-redressal.html

Payment for Export of goods/services	1. Disposal instruction and FEMA declaration(onetime) 2. Submission of shipping bills along with copy of commercial invoice, bill of lading/airway bill. 3. The Bank may request additional documents or clarification in case of late payment, delay in submission of documents, short/mismatch in payment, third party payment, discrepant document, AML alerts, nature of payment etc. on case to case basis.	01:00 PM	Within one working day	CTBC Bank deploy a specialized maker-checker control mechanism across the all branches to process cross-border & Trade transactions. Step 1: Customer submits request/application physically/online to the Branch. Step 2: Branch Trade operation department scrutinised the request including funding requirements, reviews the transaction for FEMA compliance, international & internal trade guidelines and sanctions screening before processing. Any discrepancies are communicated to the customer and resolved before further processing. Step 3: Once documents are compliant with all aspects, AML clearance is obtained. Branch report the transaction to treasury for FX-Rate subject to availability of funds (if require). Step 4: Upon completion, accounting entries are recorded and posted in Core-Banking System (CBS).	As per Bank's standard trade tariff sheet available on website i.e. www.ctbcbank.com/content/dam/cbminisite/IN/index.html	As per bank Grievance Redressal Policy available on website i.e. https://www.ctbcbank.bank.in/content/dam/cbminisite/IN/grievance-redressal.html
Advance Payment for Export of goods/services	1. Disposal instruction & export advance payment declaration along with copy of Performa invoice/purchase order/sale contract 2. FEMA declaration(onetime), copy of IEC (one time), HS code and Export license (if applicable) 3. The Bank may request additional documents or clarification in case of discrepancy, mismatch in payment terms, third party payment, discrepant document, AML alerts, on case to case basis.	01:00 PM	Within one working day	CTBC Bank deploy a specialized maker-checker control mechanism across the all branches to process cross-border & Trade transactions. Step 1: Customer submits request/application physically/online to the Branch. Step 2: Branch Trade operation department scrutinised the request including funding requirements, reviews the transaction for FEMA compliance, international & internal trade guidelines and sanctions screening before processing. Any discrepancies are communicated to the customer and resolved before further processing. Step 3: Once documents are compliant with all aspects, AML clearance is obtained. Branch report the transaction to treasury for FX-Rate subject to availability of funds (if require). Step 4: Upon completion, accounting entries are recorded and posted in Core-Banking System (CBS).	As per Bank's standard trade tariff sheet available on website i.e. www.ctbcbank.com/content/dam/cbminisite/IN/index.html	As per bank Grievance Redressal Policy available on website i.e. https://www.ctbcbank.bank.in/content/dam/cbminisite/IN/grievance-redressal.html

Other miscellaneous foreign inward remittances	1. Disposal instruction, purpose or nature of remittance and FEMA declaration(onetime). 2. The Bank may request additional documents or clarification as per purpose & nature remittance	01:00 PM	Within one working day	CTBC Bank deploy a specialized maker-checker control mechanism across the all branches to process cross-border & Trade transactions. Step 1: Customer submits request/application physically/online to the Branch. Step 2: Branch Trade operation department scrutinised the request including funding requirements, reviews the transaction for FEMA compliance, international & internal trade guidelines and sanctions screening before processing. Any discrepancies are communicated to the customer and resolved before further processing. Step 3: Once documents are compliant with all aspects, AML clearance is obtained. Branch report the transaction to treasury for FX-Rate subject to availability of funds (if require). Step 4: Upon completion, accounting entries are recorded and posted in Core-Banking System (CBS).	As per Bank's standard trade tariff sheet available on website i.e. www.ctbcbank.com/content/dam/cbminisite/IN/index.html	As per bank Grievance Redressal Policy available on website i.e. https://www.ctbcbank.bank.in/content/dam/cbminisite/IN/grievance-redressal.html
Merchanting Trade Transaction	1. Request letter along with Merchanting Trade Transaction Declaration & FEMA declaration(onetime) 2. Copy of commercial invoice, bill of lading/airway bill for import & export legs as the case may be 3. The Bank may request additional documents or clarification in case of late payment, short/mismatch in payment, third party payment, discrepant document, AML alerts etc. on case to case basis.	01:00 PM	Within two working days	CTBC Bank deploy a specialized maker-checker control mechanism across the all branches to process cross-border & Trade transactions. Step 1: Customer submits request/application physically/online to the Branch. Step 2: Branch Trade operation department scrutinised the request including funding requirements, reviews the transaction for FEMA compliance, international & internal trade guidelines and sanctions screening before processing. Any discrepancies are communicated to the customer and resolved before further processing. Step 3: Once documents are compliant with all aspects, AML clearance is obtained. Branch report the transaction to treasury for FX-Rate subject to availability of funds (if require). Step 4: Upon completion, accounting entries are recorded and posted in Core-Banking System (CBS) & SWIFT.	As per Bank's standard trade tariff sheet available on website i.e. www.ctbcbank.com/content/dam/cbminisite/IN/index.html	As per bank Grievance Redressal Policy available on website i.e. https://www.ctbcbank.bank.in/content/dam/cbminisite/IN/grievance-redressal.html

Set-off/Netting-off export receivables against import payables	1. Request letter for Set-off Export receivables against Import payables & FEMA declaration(onetime) 2. Verifiable agreement/mutual consent of all related parties 3. Copy of commercial invoice, bill of lading/airway bill and bill of entry for import leg 4. Copy of commercial invoice, bill of lading/airway bill and shipping bill for export leg 5. Auditors/CA certificate 6. The Bank may request additional documents or clarification in case of late payment, short/mismatch in payment, third party payment, discrepant document, AML alerts etc. on case to case basis.	01:00 PM	Within five working days	CTBC Bank deploy a specialized maker-checker control mechanism across the all branches to process cross-border & Trade transactions. Step 1: Customer submits request/application physically/online to the Branch. Step 2: Branch Trade operation department scrutinised the request including funding requirements, reviews the transaction for FEMA compliance, international & internal trade guidelines and sanctions screening before processing. Any discrepancies are communicated to the customer and resolved before further processing. Step 3: Once documents are compliant with all aspects, AML clearance is obtained. Branch report the transaction to treasury for FX-Rate subject to availability of funds (if require). Step 4: Upon completion, accounting entries are recorded and posted in Core-Banking System (CBS).	As per Bank's standard trade tariff sheet available on website i.e. www.ctbcbank.com/content/dam/cbminisite/IN/index.html	As per bank Grievance Redressal Policy available on website i.e. https://www.ctbcbank.bank.in/content/dam/cbminisite/IN/grievance-redressal.html