Guidance Document for Cross-Border Trade Remittances

1. Introduction

Axis Bank Limited, as an Authorised Dealer Category-I Bank, offers Trade Remittance services to facilitate cross-border trade transactions for its customers.

Trade Remittance transactions are undertaken in accordance with the Foreign Exchange Management Act, 1999 (FEMA), rules, regulations, directions and guidelines issued by the Reserve Bank of India (RBI) from time to time.

This guidance document provides an overview of:

- Trade Inward Remittances
- Trade Outward Remittances
- Product Features
- Documentation Requirements
- Turnaround Timelines
- Service Charges
- Grievance Redressal Mechanism

Axis Bank offers Trade Finance solutions catering to importers and exporters, including remittance services and other trade-related offerings.

2. Trade Remittances

Trade Remittances facilitate cross-border movement of funds arising from international trade transactions and broadly include:

- Trade Inward Remittances (Export Receipts)
- Trade Outward Remittances (Import and Other Trade-related Payments)

These transactions are processed in accordance with applicable FEMA provisions and regulatory guidelines issued by RBI from time to time.

3. Trade Inward Remittances (Export Receipts)

3.1 Overview

Trade Inward Remittances refer to receipt of export proceeds and other trade-related foreign exchange inflows through normal banking channels in accordance with applicable FEMA provisions and RBI regulations.

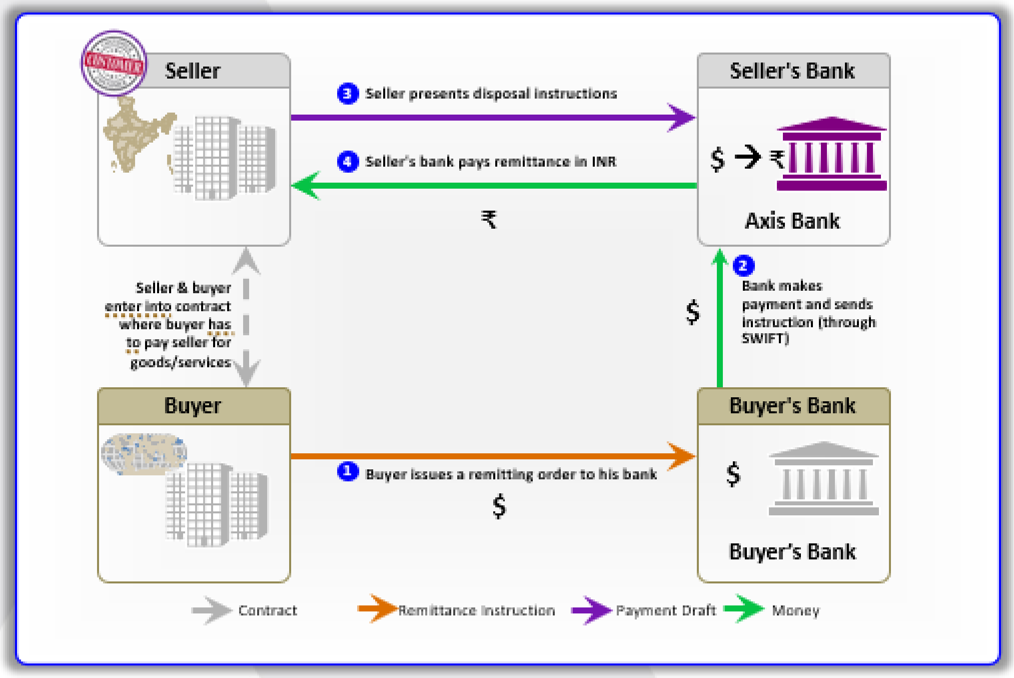
3.2 Product Features

Axis Bank facilitates receipt and processing of export proceeds arising from cross-border trade transactions.

Key features include:

- Receipt of export proceeds
- Foreign currency inward remittance processing
- Export realization services
- Credit of export proceeds to customer accounts
- Regulatory monitoring and reporting
- Compliance with FEMA and RBI requirements

Inward remittance



3.3 Documentation Requirements
Documentation requirements for Trade Inward Remittances vary depending upon:

- Nature of the transaction
- Underlying trade activity
- Applicable regulatory requirements

Customers may access the documentary requirements applicable to Trade Inward Remittances by following the path below on the Bank's website:

Link: https://www.axis.bank.in/corporate/trade-finance/inward-remittances

Path for Export of Goods: Inward Remittances → Documents Required → Export of Goods
Path for Export of Services: Inward Remittances → Documents Required → Export of Services

The Bank may seek additional information and/or documents wherever required for regulatory compliance, due diligence or transaction verification.

3.4 Turnaround Time (TAT)
Processing timelines applicable to Trade Inward Remittances are governed by the Turnaround Time (TAT) framework published by the Bank.

Customers may access the Turnaround Time (TAT) document by following the below path on the Bank's website:

Link: https://www.axis.bank.in/corporate/trade-finance
Path for Inward Remittance: Trade Finance → Remittances → Trade Inward Remittances → Documents Required → Turnaround Time (TAT)

4. Trade Outward Remittances (Import and Other Trade-related Payments)

4.1 Overview

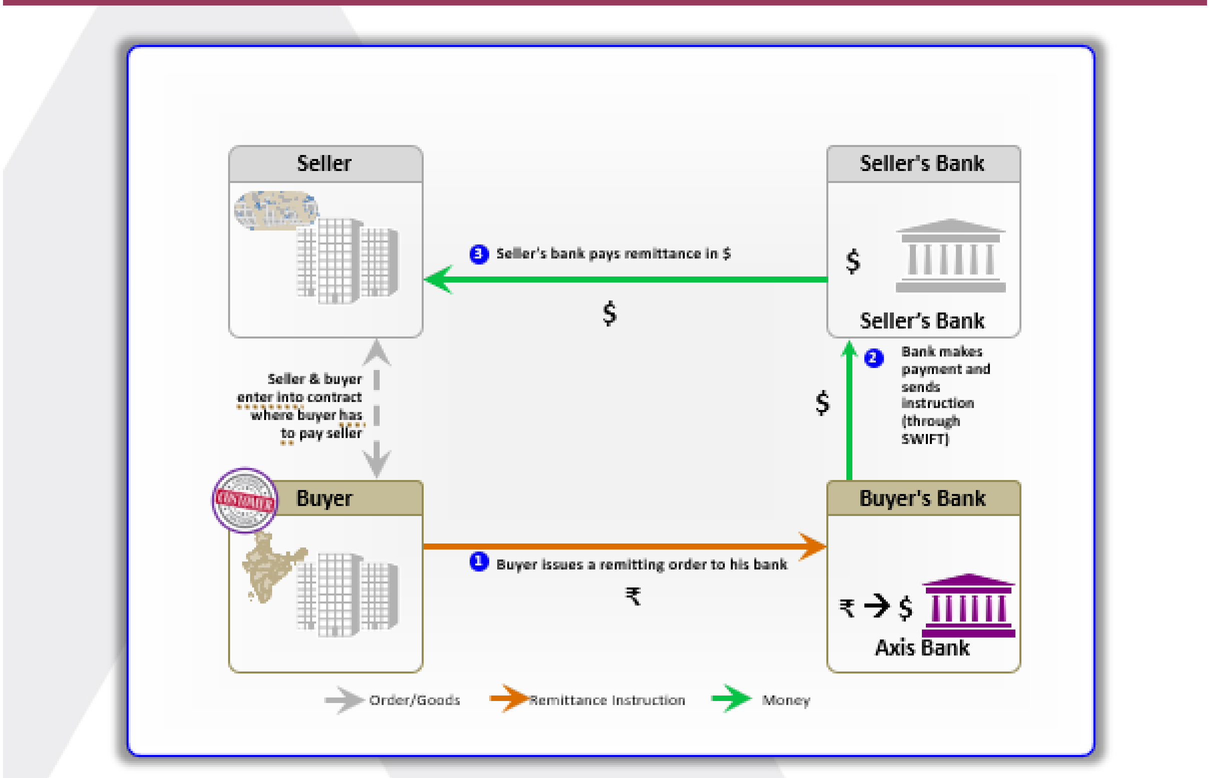
Trade Outward Remittances refer to payments made outside India towards permissible trade-related transactions, including import of goods, import of services and other current account transactions in accordance with applicable FEMA provisions and regulatory guidelines.

4.2 Product Features
Axis Bank provides Trade Outward Remittance solutions for facilitating overseas payments relating to international trade transactions.

Key features include:

- Cross-border remittance solutions for importers
- Remittances towards import of goods and services
- Secure SWIFT-based payment processing
- Trade transaction monitoring and regulatory compliance checks
- Customer-centric trade servicing through dedicated trade infrastructure

Outward remittance



4.3 Documentation Requirements
Documentation requirements for Trade Outward Remittances vary depending upon:

- Nature of transaction
- Purpose of remittance
- Underlying trade activity
- Applicable regulatory requirements

Customers may access the documentary requirements applicable to Trade Outward Remittances by following the path below on the Bank's website:

Link: https://www.axis.bank.in/corporate/trade-finance/outward-remittances

Path for Import of Goods: Outward Remittances → Documents Required → Import of Goods
Path for Import of Services and Other Outward Remittances: Outward Remittances → Documents

Required → Import of Services and Other Outward Remittances

The Bank may seek additional information and/or documents wherever required for regulatory compliance, due diligence or transaction verification.

4.4 Turnaround Time (TAT)
Processing timelines applicable to Trade Outward Remittances are governed by the Turnaround Time (TAT) framework published by the Bank.

Customers may access the Turnaround Time (TAT) document by following the below path on the Bank's website:

Link: https://www.axis.bank.in/corporate/trade-finance
Path for Outward Remittance: Trade Finance → Remittances → Trade Outward Remittances → Documents Required → Turnaround Time (TAT)

5. Service Charges

Charges applicable to Trade Remittance transactions shall be governed by the Bank's prevailing Schedule of Charges (SOC), as amended from time to time.

Customers may access the applicable Schedule of Charges by following the below path on the Bank's website:

Link: https://www.axis.bank.in/fees-and-charges
Path: Fees & Charges → Foreign Exchange → Latest Schedule of Charges (SOC)

6. Grievance Redressal Mechanism

Axis Bank is committed to providing efficient customer service and has established a structured grievance redressal framework for addressing customer complaints and service-related concerns. Customers may register complaints related to Trade Remittance transactions through the Bank's designated grievance redressal channels.

6.1 Raise a Complaint

Customers may register a complaint through the Bank's online complaint management portal.

The complaint registration facility can be accessed by following the below path on the Bank's website:

Link: https://application.axis.bank.in/webforms/axis-support/index.aspx?cta=axis-support-header
Path: Axis Bank Website → Support → Complaints & Grievances

Customers may submit the requisite details relating to their complaint/service request and obtain a reference number for tracking the status of the complaint.

Steps for Lodging a Complaint: Customers may lodge a complaint by following the below steps:

Step 1: Visit the Axis Bank Complaints & Grievances Portal.
Step 2: Select the relevant product or service category.
Step 3: Enter the required customer and transaction details.
Step 4: Provide details of the complaint or service request.
Step 5: Submit the complaint through the portal.
Step 6: Note the reference number generated upon successful submission and use the same for tracking the status of the complaint.

6.2 Grievance Redressal and Escalation

Axis Bank has a structured grievance redressal framework for addressing customer concerns. Customers may refer to the Grievance Redressal Policy for details relating to:

- Complaint registration process
- Escalation mechanism
- Resolution timelines
- Roles and responsibilities
- Governance and monitoring framework

Customers may access the Grievance Redressal Policy by following the below path on the Bank's website:

Link: https://application.axis.bank.in/webforms/axis-support/index.aspx?cta=axis-support-header

Path: Axis Bank Website → Support → Complaints & Grievances → Grievance Redressal Policy

Annexure A – Reference Links

Particulars	Link
Trade Finance Portal	Trade Finance Portal
Trade Inward Remittances	Inward Remittances - Corporate Banking | Axis Bank
Trade Outward Remittances	Outward Remittances - Corporate Banking | Axis Bank
Trade Remittance Turnaround Time (TAT)	Inward Remittances - Corporate Banking | Axis Bank Outward Remittances - Corporate Banking | Axis Bank
Trade Remittance Schedule of Charges (SOC)	Charges and Fees - All Loan & Accounts Services | Axis Bank
Complaints & Grievances Portal	Complaints & Grievances Portal
Grievance Redressal Policy	Grievance Redressal Policy

Disclaimer

The documentary requirements, processing timelines, Schedule of Charges and grievance redressal framework referred to in this guidance document are hosted on the Bank's website and may be revised from time to time in line with applicable regulatory requirements, operational changes and business requirements.

Customers are advised to refer to the latest versions of the respective documents available through the links provided in Annexure A before initiating any Trade Remittance transaction.