Policy Framework on Cross-Border Remittances
Version - v1.0
Approval Date:
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Policy Framework approver: Mentioned in the below table (One-down to CXO)

Contents

Background

FEDAI vide email Ref:138/F-207/2026 dated 29 Apr 2026 has advised Authorized Dealers to frame appropriate internal guidelines to enhance transparency, efficiency, and customer service with regards to Cross Border Remittances.

Scope of the Policy

This policy outlines policy regarding following points for cross border remittances at IDFC FIRST Bank

a. Documentation requirements for each type of transaction
b. Detailed process flows, including approving authorities
c. Schedule of charges applicable to different transactions
d. Defined timelines for processing remittances
e. Escalation matrix and grievance redressal mechanism

Policy Framework

The Bank offers a cross-border remittance facility to its customers through the following options:

A. For Retail Individual Customers

1. Inward Remittance
2. Outward Remittance
3. Digital Retail Inward Remittance

B. For Non- Individual Customers

1. Trade Remittance
2. Capital Account Remittance

A. For Retail Individual Customers

1. Inward Remittance

Key Information:

Stage	Process
Channel	• Branch: Yes • Digital: No

Customer Segment	• Resident Individuals • Non-Resident Individuals
Documents	• Disposal Instruction - Confirming the purpose of remittance, as per the RBI's FETER's list - Accepting FEMA declaration 10(5) & other T&C • Supporting documents may be required, depends on the purpose of remittance. • Purpose code wise document checklist is published in website & also, available with Bank's Branches and Central Operations Unit (Operations team) Retail-Inward-Remittance-Document-Ch **Website Link**: https://www.idfcfirst.bank.in/content/dam/idfcfirstbank/pdf/account-opening/Retail-Inward-Remittance-Document-Checklist-v1.pdf • Disposal Instruction is not required if the beneficiary is NRI customer. • Additional information / supporting documents may be requested from customer on case-to-case basis for enhanced due diligence.

TRANSACTION FLOW

Stage	Process
Remittance Initiation	An inward remittance transaction is initiated by the remitter through an overseas bank by providing the requisite beneficiary and transaction details, including beneficiary name, account number, bank details, SWIFT/BIC, and remittance amount.
SWIFT Message (MT or MX)	The remitting bank transmits a SWIFT MT/MX message to IDFC FIRST Bank with the complete transaction details, including remitter, beneficiary, amount, and payment purpose information.
Receipt of Remittance	IDFC First bank receives the message and verifies transaction details, in accordance with the regulatory guidelines.
Matching of Remittance	Incoming SWIFT remittance messages are reconciled with the corresponding camt.053 Nostro statements. Upon successful matching, the remittances are assigned to the respective branches for necessary processing and disposal.
Unmatched / Unidentified Nostro Credit	**Unmatched or unidentified** Nostro credits (e.g., account number mismatch or incomplete beneficiary details) are manually reviewed and matched by the operations team and being assigned to the respective branch for further processing.

	Further, all remaining **unmatched or unidentified Nostro credits** are circulated to the respective branches for review, enabling them to identify and claim any transactions pertaining to their customers.
Advance notification to Customer	Upon receipt of the inward remittance, an SMS and email notification are sent to the beneficiary to the registered contact details.
Branch Actionable	For processing of inward remittance transactions, branches must upload the following documents against the respective Track ID and submit the case to the operations team: 1. Duly filled Disposal Instruction 2. Supporting documents as required for the applicable purpose code 3. Relevant approvals and supporting email correspondences, if any 4. Forex deal details/confirmation received from Treasury
Credit to Account	All inward remittance transactions are reviewed by the operations team. Funds are credited to the beneficiary's account only after completion of the requisite AML screening and verification checks.
Credit / Transaction Advice to Customer	Upon successful settlement of the funds, a Credit/Transaction Advice is triggered to the customer's registered email address.
Deduction	Post conversion of foreign currency into INR, GST on the foreign exchange conversion component shall be levied and recovered in accordance with the applicable GST regulations and slab rates. https://www.idfcfirst.bank.in/personal-banking/forex/retail-forex/slab-wise-structure
Charges / Processing Fees	The schedule of charges and processing fees applicable to inward remittance transactions is published on the Bank's website and may be accessed via the link provided below: https://www.idfcfirst.bank.in/nri-banking/remittance/send-money-to-india?utm_source=website&utm_medium=L1NRIMoneyTransfer&utm_campaign=MoneyToIndia No processing fees, no correspondent bank charges; Applicable currency conversion GST will be collected.
Processing Timelines	Inward remittance transactions are usually processed and settled within T+1 day of receipt, provided all requisite disposal instructions, supporting documents, and additional information, if any, are submitted by the beneficiary/customer in a timely manner.
Reporting & Compliance	Upon settlement of the transaction, the necessary reporting (CBWTR) is filed with the regulator as part of the prescribed FIU reporting obligations.

Return of Unprocessed Funds (Inward) lying in Nostro:

Unidentified, unprocessed, or unsettled Nostro credits that remain pending are eligible to be remitted back to the originating bank (Return of funds) upon completion of 10 days from the date of Nostro credit.

2. Outward Remittance

Documentation

Customer type	Transaction Limit	Documents
Resident Indian (Outward Remittance)	Up to USD 250000 Per transaction Limit up to USD 100000 initiated through Pay Abroad	• Valid PAN in the Bank's records • Duly completed Combined Form A2 and Application-cum-Declaration under LRS* • Relevant supporting documents according to the purpose of the remittance • Latest one year statement of other bank or the Latest ITR of the remitter (if account is less than one year old) **(For Capital Account Transaction)**
Non-Resident Indian (Outward Remittance)	NRO account if SOF is capital income source – USD 1000000 per FY NRO account if SOF is Current income source – No limit NRE/FCNR – No Limit	• Form A2 • 145/146 Certificate **(From NRO account)** • Proof of source of fund **(From NRO account)** • Proof of trail of funds **(From NRO account)**

***LRS – Liberalised Remittance Scheme**

Process Flow: Outward Remittances

Flow	Online Transactions-Pay Abroad (Internet / Mobile Banking)	Offline Transactions (Branch)
Initiation	Initiate the transaction via Mobile/Net Banking ("Pay Abroad")	Customer visits the nearest IDFC FIRST Bank branch

Provide Details	Select Purpose of remittance, destination country and Payee Bank details	Obtain duly filled and signed Form A2 with the supporting document from the customer.
Submission	Customer review details & charges and confirm	Branch, inform the customer on details and charges, and process the transaction
Reference ID	Unique transaction reference number is generated & shared via email	Unique transaction reference number is generated
Request Handling	System captures the request and forward the details to the operations team	Branch initiate the transaction through DIGI Remit and forward the details to Operations team
Due Diligence	Operations verify the documents & details in line with FEMA & internal guidelines. In the event that the transaction is placed on hold or rejected, an email communication will be sent to the customer at their registered email address.	Operations verify the documents & details in line with FEMA & internal guidelines
Regulatory Checks	LRS limit, NRO capital source repatriation limit, account eligibility, FEMA & AML checks	LRS limit, NRO capital source repatriation limit, account eligibility, FEMA & AML checks
Processing & Transfer	Account debited and funds sent via SWIFT; advice emailed	Account debited and funds sent via SWIFT; advice emailed
Reporting & Completion	The transaction will be reported to the relevant regulatory authorities in accordance with FEMA and taxation guidelines.	The transaction will be reported to the relevant regulatory authorities in accordance with FEMA and taxation guidelines.

Charges and fee

Type of Transaction	Charges
Resident Indian (Outward Remittance)	No processing fees, no correspondent bank charges; Applicable currency conversion GST and TCS as per transaction value will be collected.
Non-Resident Indian (Outward Remittance)	No processing fees, no correspondent bank charges; Applicable currency conversion GST will be collected.

Turnaround Time (TAT) Framework

Product	TAT
Outward Remittance-	T + 1 (working days) after receipt of complete information including forms/documents from the customer/s (wherever applicable)

3. Digital Retail Inward remittances

RemitFirst2India

Product Description

RemitFIRST2India is IDFC FIRST Bank's digital inward remittance platform that enables Non-Resident Indians (NRIs) and overseas customers to send money from overseas locations to bank accounts in India through a secure, fully digital, and compliant journey. The platform is currently live for customers in Singapore, Hong Kong, and Australia and offers transparent FX rates, seamless transaction processing, and end-to-end transaction tracking.

Documentation - Required for one time KYC, onboarding for availing digital inward remittance services through RemitFirst2India

Region	Customer Type	Document Category	Requirements / Accepted Documents
Singapore (SG)	Citizens & PR	Identity Proof	NRIC
	Foreign Individuals	Identity Proof	FIN / Valid Work Pass
	FIN Holders	Proof of Address • Issued within last 90 days • Fully visible and not cropped • Clearly display full name and residential address	• Bank Statement • Utility Bill • Mobile Bill • Tenancy Agreement • Employer Letter
Australia (AU)	Australian Citizen	Primary Identification Documents *(Recommended: At least 2 documents for instant approval)*	• Passport • Driver's License (Front & Back) • Medicare Card

	Australian Citizen	Secondary Document *(Anyone)*	• Valid Visa Approval Document (if applicable) • State-issued Photo ID Card (with residential address) • State-issued Proof of Age Card (with residential address) • Bank Statement (issued within last 3 months) • Utility Bill (issued within last 3 months)
	Indian Citizen	Primary Identification Documents *(Any Two)*	• Australian Driving License (Front & Back) • Medicare Card • Indian Passport • Indian Driving License • Indian Voter ID • Valid Visa Approval Document showing name and DOB
	Indian Citizen	Secondary Document *(Optional - Anyone)*	• State-issued Photo ID Card (with residential address) • State-issued Proof of Age Card (with residential address) • Bank Statement (issued within last 3 months) • Utility Bill (issued within last 3 months)

Transaction flow

Stage	Customer Journey	KYC / AML / Regulatory Controls
1. Login / Registration	Customer logs in or registers on the platform.	• OTP authentication • Customer identity verification basis ucic and email id.

2. Send Money	Customer enters remittance amount and views FX rate.	• Transaction limit validation *(minimum and maximum permissible amount)*
3. Sender Details & Verification	Customer provides or confirms personal and identification details.	• Onboarding and document verification (partner due diligence) • Name screening (during processing - RDA sanction screening) • PEP screening (during processing - RDA sanction screening)
4. Receiver Details and remittance purpose	Customer enters beneficiary details and remittance purpose	• Purpose of remittance – either 'Self-Transfer' or 'Family maintenance' • Beneficiary validation (during processing by RDA system)
5. Transaction Review	Customer reviews all transaction details before proceeding.	• Regulatory disclosures presented (purpose of remittance, FX rate) • Customer consent captured
6. Transaction Booking Confirmation	Customer confirms and books the transaction.	• Audit trail creation (Transaction reference number created)
7. Customer Funding Transaction	Customer transfers funds from the registered bank account.	• Source account verification (partner due diligence manually) • Source of fund confirmation (partner due diligence manually)
8. Partner Processing After Fund Receipt Confirmation	Partner processes the remittance after confirming receipt of funds.	• AML transaction monitoring • Sanctions screening • Suspicious activity review
9. Beneficiary Credit (RDA Processing)	Funds are credited to the beneficiary account after validation.	• Beneficiary account validation • Final compliance checks • Regulatory reporting and record retention

Processing timelines and charges scheduling

Particulars	**Details**
Transaction Processing Charges	Nil
Fees	Nil

Processing Timeline	T+0: Typically, within 20 minutes from successful submission of the remittance request, provided sufficient funds are available in the Partner's Vostro Account. T+1: By 11:00 AM on the next banking day from the date of request submission, where sufficient funds are not available in the Partner's Vostro Account.

Note: T refers to the date on which the customer successfully submits the remittance request. Timelines are subject to applicable regulatory, compliance, and operational checks.

Foreign to India account transfer *(Cross border add funds)*

Product Description - Cross Border Add Funds enables eligible IDFC FIRST Bank NRE/NRO customers to transfer funds from their overseas bank account to their IDFC FIRST Bank NRE/NRO account in India, subject to applicable regulatory, KYC, AML, and compliance requirements. The service is currently available to customers in the United Kingdom and Europe.

Documentation - Not required for transaction initiation, since these are me2me transfer catered only for IDFC First Bank NR customers whose KYC and documentation is done during account opening.

Transaction flow

Stage	Customer Journey (on mobile banking app)	KYC / AML / Regulatory Controls
1. Add Funds & Rate Selection	Customer navigates to Foreign to India A/c under international payments, selects the receiving bank account (NRE/NRO account), enters the send amount, and views the applicable exchange rate.	• Customer authentication • Account ownership validation • Transaction limit checks
2. Transaction Review	Customer reviews the exchange rate, expected receiving amount, fees (if applicable), and transaction details before proceeding.	• Regulatory disclosures presented i.e. purpose of remittance – Self transfer only • Customer consent captured for transaction data sharing
3. Funding Confirmation & Credit	Customer authorizes/debits the send amount through their local bank app (UK/Europe). Upon successful debit	• Account holder verification • Source of funds validation • AML transaction monitoring

	confirmation, funds are credited to the selected receiving account.	• Fraud screening and payment confirmation checks

Escalation Matrix

Level 1	Level 2	Level 3
Call us 1800 10 888 (24*7) Or Reach out to us at banker@idfcfirstbank.com For NRI Customers nriservices@idfcfirstbank.com	Regional Nodal Officer email ID- rno@idfcfirstbank.com	Principal Nodal Officer email ID- pno@idfcfirstbank.com

B. Non-Individual Customer

1. Channels Enabled

- Branch Banking
- Online Banking

2. Trade Remittance

Inward Documentation

Type of Transaction	Document
Inward Remittance	• Disposal instruction/Request letter. • Invoice or sales contract between buyer and seller. • Export related documents as applicable. • Agreement or other supporting document as applicable

Inward Transaction Flow:

Flow	Online Transactions (Online Trade Portal)	Offline Transactions (Branch)
Initiation	Initiate the disposal instruction via Online Trade Portal	Customer visits the nearest IDFC FIRST Bank branch

Provide Details	Fill up the disposal instruction by selecting applicable purpose code. Along with documents as applicable	Obtain duly filled and signed Disposal instruction with the supporting document from the customer as applicable
Submission	Customer review details and confirm	Branch, inform the customer on details and charges, and process the transaction
FX Booking	Fx rate can be booked online	FX rate booking can be as per agreed margin or post document check.
Reference ID	Unique transaction reference number is generated.	Unique transaction reference number is generated
Request Handling	System captures the request and forward the details to the operations team	Branch initiate the transaction through workflow and forward the details to Operations team
Due Diligence	Operations verify the documents & details in line with FEMA & internal guidelines	Operations verify the documents & details in line with FEMA & internal guidelines
Regulatory Checks	FEMA & AML checks	FEMA & AML checks
Processing & Transfer	Account is credited and advice is shared over registered emailed and available under online trade portal	Account is credited and advice is shared over registered emailed.
Reporting & Completion	The transaction will be reported to the relevant regulatory authorities in accordance with FEMA and taxation guidelines.	The transaction will be reported to the relevant regulatory authorities in accordance with FEMA and taxation guidelines.

Outward Documents

Type of Transaction	Document
Outward Remittance Trade Services (A2)	• Bank standard Form A2/ and FEMA declaration. • Form 145 and 146) • Invoice /underlying document • Supporting agreement copy basis nature/amount of the transaction

	• Any other document as applicable.
Outward Remittance Trade Import payments	• Request letter as per Bank format. • Valid IEC Code & FEMA/OFAC declaration. • Underlying Commercial Invoices/Purchase order /Performa Invoice or Contract copy. • Underlying Transport documents. • Copy of documents issued by CUSTOMS authorities for clearing (I/EDPMS entries)

Outward Transaction Flow:

Flow	Online Transactions (Online Trade Portal)	Offline Transactions (Branch)
Initiation	Initiate the transaction Online Trade Portal	Customer visits the nearest IDFC FIRST Bank branch
Provide Details	Fill up the details by selecting applicable remittance type.	Obtain duly filled and signed Form A2 with the supporting document from the customer.
FX Rate	Customer can book Fx rate before submitting the transaction	FX rate will be applied as per agreed margin or post document is checked by ops.
Submission	Customer review details and confirm	Branch, inform the customer on details and charges, and process the transaction
Reference ID	Unique transaction reference number is generated.	Unique transaction reference number is generated
Request Handling	System captures the request and forward the details to the operations team	Branch initiate the transaction through workflow and forward the details to Operations team
Due Diligence	Operations verify the documents & details in line with FEMA & internal guidelines	Operations verify the documents & details in line with FEMA & internal guidelines
Regulatory Checks	FEMA & AML checks are performed	FEMA & AML checks are performed
Processing & Transfer	Account debited and funds sent via SWIFT; advice emailed	Account debited and funds sent via SWIFT; advice emailed
Reporting & Completion	The transaction will be reported to the relevant regulatory authorities in accordance with FEMA and taxation guidelines.	The transaction will be reported to the relevant regulatory authorities in accordance with FEMA and taxation guidelines.

3. Capital Account Remittance

Inward Documents

Type of Transaction	Documents
Foreign Direct Investment	• FDI Declaration as per bank's format for fresh issuance of shares. • Investor declaration as per bank's format. • MOA of investee company to derive activity. • 6-pointers KYC Swift
External Commercial Borrowing	• Documents required for LRN Obtention (LRN should be obtained before drawdown of ECB) • Copy of Loan Agreement along with drawdown schedule. • Inward Disposal instructions • Any other document as may be required by regulatory authority/bank from time to time

Outward Documents

Type of Transaction	Documents
Overseas Direct Investment	• Customer request letter • Form A2/FEMA Declaration • Duly signed Form Financial Commitment (FC) Board Resolution approving the proposed investment • Copy of last audited financials • Share valuation certificate in case of acquisition of an existing company • Any other document as may be required by regulator /bank from time to time
External Commercial Borrowing (Interest payment/Loan Repayment)	• Request letter and form A2/FEMA Declaration • Loan Registration No. (LRN issued by RBI) • Copy of latest ECB filed with drawdown/repayment schedule • Working of Interest calculation • Form 145/146 as applicable • Copy of latest Form ECB II filed with RBI
Foreign Direct Investment - Repatriation of sales proceeds	• Board Resolution of buyer company for this share purchase • Board Resolution of seller company for this share sale.

	• Valuation report from CA as per Internationally accepted methodology. • Pre and post share transfer shareholding pattern on the letterhead of the investee company along with residential status (resident/non-resident) • Consent letter from buyer • Consent letter from sellers • From 15CA/CB • RBI Letter allotting registration number for the shares held by the non-resident. • Relevant Extract of Share Purchase Agreement Undertaking from non-resident in RBI prescribed format • Application Cum Form A2 and FEMA Declaration. • Any other document may be required by regulator /bank from time to time

Transaction Flow:

Flow	Offline Transactions (Branch)
Initiation	Customer visits the nearest IDFC FIRST Bank branch
Submission	Customer uploads/submits required documents based on transaction type/Purpose code
Request Handling	Branch initiate the transaction through workflow and forward the details to Operations team
Due Diligence	Operations verify the documents & details in line with FEMA guideline applicability RBI approvals including UIN generation etc. (if required) Limit checks Purpose code validation
Regulatory Checks	FEMA & AML checks are performed
FX Booking	Rate booking as agreed with customer
Processing & Transfer	Debit customer account Process remittance or credit (for inward flows) Generation & release of SWIFT message Advice / confirmation shared with customer
Reporting & Completion	RBI reporting (OID portal, FIRMS portal etc.)

Charges and fee

Trade and Capital Account Transaction: The Bank website lays out information on charges applicable. The link is as below:

Segment	Charges
Wholesale & Commercial Banking	https://www.idfcfirstbank.com/wholesale-banking/trade/fees-and-charges
Business Banking	https://www.idfcfirst.bank.in/support/business-banking-fees-and-charges

Turnaround Time (TAT) Framework

Product	TAT
Inward Remittance	T + 1 (working days) (Subject to document completeness)
Trade Services Outward Remittance	Same day pre-cut off (3:30pm) subject to document completeness
Trade Import payments Outward Remittance	Same day pre-cut off (3:30pm) subject to document completeness
Capital Account	Time taken is based on the completeness of the documentation.

Escalation Matrix

For Trade and Capital account transaction customer can contact below officials.

Level 1	Level 2	Level 3	Level 4
Branch official	Call us 1800 10 888 (24*7) Or Reach out to us at banker@idfcfirstbank.com	Regional Nodal Officer email ID- rno@idfcfirstbank.com	Principal Nodal Officer email ID- pno@idfcfirstbank.com

Customer Fairness

The Bank does not charge its customers for delays attributable to regulatory or internal processing issues

Document Disclosure:

This document will be made available to public on bank's website