Crédit Agricole CIB - Policy Framework for Cross Border Transactions

Credit Agricole Corporate and Investment Bank

(A) Introduction

The Reserve Bank of India's Payment vision 2025 aims to bring efficiency in the cross-border payments aligning with the G20 roadmap for cross-border payments that has set targets for achieving cheaper, faster, more transparent, and more accessible cross-border payments. In this regard, as part of Customer Service by Authorized Dealers and with the objective to improve transparency for cross border remittances, Credit Agricole Corporate and Investment Bank, India Branch ("CACIB India" or "the Bank") has implemented comprehensive measures to comply with these regulatory requirements. The measures embedded under this policy framework sets out important aspects of cross border transactions relating to standard documentation requirements, process flows (including indicative timelines), schedule of charges and an escalation matrix / grievance redressal mechanism, followed by CACIB India, thereby ensuring that our corporate customers receive consistent, fair, and timely service while the Bank processes the cross border remittances in a manner compliant with regulatory expectations.

(B) Standard Documentation requirements

The following tables set out the minimum documentation requirements applicable to main categories of cross-border transactions handled by the bank.

The documents listed represent the baseline requirements necessary for the bank to initiate processing in accordance with applicable regulatory directives and guidelines. These requirements are indicative in nature and reflect the standard documentation expected at the point of submission.

It should be noted that the Bank's due diligence review is an ongoing process. Depending on the nature, complexity, or risk profile of a specific transaction, additional documentation may be required on a case-by-case basis. In such instances, the Bank will promptly notify and explain the customer on the specific documents required along with any consequent revision to the expected processing timeline.

Sl. No.	Category	Documents required (*)
1	Import Collections	• Bank Cover Letter • Invoice • Transport Document • Bill of Exchange • Additional Document (If any)
2	Export Collections	• Customer Cover Letter • Invoice • Transport Document • Bill of Exchange • Shipping Bill Document / SB Details Only • Additional Document (If any)
3	Import payments and open account transactions)	• Client request letter / Optim Request • Invoice • Boe Document / details in excel • Transport Document

		• Additional Document (If any)
4	Advance Import Payment	• Client request letter / Optim Request • Proforma Invoice / Purchase Order • Declaration of BOE Submission • Additional Document (If any)
5	Issuance of Letters of Credit (LCs)	• Client request letter / Optim Request • Proforma Invoice / Purchase Order • Insurance Document (If applicable) • Additional Document (If any)
6	Bank Guarantees (BGs);	• Client Request / Optim Request • BG Text • Additional Document (If any)
7	Miscellaneous Remittances (A2)	• OPTIM request OR covering letter under company's letter head duly signed by the authorized signatories. • Form A2 • Invoice copy/ Debit Note/ Other supporting document. • Form 145 and 146 • Additional Document (If any)
8	ESOP/ESPP outward payments	• OPTIM request OR covering letter under company's letter head duly signed by the authorized signatories. • Form A2 • Form 145-146 • Agreement or brochure for ESOP/ESPP scheme • PAN copy of individuals availing shares under the scheme. • Employee details in excel sheet which should include details like Name of each employee, Employee code, PAN number, number of shares, price of each share, INR amount, etc., attested by Company Secretary. • Declaration / Debit authority for TCS payment. • Indemnity • Details to be provided by client in the specific format for LRS reporting • Undertaking for submission of form OPI.
9	Payment related to transfer of shares from Non -resident to Resident entity (FC-TRS)	• OPTIM request OR covering letter under company's letter head duly signed by the authorized signatories. • Form A2 • Form 145-146

		• Valuation report • Transfer Agreement between buyer and seller. • Consent letter from buyer • Consent letter from seller • Pre and Post Transfer shareholding pattern • Board resolution for Transfer of Shares • Form no.SH-4 – Securities Transfer Form • Declaration holding shares from buyer. • RBI acknowledged copies of FCGPR reporting, if applicable • No objection / Tax clearance certificate from the income tax authority / CA /Government approval, if any
10	External Commercial Borrowing (ECB) Remittances	• OPTIM request OR covering letter under company's letter head duly signed by the authorized signatories. • Form A2 • Form 145-146 • Principal repayment/interest payment pertaining to External Commercial Borrowing – LRN copy and repayment schedule. • If LRN is approved through another AD Bank other than NOC, from that AD Bank is required.

Note:

1. All customer cover letters should provide payment / disposal instruction, purpose code and debit / credit authorization details.
2. The Bank may seek further documentation based on the specific purpose code, transaction value, regulatory requirements, or nature of the underlying transaction.
3. Processing of the remittance shall be subject to satisfactory completion of KYC, sanctions screening, FEMA compliance, and other regulatory checks undertaken by the Bank.

(C) Process flow

Outward Remittance

When a customer initiates a request for an overseas outward remittance, the Bank shall undertake a thorough screening and evaluation process prior to execution. This includes assessing the transaction for adherence to the provisions of the Foreign Exchange Management Act (FEMA), compliance with Know Your Customer (KYC) and Anti-Money Laundering (AML) norms, and conformity with all relevant regulatory notifications, master directions, and circulars as may be prescribed by the Reserve Bank of India or other competent authorities from time to time. The transaction shall additionally be evaluated against the Bank's internal frameworks and applicable group-level norms, as applicable at the time of processing.

Inward Remittance

Upon receipt of an overseas inward remittance on behalf of a customer, the Bank shall notify the beneficiary of the incoming funds and request submission of duly completed remittance utilization instructions, including a clear declaration of the underlying purpose of the transaction, in the format prescribed by the Bank. The Bank shall review the instructions so received and carry out requisite due diligence to establish the genuineness and legitimacy of the transaction. Only upon arriving at a reasonable satisfaction regarding the bona fides of the remittance shall the Bank proceed to credit or otherwise dispose of the funds, strictly in accordance with prevailing foreign exchange regulations and Bank’s internal frameworks and applicable group-level norms, as applicable at the time of processing.

Transaction Processing Timeline:

Provided that all required documents are presented to the Bank to its complete satisfaction, enabling it to perform the necessary due diligence, prior to the cut-off time, the transaction will be processed on the same business day, subject to full compliance with extant Foreign Exchange Management Act (FEMA) guidelines and all other applicable regulatory requirements, including sanctions screening obligations. Cut-off times may vary by transaction type. Any requests received after the cut-off time, or on non working Saturdays, Sundays, or Bank holidays, will be processed on the next applicable business day.

For details specific to your transaction, please contact the relevant branch of CACIB India.

(D) Schedule of Charges

Please refer to the link below for the updated Schedule of Charges -

https://www.ca-cib.com/sites/default/files/2026-09/Scheduled-Tariff-India-Revised-Sept_2026.pdf

(E) Escalation Matrix and Grievance Redressal

CACIB India is committed to treating customers fairly and resolving complaints efficiently. The Bank's grievance redressal process ensures complaints are handled with courtesy and within defined timeframes.

Complaint Registration Channels:

- Contact your Relationship Manager or Client Services team by phone, email, or letter, or
- Use the dedicated Email to register a complaint: infoindia@ca-cib.com , or
- Visit any branch: Mumbai, Pune, New Delhi, Bangalore, or Chennai

Resolution Timeline:

The Bank endeavors to resolve complaints within 15 working days. If resolution exceeds 10 working days, an interim response will be sent with the expected resolution date. For complete details, refer to the Crédit Agricole CIB India Complaints Procedure at the following link:

https://www.ca-cib.com/sites/default/files/2026-04/Credit_Agricole_India_Complaints_Procedure_v1.0.pdf