

Processing Timelines – Turn Around Time

Bank shall undertake transactions and ensure end to end delivery to customers subject to adherence of compliance as per extant Regulations and internal guidelines

The below-mentioned timelines are considered post receipt of fully compliant documents within operating hours from the customers

Activity	Timeline
Cutoff time for submission of customer Request	Within 3 PM
Intimation of Inward Remittance	Immediately on receipt of message from Nostro Bank (within operating hours)
Inward remittance processing	Within same Business Day *
Outward Remittance	Within same Business Day *
Import payment	Within same Business Day *
Import Lodgement & other activities*	Within same Business Day *
LC Issuance	Within same Business Day *
Buyers Credit (Request for arrangement should be submitted 3 days prior to Import due date)	Within same Business Day *
Export Pre Shipment	Within same Business Day *
Export realization	Within same Business Day *
Export Lodgement, Purchase, Discount, Negotiation & other activities*	Within same Business Day *
*e.g. BOE knock off, EDF Waiver, Write off, Reduction, Extension etc.	