

CITIZEN CHARTER FOR FOREX BUSINESS

The Bank has been granted Authorised Dealer Category –I license by Reserve Bank Of India to handle Foreign Exchange transactions. Bank presently maintain Nostro accounts in 8 major currencies namely **USD, GBP, EUR, AED, SGD, JPY, CAD & AUD** with Overseas Banks.

This Citizen Charter is a declaration of Bank's commitment to provide timely and transparent services to the customers as per Foreign Exchange Management Act, 1999 and other guidelines issued by the Reserve Bank of India from time to time. The Bank offers Foreign Exchange facilities and services namely:

- **Inward/ Outward Remittance:** Bank undertakes Foreign Inward/Outward remittance transactions.
- **Import & Export Bills Collection:** Bank handles Import and Export documents on collection basis.
- **Export Finance facilities to Exporters:** Bank extends Pre shipment and Post shipment finance to the Exporter clients, both in INR & in major Foreign Currencies.
- **Issuance of Import Letter of Credits:** Bank issues Import LCs on behalf of its Importer clients for purchase of both Capital as well as Non Capital goods.
- **EEFC Accounts:** Bank offers opening of EEFC accounts, which helps you retain your FX earnings in the same currency to make future outward remittances, thus protecting your FX earnings from exchange rate fluctuations.
- **Purchase & Sale of Foreign Currency:** Bank arranges foreign currency for travel purpose/ students going abroad etc.
- **And other Forex transactions as permitted by Reserve Bank of India**

FOREX CENTRE: Below mentioned “B” **Category Branches** are authorized to conduct all Foreign Exchange transactions:

FOREX CENTRE	GOREGAON (E) BRANCH	FORT BRANCH
Address	'SHIVGIRI', 1 st Floor, Samant Estate, Goregaon (East), Mumbai – 400 063	4547, Mint Chambers, Mint Road, Opp. G.P.O, Fort, Mumbai – 400 001
Phone	+91 22 61890427/28/29/30/31	+91 22 61890809/10/11
Swift Address	BCMLINBB	BCMLINBBFRT
Email	fed.goregaon@bharatbank.co.in	fed.fort@bharatbank.co.in

Our all other branches will deal with your request and forward it to our B Category Branches for processing.

To know more about the service charges and other information on Forex services please visit our website: www.bharatbank.com