

## **POLICY ON COLLECTION OF CHEQUES/INSTRUMENTS-** **2019-20**

### **A. 1. OBJECTIVES:**

The cheque collection policy of the bank is a reflection of our ongoing efforts to provide better service to our customers and set higher standards for performance. The policy is based on principles of transparency, taking into account the technological capabilities, systems and procedure adopted for clearing arrangements and other internal arrangements for collection through correspondents and fairness in treatment of the customers. This policy document covers the following aspects:

### **B. ROLES AND RESPONSIBILITIES:**

#### **2. ARRANGEMENTS FOR COLLECTION**

##### **2.1 Local Cheques:**

[a] All cheques and other negotiable instruments payable locally would be presented through the clearing system prevailing at the centre. Cheques deposited at branch counters, received by Post, Courier and in collection boxes within the branch premises before the specified cut off time will be presented for clearing on the same day. Customers can also tender the cheques at the counter and obtain acknowledgement on the pay -in -slips. Cheques deposited after the cut-off time and in collection boxes outside the branch premises including offsite ATM will be presented in the next clearing cycle. As a policy, bank would give credit to the customer's account on the same day clearing settlement takes place. Withdrawal of amounts so credited would be permitted as per the cheque return schedule of the clearing house and wherever applicable facility of high value clearing (same day credit) will be extended to customers.

[b] Bank branches situated at Centres where no clearing house exists, would present local cheques on drawee bank across the counter and it would be the bank's endeavour to credit the proceeds at the earliest.

[c] Our bank branches will display the cut off time up to which the cheques received will be sent for clearing on the same day including those cheques dropped in the cheque collection box provided inside the branch premises.

[d] As the cut off time limit for acceptance of cheques for collection depends on the clearing cycle of the respective centre, cut off time limit at each centre will be fixed, depending on the clearing arrangement at that place and the same will be displayed at the branches.

[e] Bank shall permit usage of the shadow credit afforded to the customers' account immediately after closure of relative return clearing and in any case, withdrawal shall be allowed on the same day or maximum within an hour of the commencement of business on the next working day, subject to usual safeguards.

[f] Issue of multicity/payable at all branches cheques by CBS enabled banks: Considering the availability of processing infrastructure for clearing outstation cheques at all clearing locations across the country and to bring about further efficiency in cheque clearing, bank shall issue only “payable at par/multi-city” CTS 2010 standard cheques to all eligible customers Since such cheques (payable at par) are cleared as local cheques in clearing houses, customers shall not be levied extra charges.

[g] Cheque return charges shall be levied only in cases where the customer is at fault and is responsible for such returns. An illustrative list of returns where the customers are not at fault, are furnished below:

**Illustrative list of objections where customers are not at fault (Annexure vi of RBI Master Circular 2015)**

Code No	Reason for Return
33	Instrument mutilated; requires bank's guarantee
35	Clearing House stamp / date required
36	Wrongly delivered / not drawn on us
37	Present in proper zone
38	Instrument contains extraneous matter
39	Image not clear; present again with paper
40	Present with document
41	Item listed twice
42	Paper not received
60	Crossed to two banks
61	Crossing stamp not cancelled
62	Clearing stamp not cancelled
63	Instrument specially crossed to another bank
67	Payee's endorsement irregular / requires collecting bank's confirmation
68	Endorsement by mark / thumb impression requires attestation by Magistrate with seal
70	Advice not received
71	Amount / name differs on advice
72	Drawee bank's fund with sponsor bank insufficient (applicable to sub-members)
73	Payee's separate discharge to bank required
74	Not payable till 1 <sup>st</sup> proximo
75	Pay order requires counter signature
76	Required information not legible / correct
80	Bank's certificate ambiguous / incomplete / required
81	Draft lost by issuing office; confirmation required from issuing office
82	Bank / branch blocked
83	Digital certificate validation failure
84	Other reasons - connectivity failure
87	'Payee's account credited' - Stamp required
92	Bank excluded

[h] Bank shall accept non CTS 2010 standard cheques and these cheques shall be cleared at less frequent intervals in the CTS clearing centers. In this respect, Bank shall educate and notify the customers of the likely delay in realization of non CTS 2010 Standard instruments, in view of the arrangements for clearing of such instruments at less frequent intervals.

## **2.2 Outstation cheques:**

Cheques drawn on other Banks at outstation centres will be normally collected through our bank's branches/ offices at these centres. Where our Bank does not have a branch of our own, the instruments would be preferably collected through any branch of Public Sector Bank other than the drawee bank at that place, and if there is no branch of public sector bank, through any scheduled bank or branch of any bank at that place. In the absence of the above, the cheque would be sent directly to the drawee bank. The bank would also use the National Clearing Service offered by the Reserve Bank of India at centres where such collection services exist.

Cheques drawn on bank's own branches at outstation Centers will be collected using the inter-branch arrangements in vogue. Branches connected through central processing arrangements shall provide same day credit to its customers in respect of outstation instruments drawn on any of its branches in the CBS network.

Credits in respect of cheques drawn between bank's own Core Banking Branches will be done on the same day on receipt of the cheque subject to availability of connectivity between the branches. In case of other Banks where core banking is enabled, cheques with stipulation of payment at par at all its Core Banking Branches are presented to the local branch / clearing section of the said bank, else the cheque will be sent for collection to the mentioned drawee bank branch.

### **2.2. (i) Speed Clearing**

Speed clearing facility has been introduced at the MICR centers implemented by RBI, for the outstation cheques accepted for collection drawn on other Banks having CBS inscription on the face of the Cheque / CBS unique Account Number.

Outstation cheques drawn on Banks participating in Speed clearing at specified locations will be collected and treated at par as if they were local cheques. All terms and conditions applicable for local clearing instruments will also apply to Speed Clearing. However, the charges for collection of speed clearing cheques shall be applicable as prescribed by the Bank from time to time.

## **2.3 Immediate Credit of Local/ Outstation Cheque/ Instruments & Payment of Interest on Delayed Collection:**

The details of the facility are as under;

**1. Eligible Persons:** Individuals / joint SB / CA holders and retired employees of our Bank provided -

- i. The conduct of the account is satisfactory for at least 6 months.
- ii. The Bank has not noticed any irregular dealings in the account.
- iii. No cheques / instruments for which immediate credit was afforded returned unpaid for financial reasons.
- iv. The bank has not experienced any difficulty in recovering any amount advanced in the past including cheques returned after immediate credit.

## **2. Ineligible Persons:**

- i. Minors' account whether individually, jointly or represented by natural guardian.
- ii. Non Residents
- iii. Employees (Both Officers and Workmen) of our Bank

## **3. Ineligible Instruments:**

Self cheques, endorsed cheques and Exchange Company cheques.

## **4. Eligible Amount:**

- i. Not exceeding Rs.15000/- in respect of outstation cheques to all the eligible account holders without any specific request from the account holder.
- ii. In respect of local cheques immediate credit of Rs.15000/- will be extended only to those eligible account holder on specific request.

Instant credit will be extended in case of dividend warrants / Interest Warrants to all the eligible account holders provided they are drawn on banks and payable on demand without any pre-condition.

## **Terms and conditions:**

- i. Affording immediate credit is restricted to an amount not exceeding Rs.15000/- per eligible account holder. If the eligible account holder has already been provided with the facility for an amount less than Rs.15000/- (i.e. maximum admissible amount) branch will consider affording further credit within the overall ceiling of Rs.15000/-. At any point of time the amount of immediate credit shall not exceed Rs.15000/- per eligible account holder.
- ii. Individual cheques/Dividend warrants/Interest warrants (both Local and Outstation) for amounts exceeding Rs.15000/- are not eligible under the scheme for affording immediate credit.
- iii. Facilities extended in all the branches.
- iv. In case the cheque is returned unpaid, interest is chargeable from the date of return of such a cheque till the recovery of the amount thereof. The rate of interest shall be charged as under:

Where the party to whom such immediate credit has been given -

1. Is enjoying / having other limits / liabilities	Appropriate rate of interest after determining the size of the limit duly aggregating other limits/liabilities permitted/outstanding.
2. Is not enjoying any other limit / liabilities	Rate of interest as applicable to loans/ advances up to Rs.2 lacs as advised from time to time.

v. Appropriate commission and postage shall be collected.

#### **2.4 Purchase of local / outstation cheques:**

Bank may at its discretion, purchase local / outstation cheque tendered for collection at the specific request of the customer or as per prior arrangement. Besides satisfactory conduct of account, the standing of drawer of the cheque will also be a factor considered while purchasing the cheque.

#### **2.5 Purchase of Local Cheques, Drafts, etc., during suspension of Clearing:**

There may be occasions when Clearing House operations may have to be temporarily suspended for reasons beyond the control of the authorities concerned. Such suspension entails hardship to the constituents of the banks because of their inability to realize promptly the proceeds of cheques, drafts, etc., drawn on the local banks other than those with whom they maintain accounts. Some remedial action has to be taken during such contingencies to minimise, as far as possible, the inconvenience and hardship to banks' constituents as also to maintain good customer service. Thus, whenever clearing is suspended and it is apprehended that the suspension may be prolonged, banks may temporarily accommodate their constituents, both borrowers and depositors, to the extent possible by purchasing the local cheques, drafts, etc., deposited in their accounts for collection, special consideration being shown in respect of cheques drawn by Government departments/companies of good standing and repute, as also demand drafts drawn on local banks. While extending this facility, banks would no doubt take into consideration such factors as creditworthiness, integrity, past dealings and occupation of the constituents, so as to guard themselves against any possibility of such instruments being dishonoured subsequently.

#### **3. Time frame for collection of local / outstation cheques / instruments:**

3.1) For local cheques presented in clearing credit will be afforded as on the date of settlement of funds in clearing and the account holder will be allowed to withdraw funds as per clearing norms in vogue.

3.2) Cheques / instruments presented in high value clearing (with the minimum value of Rs 1 lac) shall be credited on the same day (applicable only in areas covered by high value / same day clearing).

3.3) For cheques and other instruments sent for collection to centers within the country the following time norms shall be applied.

- a) Cheques presented at any of the State Capitals, maximum period of 7 days.
- b) Major cities maximum period of 10 days.
- c) In all other centers, maximum period of 14 days.

The above time norms are applicable irrespective of whether cheques/ instruments are drawn on the bank's own branches or branches of other banks.

#### **4. Payment of interest on delayed collection of Outstation Cheques:**

As a part of the compensation policy of the bank, the bank will pay interest to the customers on the amount of the collection instruments in case there is delay in giving credit beyond the time period mentioned above. Such interest shall be paid without any demand from customers in all types of accounts. There shall be no distinction between instruments drawn on the banks own branches or another bank for the purpose of payment of interest on delayed collection.

Interest for delayed collection shall be paid at the following rates:

- a) Fixed Deposit rate for the corresponding period for the period of delay beyond 7/10/14 days as the case may be in collection of outstation cheques.
- b) In the case of extraordinary delay i.e. delays exceeding 90 days, interest will be paid at the rate of 2% above the corresponding Term deposit rate.
- c) In the event the proceeds of cheque under collection was to be credited to an overdraft/loan account of the customer, interest will be paid at the rate applicable to loan account. For extraordinary delays, interest will be paid at the rate of 2% above the rate applicable to the loan account.
- d) In case of delay in realization of local cheques, compensation at Savings Bank interest rate shall be paid for the corresponding period of delay.

Note: 1. Interest payment as above would be applicable only for instruments sent for collection within India.

2. The payment of interest for the delay in collection of outstation instruments are not applicable to non-negotiable instruments viz. Prize winning lottery tickets and proceeds of matured Deposit receipts of other banks, etc.

## **5. Cheques/Instruments lost in transit/in clearing process or at paying banks' branch:**

In cases where the cheque/instrument are lost in transit/in clearing process or at paying Banks, the bank would provide all assistance to the customers to obtain a duplicate instrument from the drawer of the cheque. In line with the compensation policy of the Bank, the Bank will compensate the account holder in respect of instruments lost in transit in the following way:

a. In case intimation regarding loss of instruments is conveyed to the customer beyond the time limit stipulated for collection (7/10/14 days as the case may be), interest will be paid for the period exceeding the stipulated collection period at the SB rate of interest. In respect of cheques lost in transit or in the clearing process or at the paying Bank's branch, the bank should immediately bring the same to the notice of the account holder so that account holder can inform the drawer to record the stop payment and can also take care that other cheques issued by him are not dishonoured due to non-credit of the amount of the lost cheques / instruments.

b. The onus of such loss lies with the collecting Banker and not the account holder.

c. The bank would also compensate the customer for any reasonable charges he / she incurs in getting duplicate cheque / instruments upon production of receipt in the event the instrument is to be obtained from a bank / institution who would charge fee for issue of duplicate instrument and also reasonable charges incurred for stopping payment of the cheque. The Bank shall reimburse the account holder related expenses for obtaining duplicate instruments and also interest at SB rate of interest for reasonable delays occurred in obtaining the same.

d. If the cheque/instrument has been lost at the paying Bank's Branch, the collecting Banker shall have a right to recover the amount reimbursed to the customer for the loss of the cheque/instrument from the paying Banker.

### **5.1: Receiving payment based on an electronic image of a truncated cheque:**

- a. Cheque truncation system- Sec 131 of Negotiable Instrument Act 1881 (Amendments)
- b. Onus of due diligence shifted to the presenting bank in CTS environment

Cheque truncation is the process of eliminating the flow of physical cheque issued by a drawer to the drawee branch. The physical cheque will be truncated and electronic image of the cheque are captured for processing. The physical cheques are retained at the presenting bank itself. The captured image along with data is exchanged across the banks.

Legal status of the cheque truncation is derived from amendments made to the Negotiable Instrument Act, 1881 by virtue of Negotiable Instruments (Amendments and Miscellaneous Provision) Act, 2002 whereby among others the sections 6, 64, 81, 89 and 131 of the NI Act, 1881 are also suitably amended to incorporate the validity of the truncated image of the cheque. We invite the attention to the amendment to section 131 wherein the existing explanation is renumbered as explanation II and the following explanation is inserted

Explanation II-It shall be the duty of the banker who receives payment based on an electronic image of a truncated cheque held with him, to verify the prima facie genuineness of the cheque to be truncated and any fraud, forgery or tampering apparent on the face of the instrument that can be verified with due diligence and ordinary care.

In view of the above amendment, the presenting bank takes responsibility for exercise of due diligence. The branches while sending cheques to CTS scanning centre should ensure the following

- a) To exercise due diligence on all instruments
- b) To check the apparent tenor of the instruments
- c) To ensure verification under Ultra Violet Lamp (UVL)
- d) To scrutinize the cheques for material alteration
- e) To ensure genuineness and validity of instruments
- f) To ensure that pay in slip is properly filled up with 13 digit correct account number and name

The scanning centre while scanning the instruments should, inter alia, also ensure the following

- i. To check the apparent tenor and genuineness of the instruments
- ii. To ensure verification of instruments under UV Lamp
- iii. To ensure that instrument conforms to features of CTS 2010 standard
- iv. To ensure that physical feel of the instrument meets the usual paper standard used for cheque
- v. To ensure that no material alteration is visible to naked eye

#### **6. Charging of Interest on cheques returned unpaid where Instant Credit was given:**

If a cheque sent for collection for which immediate credit was provided by the Bank is returned unpaid, the value of the cheque will be immediately debited to the account. The customer will not be charged any interest from the date immediate credit was given to the date of return of the instrument unless the bank had remained out of funds on account of withdrawal of funds. Interest, where applicable, would be charged on the notional overdrawn balances in the account had credit not been given initially.

If the proceeds of the cheque were credited to the Savings Bank Account and were not withdrawn, the amount so credited will not qualify for payment of interest when the cheque is returned unpaid. If proceeds were credited to an overdraft/loan account, interest shall be recovered at the rate of 2% above the interest rate applicable to the overdraft/loan from the date of credit to the date of reversal of the entry if the cheque/instrument was returned unpaid to the extent the bank was out of funds.



## **7. Service Charges:**

For all collection services, the Bank will recover appropriate Service Charges as decided by the Bank from time to time.

## **8. Collection of account payee cheque:**

It is prohibited from crediting 'account payee' cheques to the account of any person other than the payee named in the negotiable instruments ( third party account). However, since cooperative societies are not even sub-members of clearing houses, the account holders of such cooperative societies who have no bank accounts finds difficulty in collection of account payee cheques drawn in their name. In order to mitigate the difficulties faced by account holders of cooperative societies in collection of account payee instruments, bank shall collect account payee cheque for an amount not exceeding Rs.50000/- to the account of cooperative societies account holders, if the payees of such cheques are the constituent of such co-operative societies. For this purpose the co-operative societies should give a clear representation in writing that, upon realisation of the proceeds of the cheque it will be credited only to the account of the member of co-operative societies who is the payee named in the instruments. The bank shall carry out proper due diligence with respect to such co-operative credit societies and ensure that KYC documents of the customers are preserved in the society's records and are available to the bank for scrutiny. The above instruction shall be extended to Drafts, Pay Orders and Banker's Cheque

In the event of any claim by the true owner of the instrument, the right of the true owner of the instruments are not in any manner affected and bank shall establish that such action is done in good faith and without negligence while collecting the cheque in question.

## **9. Payment of Cheques/Drafts/Pay Orders/Banker's Cheques**

Bank shall not make payment of cheques/drafts/pay orders/banker's cheque bearing that date or any subsequent date, if they are presented beyond the period of three months from the date of such instrument. Bank shall ensure strict compliance of these directions and notify the holders of such instruments of the change in practice by printing or stamping on the cheque leaves, drafts, pay orders and banker's cheques issued on or after 01.04.2012, by issuing suitable instruction for presentment within the period of three months from the date of instrument.

## **10. Payment of Interest for Delays in collection of bills :**

The lodger's bank shall pay interest to the lodger for the delayed period in respect of collection of bills at the rate of 2% p.a. above the rate of interest payable on balances of Savings Bank accounts. The delayed period shall be reckoned after making allowance for normal transit period based upon a time frame of 2 days each for (i) Despatch of bills; (ii) Presentation of bills of drawees (iii) Remittance of proceeds to the lodger's bank (iv) Crediting the proceeds to drawer's account.

To the extent the delay is attributed to the drawee's bank, the lodger's bank may recover interest for such delay from that bank.

## **11. Delay in Re-presentation of Technical return Cheques and Levy of Charges for such Returns:**

Bank shall levy cheque return charges only in cases where the customer is at fault and is responsible for such returns. Where the customers are not at fault the cheques need to be re-presented without any recourse to the payee, and such representation should be made in the immediate next presentation clearing not later than 24 hours (excluding holidays) with due notification to the customers of such representation through SMS alert, email etc.

## **12. Cheque payable in foreign countries:**

Cheques drawn on foreign countries:- Such instruments are accepted for collection on the "best of efforts" basis. The Bank is committed to ensuring that instruments drawn in foreign currencies and payable outside India are collected in the quickest and most efficient manner.

Cheques payable at foreign centers where the bank has branch operations will be collected through that office. The services of correspondent banks will be utilized in country/centers where the correspondent has presence. Cheques drawn on foreign banks at centers where the bank or its correspondents do not have direct presence, will be sent direct to the drawee bank with instructions to credit proceeds to the respective Nostro Account of the bank maintained with one of the correspondent banks after taking into account cooling periods as applicable to the countries concerned.

### **12.1 Collection of USD Denominated Clean Instruments:**

#### **Introduction:**

Clean instruments denominated in currencies other than Indian Rupees such as Euro, Pound Sterling, US Dollar, Yen, etc., are called foreign currency cheques/clean instruments. Since such instruments are not payable in India they are, therefore, required to be sent to the country concerned for realization of proceeds. The time norms for collection and return of the instruments vary from country to country and place to place within a country.

Clean instruments / Cheques payable at foreign centers where our bank has branch operations (or banking operations through a subsidiary, etc.) will be collected generally through that office/branch. The services of correspondent banks will be utilized in country/centers where the correspondent has a presence. Cheques drawn on foreign banks at centers where the bank or its correspondents do not have direct presence will be sent direct to the drawee bank with instructions to credit proceeds to the Nostro Account of the bank maintained with one of the correspondent banks.

The clean instruments denominated in USD and payable in USA are generally known as USD denominated cheques/instruments.

### **i) Type of Instruments:**

Clean instruments like personal cheques, Travelers cheques, Demand Drafts, Cashier orders, Pay Orders, Bankers' cheques, International Money Orders or any other such instruments, payable abroad may be submitted for collecting the proceeds of the instrument.

### **C.RISK ASSESSMENT:**

#### **ii) Risk perceived in collection of USD Denominated Instruments:**

As per US Laws, materially altered cheques where the beneficiary's name has been changed and/or the amount of the cheques altered or fraudulent alterations made on the face of any instrument, such instrument/s can be returned within twelve months for wrongful payment of the cheque made earlier.

Similarly, for reasons of fraud on reverse of any instrument (fraudulent endorsements), such instrument/s can be returned within three years from the date of payment made earlier.

In such cases the Correspondent Bank mandatorily claim the amount from us and debit Nostro account. Hence, the proceeds of the clean instruments credited to customer's account are subject to right to debit in case of return of instruments.

### **D.RISK MITIGATION:**

**iii) Products offered by us for USD denominated instruments:** Cheques drawn in USD and payable in USA are only eligible for collection under the arrangement with Wells Fargo Bank NA and Bank of America. Cheques drawn in USD and payable outside USA shall have to be sent on collection direct to the drawer Bank and the collection time period ranges from 45 - 60 days in such cases.

#### **a. Cash Letter Service (CLS) with Recourse:**

Cash Letter Service is the normal cheque collection service with recourse wherein the Bank shall credit our Nostro account with the cheque amount, and however, shall have the right to debit our Nostro account at a later date if the instrument is found to be fraudulent at a later date.

The cheques are scanned and images sent online to Bank of America & Wells Fargo Bank in USA in encrypted format. After clearance of the same in local clearing service, the amount shall be credited to our Nostro account with them. After the waiting period of 21 days from the date of credit to our Nostro account, the funds can be credited to the account holder's account as per the instructions given.

It is proposed that cheques for value upto USD 2,000 only shall be processed under this arrangement.

The applicable charges by the above Banks for online cheque image processing & cheque clearing under Cash Letter Service (upto USD 2,000) with recourse is USD 6 per instrument.

**b. Final Credit Service (FCS) without Recourse:**

Only Wells Fargo Bank NA is providing and servicing the Final Credit Service (without recourse) wherein the physical cheque is forwarded to Wells Fargo BankNA in the USA. Under the arrangement, the proceeds of the cheques will either be credited to our Nostro account (final credit) or a notification of non-payment is sent within a definite time depending upon the location of the drawee Bank. Once the amount of cheque is credited to our Nostro account, the collecting bank i.e. Wells Fargo Bank NA cannot debit our account or claim refund of the amount of the cheque at a later date, on account of any alteration on the front of the cheque.

It is proposed that under Final Credit Service cheques for value USD 2,001 to USD 250,000 shall be processed.

At the specific request of the customer, cheques for value upto USD 2,000 also can be processed under Final Credit Service subject to payment of the applicable charges.

The funds can be credited to the account holder's account, as per the instructions given, immediately on sighting the credit in our Nostro account.

Depending on the place the cheque is payable in the US, usually the period for realizing the cheque under this arrangement ranges between 10 to 20 days from the date of receipt of instrument by Wells Fargo Bank NA in USA.

This service of Wells Fargo Bank NA is available subject to payment of charges to the above Bank, as per the following table:

<b>Service</b>	<b>Tariff</b>
Final Credit Service (USD 2001 - USD 250,000) without recourse	USD 30 Per instrument.
Return Items	USD 30 per instrument plus Courier Fee, if required

High value cheques above USD 250,000 and USD cheques drawn on other than USA shall be handled under Collection only and branches / offices may be sending such cheques either on direct collection basis to drawee bank or through our Nostro Correspondent Bank for realization. Usually collection services ensure receipt of clear funds i.e risk of return is almost eliminated but not entirely. Further it may take more time and drawee / collecting Bank charges could be uncertain / exorbitant.

Collections items usually take from 30 to 60 days to clear, and occasionally, as long as 90 days.

#### iv) Compensation.

1. Customers would be compensated for delay in crediting the proceeds of foreign currency instruments payable abroad / in India and sent on collection basis.
2. Such compensation would be paid at the rate of interest applicable to NRE SB accounts in respect of NRI-clients and domestic SB account in the case of resident-customers, for the delays beyond prescribed period for various transactions.
3. Broadly there are two types of collection of cheques. One is with recourse (cheques can be returned even after the cooling period for reasons explained in earlier paragraphs) and the second one is without recourse (cheques are processed on collection basis and proceeds are credited to our Nostro account only after realization of the cheque against payment of charges). Therefore the collection period also varies accordingly and hence the period beyond which compensation shall be payable is as under:

	Cash Letters with recourse	Final Credit without recourse
USD Cheque payable in USA	21 working days from the date of credit to our Nostro account	20 working days from the date of receipt of cheque in USA

#### 12.2. POLICY ON COLLECTION OF CHEQUES DENOMINATED IN FOREIGN CURRENCY OTHER THAN USD

##### Cash Letters :

Under Cash Letters service, cheques are sent for immediate credit, subject to final payment. For applying the pass-sheet credit (Credit to the payee's account with our Bank) normal mandatory waiting period is 21 business days for currencies other than USD, as there is a probability of return of cheques well within that period. There are some exceptions wherein, there could be a longer waiting time period i.e. upto 1 year based on the various reasons for return viz., encoding error, wrong currency, not eligible for clearing, intended payee not paid, material alteration etc.

##### Final Collections/Clean Cheque Collections :

Under Final Collections, instruments / cheques are sent with instructions for clearance on a final collection basis. Proceeds of cheques received for collection will be credited to our Nostro account only after payment has been received from paying Bank.

Cheques sent under collection normally take around 30 to 45 days for realization, and charges are likely to be around / equivalent to USD 50 or equivalent per instrument.

The consolidated guidelines in respect of Cash Letter and Cheque Collection services in other major currencies such as AUD, CAD, EUR, CHF, SGD & GBP are as follows:

## **1.AUSTRALIAN DOLLAR (AUD):**

The Cash Letters and the Clean Collection instruments drawn in AUD shall be sent to the following mailing address:

Australia and New Zealand Banking Group Limited,  
Attn: International Paper Clearing Team,  
Level 5, 75 Dorcas street,  
South Melbourne, VICTORIA, AUSTRALIA 3205

Branches / Offices must ensure that our instructions clearly indicate our Bank"s A/c No.212894/00001 with ANZ to which proceeds are to be credited.

All cheques mailed to ANZ for clearance must provide clear instructions for processing, either for:

- a. Immediate credit, subject to final payment (Cash Letters), or
- b. Collection, with funds credited only after payment has been received from paying bank.(Final Collection)

Note: Irrespective of instructions, cheques sent on a collection basis of value less than AUD 100.00 will be treated as a cash letter.

Photocopies of instruments should be retained by the Branches / Offices for utilizing the same for collection in the event of loss of original instrument in transit.

Applicable Charges:

<b>CASH LETTERS</b>	<b>In AUD</b>
Per Schedule (maximum of 100 items per schedule)	10.00
Per item	0.10
Dishonour of cash letter items	35.00
Investigation of missing cash letter schedule	50.00
<b>FINAL/CLEAN CHEQUE COLLECTIONS</b>	<b>In AUD</b>
Per Item	60.00
Dishonours	30.00
Re-presentation of dishonoured item ( per presentation)	30.00
Enquiries & Investigations less than 6 months old	Waived
Enquiries and Investigations aged more than 6 months	60.00

Charges will either be deducted from the proceeds of the paid cheque or debited to our Nostro account, in case the cheque is returned unpaid.

## **Communication / Enquiry support with ANZ:**

Branches / Offices to note that all communications wherever possible should be transmitted via either email (id: vostroclientServices@anz.com) or through authenticated SWIFT to ANZBAU3M. Standard SWIFT message types (MT495 or MT499) should be used.

Enquiries and associated contact with banks and third parties will be handled by ANZ. All transaction enquiries should be submitted by SWIFT to ANZBAU3M and clearly marked for the attention of the appropriate contact point.

As per the SLA (Service Level Agreement) with our Bank, ANZ will acknowledge all the enquiries via SWIFT within one business day. Where action is required by external parties, response will be given within 5 Business Days as per SLA and will otherwise provide brief status reports every 5 Business days via SWIFT.

## **2. CANADIAN DOLLAR (CAD):**

Cash Letters: Cash Letters comprise of Canadian Dollar cheques drawn on any Canadian financial institution.

Branches / Offices to note that all the CAD instruments drawn in Canada must be accompanied by Bank of Montreal's "Summary Credit for Cash Letters" form and should be sent in a sealed envelope addressed as follows:

Bank of Montreal, International Operations Centre,  
Correspondent Banking Services  
250 Yonge Street, 17th Floor  
Toronto, ON, Canada M5B 2M8  
Tel: +1-416-552-4076

Branches / Offices must ensure that instructions for crediting the proceeds in the A/c No. 31691035502 with Bank of Montreal, Canada are clear.

As per Bank of Montreal (BMO), a Cash Letter may contain more than one tape in total, though the individual tape listings should not exceed 250 items (instruments) and is preferable not to pre-encode the deposited items.

General Instructions:

- a. Though it is not mandatory, all the cheques be specially endorsed to the order of Bank of Montreal, Correspondent Banking Services, Toronto (as recommended by BMO).
- b. Branches/offices must keep / maintain photocopies (front and back) of cheques sent under Cash Letter which can be used for realization under our Bank's guarantee supported by customer indemnity if the cheques are lost in transit. Upon receipt of acceptable photocopies, BMO will credit to our account immediately with the total amount of photocopies of eligible cheques.

c. Traveller's cheques and Money Orders are ineligible for handling under Cash Letters and must be sent through collection (final payment).

d. BMO will not take any responsibility for any Cash letters or individuals items, if lost in transit between our office and their office in Toronto, regardless of what form of delivery is used. BMO's responsibility for our Cash Letters commences upon receipt of the sealed envelopes or packages at their office in Toronto.

e. Any item / instrument returned unpaid by a drawee bank will be automatically debited to our account with BMO and returned to us. BMO will advise by SWIFT of any unpaid items of over CAD 1000 by giving reasons for non-payment. Cheques once returned must be handled under final collection, if it is to be re-presented to the drawee.

f. The return of items (including due to forged endorsement, alteration, counterfeit signature, insufficient funds) are subject to Canadian Law and the rules of the Canadian Payments Association.

g. BMO will debit / charge our account with the amount of all returned or unpaid items (whether drawn on BMO or other FIs) as BMO is not liable for and is not required to seek reimbursement from other FIs for returned or unpaid items, whether or not such other FIs have complied with clearing rules or otherwise.

#### **Clean Collections & Special Items:**

"Clean Collections" is the collection of value for payment documents and the crediting of our Nostro account upon receipt of value. They are handled in accordance with the Uniform Rules for Collections published by the International Chamber of Commerce.

Besides cheques / drafts (either on Cash Letter or Clean collections), Traveller's Cheques and Money Orders, must be presented only under clean collection.

Whenever our branch/office presents a cheque drawn on a BMO domestic branch or on another Canadian FI, the instrument will be handled under collection and sent to their local branch/office with reimbursement instructions. BMO will credit upon receipt of funds, to our Nostro account, net of service charges.

Photocopies of instruments should be retained by Branches / Offices.

Although not mandatory, BMO recommend that all cheques should be specially endorsed to the order of bank of Montreal, Correspondent Banking Services, Toronto.

Charges will be deducted from the proceeds of the paid cheque or, debited to our Nostro account, in case the cheque is returned unpaid.



If there are Clean Collection instruments or any cheques that are subject to special instructions, they should be placed in a separate sealed envelope or package and addressed as follows:

Bank of Montreal,  
Trade Finance Collections Office, 800 De La Gauchetiere Oues Tsuite 5600  
MONTREAL, QUEBEC H5A 1K8  
CANADA Attention: Ms. Anne Mazerolle

**Applicable Charges :**

ITEM	In CAD
Cash Letter Deposit (Encoded)	6.00
Cash Letter Deposit (UnEncoded)	16.50
Cheques Deposited (Items in Cash Letter)	0.10
Cash Letter Forms	No Charge
Returned Cheques	6.00

**Communication / Enquiry support with BMO:**

Contact Dept / Name	Address	Telephone
(CASH LETTERS) Investigation Desk	Bank of Montreal, Correspondent Banking Services 250 Yonge Street, 17th Floor Toronto, ON, Canada M5B 2M8 Swift: BOFMCAT2 Fax: 416-552-4078 and 4079 E-mail: cbs.dept@bmo.com	+1-416-552-4076
(CLEAN COLLECTIONS) Anne Mazerolle	Bank of Montreal, Trade Finance Collections Office, 800 De La Gauchetiere Oues Tsuite 5600 MONTREAL, QUEBEC H5A 1K8 CANADA Attention: Ms. Anne Mazerolle E-mail: anne.mazerolle@bmo.com	+1-514-877-1172

**3. EURO (EUR):**

Branches / Offices to note that all the Cash Letters and the Clean Collection instruments drawn in EUR shall be sent to the following mailing address:  
Deutsche Bank AG The Capital, C-70, G-Block, Bandra Kurla Complex,  
Bandra East, Mumbai - 400 051  
Tel +91-22-66704242 Toll Free: +1 800 22 5034  
Email: [fics.india@db.com](mailto:fics.india@db.com)

Branches / Offices must ensure that instructions clearly advise the A/c No. 10095345871000 with Deutsche Bank AG, Frankfurt to which proceeds are to be credited.

Unlike USD Cash Letter Service System, the Banks in Euro land do not undertake 'no return- guaranteed payment' after a specified period. Hence cheques beyond EURO 5000 are not to be handled under 'Cash Letter Service' and the same are handled only under collection basis.

Deutsche Bank's EPRS (European Priority Remittance Services) provides information on clearing restrictions for cash-letter (subject to final payment) clearing of cheques drawn on Banks in the European Union.

**We are furnishing detailed information on Deutsche Bank's EPRS here-below:**

**Eligible Countries and Currencies for Clearing under EPRS:**

Cheques denominated in the Currency EURO have to be drawn on banks located in the countries found in the following table ("Drawn on bank in the following country") for the particular row in order to qualify for clearing under EPRS

Eligible Currency	Drawn on bank in the following countries	
EUR	Andorra Austria Belgium Cyprus Estonia Finland France Germany Greece (*) Ireland Italy Latvia Luxembourg	Malta Monaco The Netherlands Portugal San Marino Slovakia Slovenia Spain Switzerland Sweden Vatican City

**(\*)Cheques drawn on Banks in Greece:**

Deutsche Bank has advised us that they have temporarily suspended the EPRS for instruments drawn on Greece, on account of the Greece Debt Crisis.

As per the market reports, Greece is facing a risk of default on its debt payments to IMF (International Monetary Fund). This has interrupted the smooth operations of their banking system & may anticipate such incidents in the near future also, until the debt-crisis reaches a full resolution.

It is also informed by Deutsche Bank AG that as soon as the situation in Greece has been clarified and Banks are re-open for business i.e. once the normalcy is restored in Banking Sector, they will accept cheques under EPRS.

In such a scenario, all Branches/Offices are advised to refrain from sending cheques under Deutsche Bank AG's EPRS or any other Cash letter service drawn on Banks in Greece and also advise the customers to wait till the Banks in Greece re-open and start functioning.

Further, Branches are advised to undertake necessary caution while handling accounts of their export / import clients dealings with their counter parts in Greece. Branches are also advised to closely follow-up all the export bills sent to correspondent banks situated in Greece till the payments are received & to discourage advance remittance towards import of goods/services from Greece.

**Clearing Restrictions with regard to maximum cheque amount:**

Some Cheque Clearing Systems have restrictions with regard to the maximum cheque value per clearing item. Items exceeding the maximum amount listed below need to be presented on a collection after final payment basis.

Country	Maximum single cheque value for clearing items
Luxemburg	EUR 50,000
Greece	EUR 1,000,000

**Clearing Restrictions for Travellers Cheques:**

The following Travellers Cheques are not eligible for clearing under EPRS. These can only be cleared on a collection basis.

Currency	Issuing Company
EUR	Thomas Cook Travellers Cheques Ltd

**Clearing Restrictions with regard to members in the clearing systems:**

In some European countries all local banks do not participate in the respective domestic EUR cheque clearing system. The same applies to additional cheque clearing systems for foreign currencies which exist in a few countries.

In order to qualify for EPRS clearing, the cheques must be drawn on banks participating in the respective clearing system. Items payable at banks not participating in the respective clearing system cannot be cleared subject to final payment (Cash Letters) and must be presented on a collection after final payment (Final Collection) basis.

**Cheque endorsement rules:**

Cheques presented for clearing under EPRS need to be properly and completely endorsed in order to be eligible for clearing and to avoid returns with exorbitant charges.

Under EPRS, Deutsche Bank has recommended that all cheques should be endorsed by the beneficiary of the cheque followed by the stamp "Prior and missing endorsements guaranteed". Accordingly, this stamp is in most cases accepted by the drawee banks across Europe (for exceptions see Italy and France below). Due to strict "Anti-Money-Laundering" regulations, more than one non-bank endorsement ("3rd party cheques") will no longer be accepted under EPRS.

For the following countries it is crucial to strictly follow the endorsement rules at all times. Otherwise it is very likely that the items will be returned unpaid by the drawee bank including full unpaid item charges.

Country	Endorsement Recommendation
France	<ul style="list-style-type: none"> <li>▪ Cheques mentioning “non-transferable”, “non endossable sauf au profit d’un établissement de credit” <ul style="list-style-type: none"> <li>- Must be endorsed by the beneficiary on the back of the cheque</li> <li>- Must not bear any other non-bank endorsement</li> </ul> </li> <li>▪ If the beneficiary is a company, it is highly recommended that <ul style="list-style-type: none"> <li>- They sign with a company stamp and a single signature</li> <li>- In case of two signatures the corporate title of each signee should be mentioned (otherwise it could be interpreted as being two independent endorsements)</li> </ul> </li> <li>▪ A company stamp without signature will not be accepted.</li> <li>▪ The stamp “Prior and missing endorsements guaranteed” is not accepted by French banks as a substitute for a missing or additional endorsement/signature.</li> <li>▪ If the beneficiary endorsement is in different characters than Latin, e.g. Arab or Cyrillic, the depositing bank needs to add a guarantee stamp for the atypical characters.</li> </ul>
Italy	<ul style="list-style-type: none"> <li>▪ Cheques must always be endorsed by the beneficiary.</li> <li>▪ In case the beneficiary is a company the cheque must bear the company stamp. If the company does not have a company stamp, they have to write the company name in capital letters (including the legal form of the company, e.g. S.A.R.L., S.A...) above the authorized signature(s).</li> <li>▪ For Italian cheques valued EUR 1,000 or above, the clause “Non Transferable” or “non-transferable” is mandatory and the cheque must clearly indicate the name and surname or the legal name of the beneficiary.</li> <li>▪ Endorsements made by banks for collection must include the words “value for collection”</li> <li>▪ The stamp “Prior and missing endorsements guaranteed” is not accepted by Italian banks as a substitute for a missing or additional endorsement/signature.</li> </ul>

**Communication / Enquiry support with Deutsche Bank, Mumbai:**

Branches/offices may contact the Customer Service team at Deutsche Bank, Mumbai on the below telephone numbers / email id for any inquiry.

Toll Free Number All India: 1 800 22 5034 Hotline: +91 22 6670 4242

Email : [fics.india@db.com](mailto:fics.india@db.com)

Photocopies of instruments should be retained by Branches / Offices for utilizing the same for collection in the event of loss of original in transit.

**Applicable Charges:**

<b>CASH LETTERS (Subject to final payment)</b>	<b>In EUR</b>
Cheques in EUR drawn on banks within EMU, excluding cheques that cannot be processed through the respective clearing systems	3.00
Per Deposit fee	5.00
Value date / date of receipt	D+8
Cheques in Foreign Currency on other Banks	0.1 % min EUR 25 per cheque

<b>CLEAN CHEQUE COLLECTIONS</b>	<b>In EUR</b>
Cheques drawn on Deutsche Bank Upto EUR 100 or equivalent Over EUR 100 or equivalent	10.00 per cheque 25.00 per cheque
Cheques drawn on other Bank Upto EUR 100 or equivalent Over EUR 100 or equivalent	20.00 per cheque 0.15 % min EUR 35.00 - max EUR 150 per cheque

**All third party charges will be passed on to our Bank**

<b>UNPAID ITEMS</b>	<b>In EUR</b>
1.Cheques credited "subject to final payment"	30.00 per cheque plus any protest charges
2.Cheques remitted after collection drawn on Deutsche Bank	30.00 per cheque plus any protest charges
3.Cheques remitted after collection drawn on other Banks	0.15 % min EUR 35 max EUR 150 per cheque

<b>CHEQUES REQUIRING ADDITIONAL PROCESSING</b>	<b>In EUR</b>
a.Amendments / cancellations / unable to execute	50.00 per order
b.Unable to apply / beneficiary claims non-receipt	50.00 per order
c.Surcharge for cases --- Older than 60 days --- Older than 180 days	25.00 per order 50.00 per order

Charges will be deducted from the proceeds of the paid cheque and, debited to our Nostro account, in case the cheque is returned unpaid.

#### **4. SWISS FRANC (CHF):**

Branches / Offices to note that all the Cash Letters and the Clean Collection instruments drawn in CHF shall be sent to either of the two following mailing address:

<u>If the instruments are sent by normal mail, then the following address is to be used:</u>  Dienstleistungszentrum AVOR / TSBP 115 P.O.Box 8070 Zürich Switzerland	<u>If the instruments are sent by courier, then the following address is to be used:</u>  Credit Suisse AG AVOR / TSBP 115 Uetlibergstrasse 231 8045 Zürich Switzerland
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Branches / Offices must ensure that instructions for crediting the proceeds in the A/c No. 0835-0891216-43-003 with Credit Suisse, Zurich are clear.

#### **Applicable Charges:**

<b>Cheque Remittances in CHF</b>	<b>Amount in CHF</b>
Mixed (Commercial & Travellers Cheques) - Credit to account (Cash Letters Received)	2.80 per item
Commercial Cheques only	2.80 per item
Travellers Cheques only	Free of charge
Investigations - Within one month after posting date	Free of charge
Thereafter	Min 120.00

Credit Suisse, Zurich uniformly charges CHF 25.00 per cheque for collection (credit after final payment). All third party charges also will be passed on to our Bank.

Charges will be deducted from the proceeds of the paid cheque or debited to our Nostro account, in case the cheque is returned unpaid. Unpaid items will be advised by Credit Suisse via Swift, wherever the cheque amount is higher than CHF 5,000 or counter-value. Under this arrangement, only Cheque Remittances with Cheques in CHF will only be processed by Credit Suisse and other currency cheques will not be honored and returned.

#### **General Instructions :**

a. In accordance with International Market-Standard and Risk Reducing measures for the issue of Bank Cheques and the clearing of Bank & Correspondent Bank cheques, Credit Suisse has informed that they have aligned its cheque transactions regulations with the payment transactions regulations. Accordingly, the following changes apply to the processing of Bank and Correspondent Bank Cheques.

“For the clearing of Bank and Correspondent Bank cheques, cheques will only be accepted if they bear the name and address of the beneficiary in the order line as well as the name and address of the ordering party (and address of the account

holder in the case of Bank Cheques). Cheques made out to “Bank X” or with holder function (e.g. “Holder”, “Bearer”, or blank order line) will no longer be accepted. Bank and Correspondent Bank cheques may only be endorsed by the beneficiary (name in order line). Cheques with multiple non-bank endorsements will no longer be accepted for clearing and will be returned. For the issue of Bank cheques in CHF (Bank Cheques in other currencies will be returned), it is recommended that issuing Bank should indicate the ordering party (Name and address of the account holder) and the beneficiary on all Bank cheques, in each case including name & address, and to refrain from leaving the order line blank or indicating “Holder”, “Bearer”, or a Bank as beneficiary, otherwise Credit Suisse will return the Bank Cheques to the issuing party unprocessed. With immediate effect, Credit Suisse will no longer accept any orders for the issue of Bank Cheques. Cheques presented for clearing (collection) will be returned and Credit Suisse reserves the right to apply a return charge.”

In all means, the Bank & Correspondent Bank cheques will be accepted and processed only if they bear in the order line the name and address of the beneficiary. The name and address of the account holder as the ordering party must also appear on the cheque.

#### **Communication / Enquiry support with Credit Suisse, Zurich:**

Branches/offices may contact the Customer Service team at Credit Suisse, Zurich on the below telephone numbers / email id for any inquiry.

Credit Suisse AG  
CFO Global Operations  
Check Investigation, TSBP 116  
Hagenholzstrasse 20/22  
Postfach 8070 Zürich Switzerland  
Tel +41 44 332 50 93 / +41 (0) 848 800 855  
Fax +41 44 332 51 64  
Email: [petra.pereiradasilva@credit-suisse.com](mailto:petra.pereiradasilva@credit-suisse.com)

Photocopies of instruments should be retained by Branches / Offices for utilizing the same for collection in the event of loss of original in transit between the Branches / Offices and Credit Suisse AG

#### **5. SINGAPORE DOLLAR (SGD):**

Branches / Offices to note that all the Cash Letters and the Clean Collection instruments drawn in SGD shall be sent either by way of registered mail, courier, or hand-delivered accompanied by a Covering Schedule to the following mailing address:

Oversea-Chinese Banking Corporation Limited  
Payment Operations Department - Clearing and Giro Section  
18 Church Street, #04-00 OCBC Centre South  
Singapore 049479

Branches / Offices must ensure that instructions should clearly advise the A/c No. 501071575001 with Oversea-Chinese Banking Corporation Limited (OCBC), Singapore to which proceeds are to be credited.

### **Returned Cheques:**

According to OCBC, they will inform our Bank via SWIFT in the event that a cheque sent for clearing is returned unpaid by the Paying Bank. In addition, OCBC will forward the Image Return Document (IRD) corresponding to the returned item to our Bank by registered mail. Under the Check Truncation System (CTS) used for cheque clearing in Singapore, a returned cheque item will be replaced with an Image Return Document (IRD). The original physical cheque is not returned to the depositor. The IRD is governed by the Singapore Bills of Exchange Act and is a legal tender for the purpose of re-presentation.

If our branches/offices wanted to re-present the cheque for clearing, the IRD must be sent to OCBC (i.e. the original Presenting Bank). Other conditions for re-presentation as set out by the Singapore Automated Clearing House would apply.

### **Applicable Charges:**

<b>CHEQUE SERVICES</b>	<b>Price per item (in SGD)</b>
<u>Outward Clearing</u>	
Cheques Deposited	Waived
Returned Cheque (Inward Return)	50.00
<u>Inward Clearing</u>	
Cheques Issued	1.00
Stop Payment	30.00
Returned Cheque (Outward Return)	50.00

All third party charges also will be passed on to our Bank.

Charges will be deducted from the proceeds of the paid cheque and, debited to our Nostro account in case the cheque is returned unpaid.

### **Communication / Enquiry support with OCBC Singapore:**

Branches/offices may contact the Customer Service team at Oversea-Chinese Banking Corporation Limited, Singapore on the below telephone numbers / email id for any inquiry (operated from 08.30 am to 06.00 pm (Singapore time - 2 ½ ahead of India) from Monday to Friday).

Oversea-Chinese Banking Corporation Limited,  
Global Financial Institutions,  
65 Chulla Street, #13-00 OCBC Centre,  
Singapore 049513 Phone: (65) 6538-2222 Fax: (65) 6226 8739  
Email: BizConnect@ocbc.com  
Attention: Christina Lim (Service Manager) /  
Karen Lim (Service Manager)

Photocopies of instruments should be retained by Branches / Offices for utilizing the same for collection in the event of loss of original in transit between the Branches / Offices and OCBC, Singapore.



## **6. GREAT BRITAIN POUNDS (GBP):**

Branches / Offices to note that all the Cash Letters and the Clean Collection instruments drawn in GBP shall be sent either by way of registered mail, courier, or hand-delivered accompanied by a Covering Schedule to the following mailing address

Canara Bank  
PO Box No. 174, Ground Floor 10,  
Chiswel Street, London - EC 1Y 4UQ  
Tel: 0044 207 6282187 Fax: 0044 207 3742468 / 0044 207 2566620  
Email: canarabankldn@canbank.co.uk / [canarabankrems@canbank.co.uk](mailto:canarabankrems@canbank.co.uk)

Charges will be deducted from the proceeds of the paid cheque or debited to our Nostro account, in case the cheque is returned unpaid. All third party charges also will be passed on to our Bank.

Photocopies of instruments should be retained by Branches / Offices for utilizing the same for collection in the event of loss of original in transit between the Branches / Offices and Canara Bank London.

### **GENERAL INSTRUCTION TO BRANCHES:**

1. Branches/offices shall note that foreign currency cheques for different currencies mentioned above can be collected either under Cash Letter Services or Clean Collection Services. Payment realized under clean collection service is on final payment basis, whereas under Cash letter, cheques may be returned by Correspondent Banks even after cooling period.

2. Please note the waiting period for Cheques sent under Cash Letter services as below

GBP instruments payable in UK	10 business days from the value date
EURO instruments payable in Germany/Italy/France/Netherlands	21 business days from the value date
Instruments in all other currencies payable at the Centres whose home currency is the currency of the instrument.	22 days from the value date

3. Euro cheques drawn on other countries should be handled only 'under collection' basis. Similarly AUD, CAD, CHF, GBP & SGD currencies Cheques drawn on other than home currency country or currency of drawee centre, should be handled under Collection basis only.

4. Branches/Offices to ensure that cheque is accompanied by specially devised paying in slip duly signed by the Account holder/authorised signatory as per annexure.

5. Unlike in USD Cash Letter Service system, the Banks in other regions (Australia, Canada, Euro Land, Singapore, Switzerland & United Kingdom) do not undertake 'no return-guaranteed payment' after a specified period. Hence cheques beyond EUR 5000 in case of EURO and, above USD 5,000 or its equivalent in case of others

(i.e. AUD, CAD, CHF, SGD & GBP), drawn on home country, should not be handled under 'Cash Letter Service' and should be handled only under collection basis. In case of cheques below the threshold value (EUR 5000 / USD 5000 or its equivalent) , branches/offices shall conduct the necessary due diligence on the customer apart from obtaining respective undertakings as furnished in the Manual of Instructions on Foreign Remittances.

6. Apart from the prescribed charges in case of collections, drawee Bank charges are independent which are not known till realization/rejection of the instruments. This may be informed to the presenter of the instrument and suitable undertaking letter, if necessary, may be obtained to avoid customer complaints at a later date.

7. In case of lost cheques, Correspondent Banks normally process the collection or realization requests, based on the Photocopy/image of the instrument (front and reverse) along with Cash Letter schedule and an indemnity through SWIFT/letter as specified by them.

8. All back papers should be filed in a separate file, date wise, which may be made available for inspection by our internal inspector/RBI inspectors.

9. All our branches and Foreign Departments are advised to follow the above guidelines strictly and bring the contents of this circular to the notice of the customer to avoid complaints on a later date regarding time taken for realization of cheques in general and collection of charges in particular.

<b>Collection period for currencies other than USD</b>	<b>Cash Letters with recourse</b>	<b>Collection without recourse</b>
Cheque payable in country of currency	31 working days	31 working days
Cheques payable in country Other than the currency of Country	45 working days	51 working days

### **12.3. Instant Credit:**

Subject to the satisfactory track record of the customer etc, immediate credit may be given to the customer's account, without completion of the cooling period, on sighting the pass sheet credit for clean instruments denominated in USD/GBP and EURO up to the equivalent of USD 10000. Detailed guidelines and delegation of powers are available in Manual of Instructions on Inward Remittances.

### **13. Force Majeure:**

The bank shall not be liable to compensate customers for delayed credit due to some unforeseen event (including but limited to civil commotion, sabotage, lockout, strike and other labour disturbances, accidents, fires, natural disasters or other "Acts of God", war, damage to the banks' facilities or of its correspondent Banks) absence of the usual means of communication or all types of transportation, etc beyond the control of the Bank prevents it from performing its obligation within the specified service delivery parameters.

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