ujjivan SMALL FINANCE BANK
Build a Better Life

WEBSITE LINKS FOR CUSTOMER ACCESS

	PARTICULARS	UJJIVAN WEBSITE
A	**Card rates**	
	Card rates for currency conversion	https://www.ujjivansfb.bank.in/personal/forex-rates
B	**Documentation requirements**	
B.1	**Inward remittance - individuals**	https://www.ujjivansfb.bank.in/nri/forex/inward-remittance#scheme_and_required_document
B.2	**Outward remittance - individuals**	https://www.ujjivansfb.bank.in/nri/forex/outward-remittance#scheme_and_required_documents
C	**Process involved**	
	Inward remittance - individuals	FAQ section accessble in this link https://www.ujjivansfb.bank.in/nri/forex/inward-remittance
	Outward remittance - individuals	FAQ section accessble in this link https://www.ujjivansfb.bank.in/nri/forex/outward-remittance#faqs
D	**Charges for each type of transaction**	
D.1	**Inward remittance - individuals**	https://www.ujjivansfb.bank.in/nri/forex/inward-remittance#fees_&_charges
D.2	**Outward remittance - individuals**	https://www.ujjivansfb.bank.in/nri/forex/outward-remittance#fees_and_charges
E	**Timelines for processing transactions**	
E.1	**Inward remittance - individuals**	https://www.ujjivansfb.bank.in/nri/forex/inward-remittance
E.2	**Outward remittance - individuals**	https://www.ujjivansfb.bank.in/nri/forex/outward-remittance#faqs
F	**Grievance redressal**	
	Escalation matrix	(a) https://www.ujjivansfb.bank.in/assets/Customer_Grievance_Redressal_Policy_deb619ef14.pdf (b) Branches display the contact number of the nodal officer for complaints
G	Comprehensive document for customers	
	A customer charter detailing the content covered from points A to F is being worked on; we are working to host this on our website and have the link hosted on FEDAI by 30th Sept 2026.	

This is Internal document.

FOREX TRANSACTIONS- CHARGES

INWARD REMITTANCE CHARGES

- Transfer fee INR 250 +18% GST and
- Fx conversion tax as in table A below +18% GST

OUTWARD REMITTANCE CHARGES

- Transfer fee INR 1000 +18% GST;
- Swift Charges INR 500 +18% GST
- Fx conversion tax as in table A below +18% GST
- Tax collected at Source (TCS) as applicable, mentioned in table B below.
- Foreign Bank Charges (If foreign bank charge is selected as “OUR”)

Transaction through Partnered Bank, Transfer fee of INR 2000 + 18% GST would be applicable

Table A

Transaction Amount (₹)	FCY GST Calculation (@18%)
Up to ₹1,00,000.00	(1% of Transaction Amt.) x 18% | Minimum GST of INR ₹45
₹1,00,001 to ₹10,00,000.00	[₹1,000 + (0.5% of Transaction Amt. above ₹1 lakh)] x 18%
Above ₹10,00,000.00	[₹5,500 + (0.1% of the Transaction Amt.)] x 18% | Maximum GST of ₹10,800

Table B

Sr No	Purpose of Remittance	Tax rate applicable from 1st April 2026
1	LRS for education financed by loan	Nil
2	LRS for Medical treatment/ education (other than financed by loan)	Nil up to Rs 10 lakhs 2% above Rs 10 Lakhs
3	LRS for other purposes	Nil up to Rs 10 lakhs 20% above Rs 10 Lakhs
4	Sale of “overseas tour programme package” including expenses for travel or hotel stay or boarding or lodging or any such similar or related expenditure.	2% on entire transaction value (without any threshold

TIMELINES FOR PROCESSING TRANSACTIONS

Time for processing transactions	
Transaction	TAT (turn around time)
Inward remittance	Funds are generally credited within 1 to 3 business days, depending on the remitter’s bank, intermediary network, and time zone
Outward remittance	Approximately 24 to 48 working hours for the funds to reach the final beneficiary bank, subject to submission of correct Remitter and beneficiary details.

UJJIVAN SMALL FINANCE BANK
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INWARD REMITTANCE DOCUMENTS CHECHLIST

Purpose Group Name	Purpose Code	Description	Documentation & Additional Information Required
Capital Account	P0001	**Repatriation of Indian investment abroad in equity** capital (shares)	ESOP Declaration
	P0002	**Repatriation of Indian investment abroad in debt** securities.	ESOP Declaration
	P0003	**Repatriation of Indian investment abroad in branches & wholly owned subsidiaries**	ODI declaration
	P0004	**Repatriation of Indian investment abroad in subsidiaries and associates**	ODI declaration
	P0005	**Repatriation of Indian investment abroad in real estate**	ODI declaration
	P0006	**Foreign direct investment** in India in **equity**	FDI Declaration
	P0007	**Foreign direct investment** in India in **debt securities**	FDI Declaration
	P0008	**Foreign direct investment** in India in **real estate**	FDI Declaration
	P0009	**Foreign portfolio investment** in India in **equity shares**	SEBI certificate
	P0010	**Foreign portfolio investment** in India in **debt securities** including debt funds	SEBI certificate
	P0011	**Repayment of loans extended to Non-Residents**	Customer Declaration (Stating it is a non-interest bearing loan and from a close relative
	P0012	**Long & medium term loans** with original maturity above one year from Non-Residents to India	Customer Declaration (Stating it is a non-interest bearing loan and from a close relative
	P0013	Short term loans with original maturity upto one year from Non-Residents to India	Customer Declaration (Stating it is a non-interest bearing loan and from a close relative)
	P0014	Receipts o/a **Non-Resident deposits (FCNRB/NRERA etc.)** ADs should report these even if funds are not "swapped" into Rupees.	Applicable for NRI clients only - Supporting documents or purpose confirmation is not applicable #Source of funds may be requested for high value remittances or to do enhanced due diligence
	P0015	Loans & overdrafts taken by ADs on their own account. **(Any amount of loan credited to the NOSTRO account which may not be swapped into Rupees should also be reported)**	
	P0016	Purchase of **a foreign currency** against **another currency**.	
	P0017	**Sale of intangible assets** like patents, copyrights, trade marks etc. by Indian companies	
	P0018	Other capital receipts not included elsewhere	

	P0021	Receipts on account of sale of share under Employee stock option	Customer Declaration : ESOP Declaration #For higher value transactions, sale certificate or equivalent document, displaying the sale date, no. of shares & amount, maybe needed *Subject to further regulatory scrutiny, the following documents may be requested: Allotment Letter or equivalent document(s) stating shares were allotted under any employee benefit scheme i.e., ESOP, RSU, ESPP, etc. (Offer/allotment letter should state that it is a cashless scheme, else details of outward remittance will be required)
Exports (of Goods)	P0101	**Value of export bills negotiated / purchased/discounted etc**. (covered under GR/PP/SOFTEX/EC copy of shipping bills etc.)	
	P0102	**Realisation of export bills** (in respect of goods) **sent on collection** (full invoice value)	
	P0103	**Advance receipts** against export contracts, which will be covered later by GR/PP/SOFTEX/SDF	
	P0104	Receipts against **export of goods not covered** by the GR/PP/SOFTEX/EC copy of shipping bill etc.	
	P0105	**Export bills** (in respect of goods) **sent on collection.**	
	P0106	**Conversion of overdue export bills** from NPD to collection mode	
	P0107	**Realisation of NPD export bills (full value of bill to be reported)**	
Transportation	P0201	**Receipts of surplus freight/passenger fare by Indian shipping companies operating abroad**	
	P0202	Purchases on account of **operating expenses** of **Foreign shipping companies operating in India**	
	P0205	Purchases on account of **operational leasing (with crew) – Shipping companies**	
	P0207	**Receipts of surplus freight/passenger fare** by **Indian Airlines companies operating abroad.**	
	P0208	Receipt on account of **operating expenses** of **Foreign Airlines companies operating in India**	
	P0211	Purchases on account of **operational leasing (with crew)** – **Airlines companies**	
	P0213	Receipts on account of other transportation services **(stevedoring, demurrage, port handling charges etc).**	
Travel	P0301	Purchases towards **travel (Includes purchases of foreign TCs, currency notes etc over the counter,** by hotels, hospitals, Emporiums, Educational institutions etc. as well as amount received by TT/SWIFT transfers or debit to Non-Resident account).	(A) Amount up to USD 100,000 or equivalent: No Supporting documents required (B) Amount more than USD 100,000 or equivalent, supporting documents displaying the source/nature of funds/services is required, i.e. any one of the below: - - Accepted Purchase Order - Proforma Invoice/Fee Statement - Agreement/Contract Note with the remitter specifying amount of consideration. - Email/Fax from the remitter mentioning the details of the order - Other equivalent document(s)
	P0308	**FC surrendered by returning Indian tourists.**	
	P0401	**Postal** services	

Communication Services	P0402	**Courier** services	
	P0403	**Telecommunication** services	
	P0404	**Satellite** services	
Construction Services	P0501	Receipts for **cost of construction of services projects in India**	Real Estate declaration
Insurance Services	P0601	Receipts of **life insurance premium**	(A) Passport copy of remitter (B) Customer Declaration: - - Residential status of remitter (whether NRI/PIO/FN) - Purchase of property is other than agricultural land / plantation property / farm house #Beneficiary has to be the contractor (firm/individual) In case the remitter is any other entity, (A) Customer Declaration stating the nature of the claim settlement (B) Copy of policy document /Settlement Letter/other equivalent document
	P0602	Receipts of **freight insurance** – relating to import & export of goods	
	P0603	Receipts on account of **other general insurance premium**	
	P0604	Receipts of **Reinsurance premium**	
	P0605	Receipts on account of **Auxiliary services (commission on insurance)**	
	P0606	**Receipts on account of settlement of claims**	
Financial Services	P0701	Financial intermediation except investment banking – **Bank charges, collection charges, LC charges, cancellation of forward contracts, commission on financial leasing etc.**	
	P0702	Investment banking – **brokerage, under writing commission etc.**	
	P0703	Auxiliary services – **charges on operation & regulatory fees, custodial services, depository services etc.**	
Computer & Information Services	P0801	**Hardware consultancy/implementation**	(A) Amount up to USD 100,000 or equivalent: No Supporting documents required (B) Amount more than USD 100,000 or equivalent, supporting documents displaying the source/nature of funds/services is required, i.e. any one of the below: - - Accepted Purchase Order - Proforma Invoice/Fee Statement - Agreement/Contract Note with the remitter specifying amount of consideration. - Email/Fax from the remitter mentioning the details of the order - Other equivalent document(s)
	P0802	**Software consultancy/implementation (other than those covered in SOFTEX form)**	
	P0803	**Data base, data processing charges**	
	P0804	**Repair and maintenance of computer and software**	
	P0805	**News agency services**	
	P0806	Other information services- **Subscription to newspapers, periodicals, etc.**	
	P0807	Off site Software Exports	
Royalties & License Fees	P0901	Franchises services – **patents,copy rights, trade marks, industrial processes, franchises etc.**	
	P0902	Receipts for use, through **licensing arrangements, of produced originals or prototypes (such as manuscripts and films)**	
Other Business Services	P1001	Merchanting Services – net receipt (from **sale and purchase of goods without crossing the border).**	(A) Amount up to USD 100,000 or equivalent: No Supporting documents required (B) Amount more than USD 100,000 or equivalent, supporting documents displaying the source/nature of funds/services is required, i.e.
	P1002	Trade related services – **Commission on exports/imports.**	

	P1003	**Operational leasing services** (other than financial leasing and without operating crew) **including charter hire**	any one of the below: - - Accepted Purchase Order - Proforma Invoice/Fee Statement - Agreement/Contract Note with the remitter specifying amount of consideration. - Email/Fax from the remitter mentioning the details of the order - Other equivalent document(s)
	P1004	**Legal services**	
	P1005	**Accounting, auditing, book keeping and tax consulting services**	
	P1006	**Business and management consultancy and public relations services**	
	P1007	**Advertising, trade fair, market research and public opinion polling services**	
	P1008	**Research & Development services**	
	P1009	**Architectural, engineering and other technical services**	
	P1010	**Agricultural, mining and on –site processing services –** protection against insects & disease, increasing of harvest yields, forestry services, mining services like analysis of ores etc.	
	P1011	**Inward remittance for maintenance of offices in India**	
	P1012	**Distribution Services**	
	P1013	**Environmental Services**	
	P1019	**Other services** not included elsewhere	
Personal, Cultural & Recreational services	P1101	**Audio-visual and related services – services and associated fees related to production of motion pictures, rentals, fees received by actors, directors, producers and fees for distribution rights.**	
	P1102	**Personal, cultural services such as those related to museums, libraries, archives and sporting activities and fees for correspondence courses of Indian Universities/Institutes**	
Govt. not included elsewhere (G.n.i.e.)	P1201	**Maintenance of foreign embassies in India**	
	P1203	**Maintenance of international institutions such as offices of IMF mission, World Bank, UNICEF etc. in India.**	
Transfers	P1301	Inward **remittance** from Indian non-residents **towards family maintenance and savings**	No supporting documents are required. #Remitter should be an individual account holder only *In case the remitter and beneficiary are the same individuals, declaration is needed
	P1302	**Personal gifts and donations**	No supporting documents are required. #Remitter & Beneficiary should be individuals only *In case the remitter is a Family Trust, one of the following supporting document is needed: - Trust Deed - Declaration from remitter on Trust letter head Note: As per the Foreign Contribution Act 2011, any person receiving 'Foreign Contribution', from any relative in excess of INR 10 Lacs in a FY needs to submit 'FC1 Form' to Ministry of Home Affairs (MHA) within 90 days of receipt of funds
	P1303	**Donations to religious and charitable institutions in India**	MHA approval copy

	P1304	**Grants and donations to governments and charitable institutions established by the governments**	MHA approval copy and Underlying documents to establish the nature of transactions
	P1306	**Receipts / Refund of taxes**	(A) Customer Declaration stating why and how the taxes were paid (B) Proof of Tax Payment OR Other equivalent documents
Income	P1401	Compensation of employees	No supporting documents are required (Remitter should be non-individual only)
	P1403	Inward remittance towards **interest on loans extended to non-residents (ST/MT/LT loans)**	ODI declaration
	P1404	Inward remittance of **interest on debt securities – debentures / bonds /FRNs etc**.	Customer Declaration & Underlying documents to establish the nature of transactions
	P1405	Inward remittance towards **interest receipts of ADs on their own account (on investments.)**	Customer Declaration & Underlying documents to establish the nature of transactions
	P1406	**Repatriation of profits to India**	
	P1407	**Receipt of dividends by Indians**	
	P1409	Inward remittance of dividends (on equity and investment fund shares) by Indian FDI Enterprises, other than branches, operating abroad	ODI declaration
	P1410	Inward remittance on account of interest payment by Indian FDI enterprises operating abroad to their Parent company in India.	ODI declaration
	P1411	Inward remittance of interest income on account of Portfolio Investment made abroad by India	ESOP Declaration
	P1412	2 Inward remittance of dividends on account of Portfolio Investment made abroad by India on equity and investment fund shares	ESOP Declaration
Others	P1501	**Refunds / rebates** on account of **imports**	Details of original underlying transaction/ import payment
	P1502	**Reversal of wrong entries, refunds of amount remitted for non-imports**	Details of original underlying transaction/ import payment
	P1503	Remittances **(receipts) by residents under international bidding process.**	Underlying document of international bidding

INWARD FAQ'S

1. What is an Inward Remittance?

An Inward Remittance is the transfer of funds from an overseas sender to a beneficiary in India through authorised banking or money transfer channels. It can be sent for various purposes such as family maintenance, salary, savings, gifts, or business payments.

2. What are the services offered by Ujjivan Small Finance Bank under Inward Remittance?

Ujjivan SFB provides convenient inward remittance facilities through secure and authorised channels like SWIFT transfers and tie-ups with correspondent banks. Customers can receive funds directly into their Ujjivan SFB account in Indian Rupees (INR).

3. Who can receive an Inward Remittance through Ujjivan SFB?

Any individual or business customer holding an account with Ujjivan SFB can receive funds from abroad, subject to RBI and FEMA regulations.

4. What details should I share with the sender for receiving money from abroad?

The Sender to mention the below details while initiating the Inward Remittance

Beneficiary Full Name (as per bank records)

Ujjivan SFB Account Number

Bank Name and Branch

SWIFT Code

Purpose of Remittance (Purpose Code)

5. What is a Purpose Code and why is it required?

A Purpose Code is a regulatory classification mandated by RBI to specify the reason for the remittance (e.g., salary, family maintenance, export proceeds). This ensures compliance with FEMA and foreign exchange laws.

6. How long does it take for the money to be credited to my account?

Funds are generally credited within 1 to 3 business days, depending on the remitter's bank, intermediary network, and time zone.

7. How will I know when my remittance is credited?

You'll receive SMS and email notifications as soon as the funds are successfully credited to your Ujjivan SFB account.

8. Are there any charges for receiving an Inward Remittance?

Ujjivan SFB levy INR 250 + GST as Processing charge for receiving funds in INR.

9. How is the exchange rate determined for remittance?

The exchange rate applied is based on the prevailing forex rate at the time of conversion

10. Is there a limit on the amount I can receive as an Inward Remittance?

There is no fixed upper limit for inward remittances received through bank transfers. However, certain channels (like MTOs) may have transaction-wise caps as per RBI or operator limits.

11. Are there any tax implications on Inward Remittances?

Inward remittances are generally non-taxable at the time of receipt. However, taxation depends on the nature of remittance (e.g., income, gift, or capital). Customers should consult a tax advisor for clarity.

12. Can I receive funds from any country?

Yes, remittances can be received from any country that allows outward transfer to India through authorised banking channels and should not under international sanctions or identified under black listed countries.

13. Is KYC mandatory for receiving inward remittance?

Yes, customers must have a valid and updated KYC (Know Your Customer) record with the bank before receiving any inward remittance.

14. What happens if the sender provides incorrect account details?

If incorrect details are provided, the remittance may be rejected or returned by the intermediary or beneficiary bank. The sender should then contact their bank to reinitiate the transfer with correct details

15. How can I track the status of my inward remittance?

You can track it by contacting your Ujjivan SFB branch or Customer Care, quoting the transaction reference number shared by the sender.

16. What if the remittance is delayed or not received?

In case of delay, upon submission of valid Inward transaction (Initiation) confirmation, Ujjivan SFB will coordinates with correspondent banks to trace the payment

17. Can a remittance be cancelled or recalled after it's sent?

Once credited to the beneficiary account, the remittance cannot be reversed without proper authorisation from both the sender and beneficiary. Before credit, recall requests can be raised through the remitting bank.

18. What happens if the remittance is returned or rejected?

If a transaction fails due to incorrect details or non-compliance, the funds are automatically returned to the sender's account after deduction of intermediary bank charges (if any).

19. Can I receive inward remittance in my NRE or NRO account with Ujjivan SFB?

Yes, eligible customers can receive foreign remittances into their NRE or NRO accounts as per FEMA regulations and RBI guidelines.

20. Can I receive remittances into a joint account?

Yes, remittances can be received into a joint account, provided the account is compliant and valid under FEMA norms.

21. Can I receive remittance for business purposes?

Yes. Business entities with a valid Current Account can receive inward remittances against permitted trade or service transactions, in line with FEMA and RBI regulations.

22. How does Ujjivan SFB ensure the safety of inward remittances?

All remittances are processed through authorised and regulated banking networks, ensuring end-to-end encryption, authentication, and compliance with RBI and AML (Anti-Money Laundering) standards.

23. Are there any additional documents required to receive large-value remittances?

For high-value or purpose-based remittances, Ujjivan SFB may request for supporting documents such as invoice copies, agreement details, or declarations to validate the purpose of funds.

24. What should I do if the remittance purpose is wrongly selected?

You can contact your Ujjivan SFB branch or customer care immediately to correct the purpose code or submit supporting documentation.

25. Can I receive education or medical expense remittances from abroad?

Yes, inward remittances for education fees, living expenses, or medical support are permitted under RBI norms, provided they are genuine and verifiable.

26. Is prior approval required from RBI for receiving remittance?

In most cases, no prior approval is needed for receiving remittance. However, certain transactions may require approval if the purpose is restricted under FEMA.

27. Can I receive salary from an overseas employer directly in my Ujjivan SFB account?

Yes, you can receive salary payments from foreign employers through authorised banking channels, provided tax and FEMA norms are followed.

28. What happens if I receive funds from an unapproved source?

Funds received from restricted or blacklisted entities/countries may be rejected or held for regulatory review. Ujjivan SFB will notify you if additional documentation is required.

29. Who should I contact for more details or assistance?

You can reach out to your nearest Ujjivan SFB branch, Customer Care, or write to customercare@ujjivan.bank.in for guidance related to inward remittances.

FAQs for NRI Customers

1. What is the limit for making fund transfer abroad from NRE Account?

NRE account balances are freely repatriable. There is no limit specified for making international fund transfer from such accounts.

2. Can I make outward remittance from my NRO A/c?

Outward remittances from NRO a/c are permissible subject to satisfying the documentation requirements.

3. What is the limit for making fund transfer abroad from NRO Account?

When the source of funds is current income (e.g., Rent, Dividend, Interest, etc.), then there is No Limit. When the source of funds is Capital Income (e.g., Sale of Property), then it is USD 1 million in a financial year (Apr-Mar).

4. What are the charges for online outward remittance request made from NRE account?

The fees and charges are as below:

- Transfer fee INR 1000 +18% GST
- Swift Charges INR 500 +18% GST
- Currency conversion tax: Applicable as per remitted amount in INR as per existing Tax slab*
- Tax collecting at Source (TCS) as applicable**.
- Foreign Bank Charges (If foreign bank charge is selected as “OUR”)

Currency Conversion Tax Slab

Transaction Amount (₹)	FCY GST Calculation (@18%)
Up to ₹1,00,000	(1% of Transaction Amt.) x 18% | Minimum GST of ₹45
₹1,00,001 to ₹10,00,000	[₹1,000 + (0.5% of Transaction Amt. above ₹1 lakh)] x 18%
Above ₹10,00,000	[₹5,500 + (0.1% of the Transaction Amt.)] x 18% | Maximum GST of ₹10,800

5. Is TCS applicable for Non-Resident Indians and Foreign Nationals working in India?

No, TCS is not applicable for Non-Resident Indians holding NRE/NRO Accounts and Foreign Nationals working in India who are not permanent residents of India. In case, a Resident Individual has moved abroad and is settled there for more than 182 days, it is advisable to convert the account into an NRO Account to avoid any TCS being levied on repatriation proceeds from NRO Accounts.

6. I have registered a mandate-holder in my NRE account. Can he make an outward remittance from the account as well?

Mandate holder in the NRE account can initiate an outward remittance, but only if the beneficiary of the remittance is the account holder himself.

7. What is the process for making an outward remittance from my NRO account from Ujjivan SFB branch?

For making an outward remittance from your NRO account, please walk into any Ujjivan SFB branch in India and initiate the outward remittance by filling up Retail Outward Remittance Application specifying the necessary details.

In addition to this, you have to provide documentary proof of the source of the funds sought to be remitted and C.A. Certificate in Form 15CA and 15CB. The formats and submission details are available at the website of the Income Tax Department.

8. Can a joint/mandate holder initiate remittance from NRO account?

In case of NRO account, the joint holder may be resident or non-resident. In case the remittance is being initiated by the resident joint account-holder or the mandate holder, the beneficiary must be the account holder/s. Mandate holder can only repatriate the current income from the NRO account.

9. Can the proceeds of sale of immovable property be repatriated out of NRO account? What is the process to repatriate such proceeds?

The proceeds of sale of property can be repatriated out of NRO account.

The amount sought to be repatriated should not exceed the sales proceeds and should be within the limit of USD 1,000,000 per financial year.

For more details kindly refer the Document Checklist and Declarations to submit.

10. What all-purpose code is allowed for Non-residents through Ujjivan SFB?

For NR Repatriation, only purpose code : S0014 (Repatriation of non-resident deposits) should be used.

FAQs for Foreign Nationals

1. I am a foreign national working in India, I hold an Ujjivan SFB Bank savings account. How can I transfer my salary from my Ujjivan SFB Bank account to overseas account?

Foreign nationals holding savings account with Ujjivan SFB can transfer their salary overseas by visiting any Ujjivan SFB branch.

2. What all the documents required and the purpose code to follow?

Kindly refer to the Document Checklist as mentioned above.

3. What is the limit for making fund transfer abroad from my Foreign Nationals Savings Account where the source of funds is pertaining to Salary?

The Remittance can be processed up to net salary received in India (after deduction of applicable taxes).

OUTWARD REMITTANCE DOCUMENTS CHECHLIST

Purpose Code	Purpose Group Name	Whether Part of LRS scheme (For Reporting point of views)	Description	List of Documents for Existing Ujjivan SFB Account Holders (Resident and Non Resident and Foreign national Individuals)
S0001	Foreign Portfolio Investment	YES	Indian Portfolio investment abroad – in equity shares	1. Application cum A2 Form
				2. PAN card
				3. If account is less than one year old, provide any one of the below: a) other bank account one year statement/ b) Income Tax Assessment Order/ c) latest Return filed.
				4. Portfolio Investment Declaration
				5. If the remittance pertains to investment under EB5 Visa done directly into Listed Company then the above will apply
				6. If the remittance pertains to investment under EB5 Visa done through Regional Centres then the customer will also have to submit the underlying agreement signed by the customer and the company. Agreement should mention name of the regional centre also.
				7. Further documentary evidence to support source of funds for investments in overseas investment funds (e.g. Equity mutual funds, etc.) and when employee is sending money to the overseas unlisted company of the Employer
S0002	Foreign Portfolio Investment	YES	Indian Portfolio investment abroad – in debt instruments	1. Application cum A2 Form
				2. PAN card
				3. If account is less than one year old, provide any one of the below: a) other bank account one year statement/ b) Income Tax Assessment Order/ c) latest Return filed.
				4. Portfolio Investment Declaration
				5. Further documentary evidence to support source of funds for investments in listed debt instruments (e.g. Government bonds; corporate bonds, etc.) and investments in overseas investment funds (e.g. debt mutual funds, etc.)
S0005	Foreign Direct Investment	YES	Indian investment abroad – in real estate	1. Application cum A2 Form
				2. PAN card
				3. If account is less than one year old, provide any one of the below:

				a) other bank account one year statement/ b) Income Tax Assessment Order/ c) latest Return filed 4. Underlying Sale Agreement / MOU
S0021	Financial Derivatives and Others	YES	Payments made on account of sale of share under Employee stock option	1. Application cum A2 Form 2. PAN card 3. If account is less than one year old, provide any one of the below: a) other bank account one year statement/ b) Income Tax Assessment Order/ c) latest Return filed 4. ESOP Allotment Letter and acceptance by the employee 5. Declaration from the Indian Company that shares under ESOP scheme are offered globally by the issuing company on uniform basis 6. Form 15 CA/CB with UDIN acknowledgement copy 7. Customer Declaration from the Individual Employee that: i) Acquisition of shares or interest under Employee Stock Ownership Plan is below 10% of paid up capital and if Investor is not getting any control ii) undertaking from employee to submit details of investment and inform the Indian company to comply with the applicable regulatory reporting requirements in case of payments made on account of sale of share under Employee stock option
S0023	**Financial Derivatives and Others**	YES	Opening of foreign currency account abroad with a bank	1. Application cum A2 Form 2. PAN card 3. If account is less than one year old, provide any one of the below: a) other bank account one year statement/ b) Income Tax Assessment Order/ c) latest Return filed
S0301	Travel	YES	Business Travel	1. Application cum A2 Form 2. PAN card 3. Invoice copy / communication mentioning the Fx amount to remit, from overseas entity 4. Underlying agreement / Memorandum of understanding (MoU) with the Beneficiary 5. Declaration describing the nature of the remittance 6. Ticket / Visa copy(ies), if required. 7. LEI numbers for all the non-individual parties involved in a single transaction of or above INR 50 crores have to be provided
S0303	Travel	YES	Travel for pilgrimage	1. Application cum A2 Form 2. PAN card 3. Invoice copy / communication from overseas entity 4. Valid Passport Copy
S0304	Travel	YES	Travel for Medical	1. Application cum A2 Form 2. PAN Card 3. Passport Copy & Visa Copy 4. An estimate from doctor/ medical institution abroad.
S0305	Travel	YES	Travel for education (when beneficiary is the student)	1. Application cum A2 Form 2. PAN Card 3. Passport Copy 4. An estimate (physical or email) from institution abroad 5. Underlying registration form/Notification from institute etc, wherever applicable
S0306	Travel	YES	Other travel (including holiday	1. Application cum A2 Form 2. PAN card

			trips and payments for settling international credit cards transactions)	3. Invoice copy / communication from overseas entity 4. Valid Passport Copy
S0601	Insurance and Pension Services		Life Insurance premium except term insurance	1. Application cum A2 Form 2. PAN card 3. Underlying document / policy 4. 15 CA/CB with UDIN Acknowledge copy
S0603	Insurance and Pension Services		Other general insurance premium including reinsurance premium; and term life insurance premium	1. Application cum A2 Form 2. PAN card 3. Underlying document / policy 4. General Insurance Declaration
S1104	Personal, Cultural & Recreational services		Entertainment services	1. Application cum A2 Form 2. PAN card 3. Underlying document / Invoice 4. Form 15CA/CB with UDIN Acknowledge copy
S1105	Personal, Cultural & Recreational services		Museums, library and archival services	1. Application cum A2 Form 2. PAN card 3. Underlying document / Invoice 4. Form 15CA/CB with UDIN Acknowledge copy
S1106	Personal, Cultural & Recreational services		Recreation and sporting activities services	1. Application cum A2 Form 2. PAN card 3. Underlying document / Invoice 4. Form 15CA/CB with UDIN Acknowledge copy
S1107	Personal, Cultural & Recreational services	YES	Remittance for education (Benficiary is the instutute)	1. Application cum A2 Form 2. PAN Card 3. Letter or email from institution abroad containing fee estimate
S1107	Personal, Cultural & Recreational services	YES	Remittance for education (Source - Education Loan) (Beneficary is the student)	1. Application cum A2 Form 2. PAN Card 3. Letter or email from institution abroad containing fee estimate. 4. Loan Sanction and Disbursal Letter
S1108	Personal, Cultural & Recreational services	YES	Health Service (payment towards services received from hospitals, doctors, nurses, paramedical and similar services etc. rendered remotely or on-site)	1. Application cum A2 Form 2. PAN card 3. For Remittances exceeding USD 2,50,000 an estimate received from the doctor/medical institution abroad
S1109	Personal, Cultural & Recreational services		Other Personal, Cultural & Recreational services	1. Application cum A2 Form 2. PAN card 3. Invoice / underlying document 4. Form 15CA/CB with UDIN Acknowledge copy
S1301	Secondary Income	YES	Remittance for family maintenance and savings	1. Application cum A2 Form 2. PAN card 3. Only to close relatives as per the Companies (Amendment) Act 2013. List of close relatives is mentioned in Application cum Form A2 (for easy reference)
S1302	Secondary Income		Remittance towards personal gifts and	1. Application cum A2 Form 2. PAN card

			donations (When Relationship is defined as close relatives and the constitution of beneficiary is either NRI or Foreign Nationals	3. Branch Head Certification on the due diligence on the opening, genuineness, operations of the account and source of funds of the customer 4. Latest one year statement of other bank or the Latest ITR of the remitter (if account is less than one year old) 5. LEI numbers for all the non-individual parties involved in a single transaction of or above INR 50 crores have to be provided
S1303	Secondary Income	YES	Remittance towards donations to religious and charitable institutions abroad	1. Application cum A2 Form 2. PAN card 3. Letter from customer with documentary evidence such as brochure indicating name, address and activity of the beneficiary organization and type of services offered and purpose of making remittance 4. Branch Head certification on the due diligence on the opening, genuineness, operations of the account 5. Latest one year statement of other bank or the Latest ITR of the remitter (if the account is less than one year old) 6. LEI numbers for all the non-individual parties involved in a single transaction of or above INR 50 crores have to be provided
S1307	Secondary Income	YES	Outflows on account of migrant transfers including personal effects (EMIGRATION)	1. Application cum A2 Form 2. PAN card 3. For Remittances exceeding USD 2,50,000 subject to submission of documentary evidence giving the requirement of remittance beyond the stipulated limit 4. Supporting documents
S1502	Others		Reversal of wrong entries, refunds of amount remitted for non-exports	1. Application cum A2 Form 2. PAN card 3. Underlying documents / invoice 4. FIRC/Inward Remittance Proof 5. Form 15CA/CB 6. Proof required for the below points - i. Documents for the underlying transaction for due diligence by the bank (basis supporting document) ii. Declaration for not being able to provide services for which the advance was received Please note that the refund will be made without the interest component 7. CA certificate certifying the following: i. Funds are lying excess & unapplied ii. Interest Component if any should be within the limit prescribed under FEMA
S1004 **S1005** **S1006** **S1007** **S1008** **S1009** **S1020**	Other Business Services		Remittances towards Legal services, Accounting, auditing, book-keeping services, Business and management consultancy and public relations services, Advertising, trade fair service, Research & Development services, Architectural services,	1. Application cum A2 Form 2. PAN card 3. Supporting Documents 4. Declaration for Payment of Services 5. Form 15 CA/CB with UDIN No

			Commission agent services	
S0014	Banking Capital		Repatriation of NonResident Deposits (FCNR(B)/NR(E)RA etc.)	**A. Debit From NRE a/c** 1. Application cum A2 Form 2. Bank statement confirming Non-Resident Account
			Remittance where the source of funds is **Current Income** such as Rent, Divident, Interest, Salary, Pension/PF/Gratuity	**B. Debit From NRO a/c**
				1. Application cum A2 Form
				2. 15CA & CB with UDIN Acknowledge copy*
				*15 CA/CB is still not required/ emempted for below mentioned sub purpose codes which to be mention as the sub purpose on Form A2 (below are retail purposes taken from the 33 exempt purpose codes of CBDT Notification).
				Supporting documents for usage of below sub purposes will be same as mentioned for the purposes in the checklist.
				S0001 - Indian investment abroad-in equity capital (shares)
				S0002 - Indian investment abroad-in debt securities
				S0005 - Indian investment abroad-in real estate
				S0301 - Remittance towards business travel
				S0302 - Travel under basic travel quota (BTQ)
				S0303 - Travel for pilgrimage
				S0304 - Travel for medical treatment
				S0305 - Travel for education (including fees, hostel expenses etc.)
				S1301 - Remittance by non-residents towards family maintenance and savings
				S1302 - Remittance towards personal gifts and donations
				S1303 - Remittance towards donations to religious and charitable institutions abroad
				S1304 - Remittance towards grants and donations to other Governments and charitable institutions established by the Governments
				S1306 - Remittance towards payment or refund of taxes
				Transfer to the customer's foreign currency account held abroad ("self-transfer") sub purpose is not to be considered as being equivalent to "Family Maintenance" sub purpose hence submitted 15 CA CB & Form A2 both should be mentioning purpose code S0014.
			Remittances where Source of Funds is **Sale of Financial Assets** out of NRO Account as Redemtion of Mutual Funds, Shares,FD, PPF, Insurance Surrendered value etc.	1. Application cum A2 Form 2. 15CA & CB with UDIN Acknowledge copy 3. Proof of Bank credit (i.e. Narration in Bank statement of other bank showing the credit) (mandatory if source of fund credit is reflecting in Non Ujjivan Small Finance Bank account) 4. Proof of source of funds (as applicable) (mandatory) o Mutual Funds or shares: Demat Statement/ MF Statement o Debentures or Bonds: certificate or Demat statement or letter from issuing company o Fixed Deposits: FD Advice o PPF Balances: PPF Passbook copy o Insurance proceeds: Insurance Surrender or Maturity documents o Shares Inherited – Demat Account statement Death Certificate Proof of inheritance (will or succession certificate) 5. Bank Statement confirming Non-Resident Account
			Remittances where Source of Funds is **Sale of Inherited Property** from NRO	1. Application cum A2 Form 2. 15CA & CB with UDIN Acknowledge* 3. Sale of Immovable Property Documents as below 3.A. Sale Agreement

			Account **Scenerio 1** : Where Registered sale deed is present with applicant	3.B. Immoveable Property Declaration as per Ujjivan SFB Prescribed Format 3.C. Any other supporting documents requested to ascertain the source of funds 4. In case sale deed in regional language then translated version is to be provided in English 5. In case of inherited property / gifted property then additional supporting document required as Registered Gift Deed 6. If the Funds are credited from other Bank's NRO a/c then other Bank's A/c statement copy to be retain where the relevant credits to be highlighted to confirm as source of funds was Sale of Property only. 7. Ujjivan SFB's Bank Statement confirming Non-Resident Account 8. Copy of the death certificate (not required in case of partition deed or court order)
			Remittances where Source of Funds is Sale of Inherited Property from NRO Account **Scenerio 2** : Where Registered sale deed is present but it exists between the builder and the buyer where seller (NR Customer) makes a Triparty agreement to hand over the rights to the property OR NR person is made a withness to the sale	1. Application cum A2 Form 2. 15CA & CB with UDIN Acknowledge copy 3. Proof of purchase - Purchase agreement OR allotment Letter 4. Registered Sale Deed 5. Notarized Triparty Agreement 6. Immovable Property Declaration as per Ujjivan SFB Prescribed Format 7. In case sale deed in regional language then translated version is to be provided in English 8. In case inhererited property / gifted property then supporting documents required like Notarized Gift deed required. 10. Branch Head to provide a declaration on KYC and due diligence and Code of conduct is proper and satified
			Remittances where Source of Funds is Sale of Inherited Property from NRO Account **Scenerio 3** : Where Registered sale deed is not present but MOU/Unregistered Sale Deed/Transfer Deed/Notarised Sale Deed/Conveyance Deed/Villange Land Documents	1. Application cum A2 Form 2. 15CA & CB with UDIN Acknowledge copy 3. Suporting Documents required : MOU/Unregistered Sale Deed/Transfer Deed/Notarised Sale Deed/Conveyance Deed/Villange Land Documents 4. Branch Head to provide a declaration on KYC and due diligence and Code of conduct is proper and satified 5. Immovable Property Declaration as per Ujjivan SFB Prescribed Format 6. In case inhererited property / gifted property then supporting documents required like Notarized Gift deed required. 7. In case sale deed in regional language then translated version is to be provided in English
			Remittances where Source of Funds is Sale of Inherited Property from NRO Account **Scenerio 4** : Where Registered sale deed filed and the government agency will be provided in	1. Application cum A2 Form 2. 15CA & CB with UDIN Acknowledge copy 3. Suporting Documents required : MOU/Unregistered Sale Deed/Transfer Deed/Notarised Sale Deed/Conveyance Deed/Villange Land Documents 4. Branch Head to provide a declaration on KYC and due diligence and Code of conduct is proper and satified 5. Immovable Property Declaration as per Ujjivan SFB Prescribed Format 6. In case inhererited property / gifted property then supporting documents required like Notarized Gift deed required.

			few days, weeks or Month latest	7. In case sale deed in regional language then translated version is to be provided in English
			Remittances where Source of Funds is Sale of Inherited Property from NRO Account **Scenerio 5** : Token amount has been received and registed sale deed will be provided in future once the sale will take place	1. Application cum A2 Form 2. 15CA & CB with UDIN Acknowledge copy 3. Suporting Documents required : MOU/Unregistered Sale Deed/Transfer Deed/Notarised Sale Deed/Conveyance Deed/Villange Land Documents 4. Branch Head to provide a declaration on KYC and due diligence and Code of conduct is proper and satified 5. Immovable Property Declaration as per Ujjivan SFB Prescribed Format 6. In case inhererited property / gifted property then supporting documents required like Notarized Gift deed required. 7. In case sale deed in regional language then translated version is to be provided in English
			Remittances where Source of Funds is Sale of Inherited Property from NRO Account **Scenerio 6** : NR customer has sold the property back to the builder before completion and seek to repatriate the proceeds (Property Cancellation)	1. Application cum A2 Form 2. 15CA & CB with UDIN Acknowledge copy 3. Notarized and mutually signed property deal cancellation letter 4. Letter from the builder that the amount is being refunded along with details of cheque paid back to the customer 5. Property Deal Cancellation Declaration as per Ujjivan's SFB prescribed Format 6. Branch Head to provide a declaration on KYC and due diligence and Code of conduct is proper and satified
			Remittances where **Source of Funds as Gift**, out of NRO account	1. Application cum A2 Form 2. 15CA & CB with UDIN Acknowledge* 3. If source of fund is Gift received from close relative; 3.A If source of fund is Gift received from close relative; a. It will be allowed from list of close relatives (as per company act guideline of close relatives). In this case close relative should be resident Indian. The customer has to provide a declaration stating the gift giver's residential status, relation and gift amount is transferred within his LRS limit of current financial year. b. In case gift amount is transferred from other than Ujjivan SFB A/c, then declarations are to be provided stating the gift giver's residential status, relation and gift amount is transferred within his LRS limit for the current financial year. 3. Gift Received from 3rd party cannot permitted for outward Remittances

Outward FAQ's

1. What is an Outward Remittance?

Outward remittance refers to the process of transferring money from a resident of one country to a beneficiary in another country. This service is commonly used for purposes like payment towards education abroad, supporting family members, or settling international transactions. This service allows individuals and businesses to transfer funds across borders quickly and efficiently.

2. What is Liberalised Remittance Scheme (LRS)?

Under this scheme, any Indian resident can transfer maximum up to USD 2,50,000 or equivalent in a given financial year (from 1st April till 31st March) abroad for allowed purposes by RBI.

3. Is PAN mandatory for outward remittance?

Yes, PAN is mandatory for outward remittance.

4. How to know the break-up of charges for retail forex?

Each and every charge (including govt. taxes) levied on the transaction will be shared to your registered mail id as Debit Advice post execution of the transaction.

5. What is BEN, SHA, OUR charges in retail forex?

When you send money abroad, charges are imposed by various banks, such as the remitting bank, the beneficiary bank and the intermediary banks. These charges can be settled in multiple ways –

BEN - These are foreign bank charges which are borne by beneficiary.

OUR - These charges are borne by the sender for sending full transaction amount to the beneficiary.

SHA – These charges are shared by the sender and the beneficiary.

6. Is Tax Collected at Source (TCS) applicable for LRS scheme?

Yes, w.e.f. Apr 1, 2025, TCS will be collected by the Bank on remittances made under LRS as per prevailing income tax guidelines. Know the TCS applicable slab:

New TCS Rate (W e f 1st April 2025			
Sr No	**Purpose of Remittance Abroad**	**Normal PAN**	**Inoperative PAN**
	LRS for education purpose, if the amount being remitted is from education loan obtained from a specified institution	NIL	NIL
	LRS for the purpose of education, other than (1) above (or) for the purpose of medical treatment	Up to ₹10 Lakh: NIL	Up to ₹10 Lakh: NIL
	Any other purpose under LRS	Up to ₹10 Lakh: NIL Above ₹10 Lakh: 20%	Up to ₹10 Lakh: NIL Above ₹10 Lakh: 20%

7. Which forex transactions will be not be impacted by TCS?

TCS is NOT applicable in conditions such as:

Remittances made by Non-Residents and Non-Individuals.

LRS remittances made from RFC (Resident Foreign Currency) Accounts.

If the aggregate amount of remittances made during the financial year including the current transaction is less than INR 10 lakhs irrespective of whether the customer is a Specified or Non-Specified Individual.

Education Remittances where source of funds is Education Loan.

8. Will GST be applied on the TCS amount?

No. GST will not be applicable on the TCS amount, however, GST will continue to be applicable on the transaction value and other charges levied by the bank.

9. Can the remitter avail tax credit on the TCS paid?

Yes, remitter can claim credit for the tax collected by the Bank while filing for their tax returns provided valid PAN of the remitter has been submitted to the Bank.

10. How much time does it take for an outward remittance transaction to be processed?

It takes approximately 24 to 48 working hours for the funds to reach the final beneficiary bank, subject to submission of correct Remitter and beneficiary details.

11. What would be the GST applicable on Currency conversion?

Foreign exchange transactions are subject to prevalent GST rates, as under:

Transaction Amount (₹)	FCY GST Calculation (@18%)
Up to ₹1,00,000	(1% of Transaction Amt.) x 18% | Minimum GST of ₹45
₹1,00,001 to ₹10,00,000	[₹1,000 + (0.5% of Transaction Amt. above ₹1 lakh)] x 18%
Above ₹10,00,000	[₹5,500 + (0.1% of the Transaction Amt.)] x 18% | Maximum GST of ₹10,800

12. Is there any category of visit requires prior approval from Ministry of Human Resources Development (Department of Education and culture), Govt of India, New Delhi?

Yes, Dance Troupes, Artists etc who wish to undertake cultural activities at aborad, should obtain prior approval from Department of Education and culture), Govt of India, New Delhi.

13. I do not have any account with Ujjivan Small Finance Bank. Can I still transfer abroad?

You are required to have an Account with us for initiating an international remittance. Along with remittances, you can enjoy a host of other benefits as well.

14. Can joint account holders do an outward Forex transaction?

Ujjivan SFB allows international remittances to its joint account holders,provided the availability of PAN to be updated in Bank's record.

15. Is there any minimum and maximum amount limits while sending money for Resident Individual?

The Minimum limit for an Outward Remittance is USD 100 or equivalent. Maximum Limit allowed upto USD 2,50,000 or equivalent in a Financial Year (April - March) against single PAN number.

16. What all parameters to check while submission of the outward remittance, so the transaction should not get rejected?

Your transaction could be rejected due to one of the following reasons-

Your applicable LRS limit of RBI should not breach the limit of USD 2,50,000 or equivalent for a given financial year against your PAN number.

Account should not have insufficient funds, due to additional TCS charges.

If incorrect or partial information for beneficiary or beneficiary bank account has been provided.

If the beneficiary is not a part of "Permitted Beneficiary List".

If additional documents requested by the bank have not been furnished by you within the defined time period.

If the information declared by you or documents uploaded by you are found to be incorrect.

Unauthorized/Non-permissible transactions are not allowed as per RBI regulations.

In a case where your transaction has been rejected, you will have to re-initiate the transfer. We strongly recommend that you furnish accurate and complete information as requested to avoid any delays and cancellations.

17. What should I do if my transaction has failed at beneficiary bank? When will my funds be refunded?

While it may happen rarely, your transaction may fail at the beneficiary bank due to incorrect information being entered at the time of adding payee or reasons at the discretion of the beneficiary bank due to certain compliance checks. Please note that it is the responsibility of remitter to ensure that the details being asked for are correctly entered to avoid such scenarios and kindly contact with your base branch within 7 days from the date of execution of transaction.

Please note that the charges are non-refundable and any correspondent foreign bank charges (if levied) will also have to be borne by the remitter.

18. Is it possible to cancel a transaction mid-way?

Cancellation will be solely on discretionary basis and the decision will solely rest with Ujjivan SFB. However, any such request for recall of funds, are subject to applicable charges such as loss of currency conversion, Recall Charges etc. Any such request received for cancellation will be handled by Ujjivan Small Finance Bank on best effort basis and Ujjivan SFB shall not be responsible for any loss incurred by customer owing to the cancellation.

19. Which are the prohibited transactions under the Foreign Exchange Management Act, 1999?

Below transactions are prohibited under the Foreign Exchange Management Act, 1999:

The remittance facility under the Scheme is not available for the following: Remittance for any purpose specifically prohibited under Schedule-I - (like purchase of lottery tickets/sweep stakes, proscribed magazines, etc.) or any item restricted under Schedule II of Foreign Exchange Management (Current Account Transactions) Rules, 2000. Refer Link: https://www.rbi.org.in/Scripts/BS_ViewMasDirections.aspx?id=10193#C3

Remittance from India for margins or margin calls to overseas exchanges / overseas counterparty.

Remittances for purchase of FCCBs issued by Indian companies in the overseas secondary market.

Remittance for trading in foreign exchange abroad.

Capital account remittances, directly or indirectly, to countries identified by the Financial Action Task Force (FATF) as “non-cooperative countries and territories”, from time to time.

Remittances directly or indirectly to those individuals and entities identified as posing significant risk of committing acts of terrorism as advised separately by the Reserve Bank to the banks.

Gifting by a resident to another resident, in foreign currency, for the credit of the latter’s foreign currency account held abroad under LRS.

20. What is RBI's FAQ link for LRS Scheme?

Please refer : https://www.rbi.org.in/commonman/english/Scripts/FAQs.aspx?Id=1834#Q2

21. What is FX-Retail Platform?

Reserve Bank of India (RBI), through Clearing Corporation of India Ltd (CCIL), has rolled out an electronic trading platform ‘FX-Retail’ where customers have the option to buy and sell foreign outward remittance. FX Retail platform, currently offers Cash/Tom/Spot deals.

22. Can a Customer add multiple relationship Banks on FX-Retail Platform?

Yes, Customer needs to fill only the Relationship Bank details such as Bank Name, Trading Branch, Home Branch, Customer Account Details etc. Post filling the required fields, the request will sent to Relationship Branch for approval.

23. Does the Customer have to select the Relationship Bank, in case of multiple Relationship Banks are added, while placing the Order in FX-Retail Platform?

Yes, Customer has to select any one of the Relationship Bank which was enrolled in customer FX-Retail Platform.

24. Can the Customer modify OR Cancel the order which placed in FX-Retail Platform?

Yes, Customer has the facility to cancel or Modify the placed request in FX-Retail Platform till the time the order is pending for executions.

FAQs for NRI Customers

1. I am a foreign national working in India, I hold an Ujjivan SFB Bank savings account. How can I transfer my salary from my Ujjivan SFB Bank account to overseas account?

Foreign nationals holding savings account with Ujjivan SFB can transfer their salary overseas by visiting any Ujjivan SFB branch.

2. What all the documents required and the purpose code to follow?

Kindly refer to the Document Checklist as mentioned above.

3. What is the limit for making fund transfer abroad from my Foreign Nationals Savings Account where the source of funds is pertaining to Salary?

The Remittance can be processed up to net salary received in India (after deduction of applicable taxes).

4. What are the charges for outward remittance request made from NRE or NRO account?

The fees and charges are as below:

Transfer fee INR 1000 +18% GST*

Swift Charges INR 500 +18% GST

GST slab on Fx Conversion: Applicable as per existing Tax slab*

Foreign Bank Charges (If foreign bank charge is selected as “OUR”)

Transaction through Partnered Bank, Transfer fee of INR 2000 + 18% GST would be applicable*
* GST slab on Fx Conversion:

Transaction Amount (₹)	FCY GST Calculation (@18%)
Up to ₹1,00,000	(1% of Transaction Amt.) x 18% | Minimum GST of ₹45
₹1,00,001 to ₹10,00,000	[₹1,000 + (0.5% of Transaction Amt. above ₹1 lakh)] x 18%
Above ₹10,00,000	[₹5,500 + (0.1% of the Transaction Amt.)] x 18% | Maximum GST of ₹10,800

5. Is TCS applicable for Non-Resident Indians and Foreign Nationals working in India?

No, TCS is not applicable for Non-Resident Indians holding NRE/NRO Accounts and Foreign Nationals working in India who are not permanent residents of India. In case, a Resident Individual has moved abroad and is settled there for more than 182 days, it is advisable to convert the account into an NRO Account to avoid any TCS being levied on repatriation proceeds from NRO Accounts.

6. I have registered a mandate-holder in my NRE account. Can he make an outward remittance from the account as well?

Mandate holder in the NRE account can initiate an outward remittance, but only if the beneficiary of the remittance is the account holder himself.

7. What is the process for making an outward remittance from my NRO account from Ujjivan SFB branch?

For making an outward remittance from your NRO account, please walk into any Ujjivan SFB branch in India and initiate the outward remittance by filling up Retail Outward Remittance Application specifying the necessary details.

In addition to this, you have to provide documentary proof of the source of the funds sought to be remitted and C.A. Certificate in Form 15CA and 15CB. The formats and submission details are available at the website of the Income Tax Department.

8. Can a joint/mandate holder initiate remittance from NRO account?

In case of NRO account, the joint holder may be resident or non-resident. In case the remittance is being initiated by the resident joint account-holder or the mandate holder, the beneficiary must be the account holder/s. Mandate holder can only repatriate the

current income from the NRO account.

9. Can the proceeds of sale of immovable property be repatriated out of NRO account? What is the process to repatriate such proceeds?

The proceeds of sale of property can be repatriated out of NRO account.

The amount sought to be repatriated should not exceed the sales proceeds and should be within the limit of USD 1,000,000 per financial year.

For more details kindly refer the Document Checklist and Declarations to submit.

10. What all-purpose code is allowed for Non-residents through Ujjivan SFB?

For NR Repatriation, only purpose code : S0014 (Repatriation of non-resident deposits) should be used.

FAQs for Foreign Nationals

1. I am a foreign national working in India, I hold an Ujjivan SFB Bank savings account. How can I transfer my salary from my Ujjivan SFB Bank account to overseas account?

Foreign nationals holding savings account with Ujjivan SFB can transfer their salary overseas by visiting any Ujjivan SFB branch.

2. What all the documents required and the purpose code to follow?

Kindly refer to the Document Checklist as mentioned above.

3. What is the limit for making fund transfer abroad from my Foreign Nationals Savings Account where the source of funds is pertaining to Salary?

The Remittance can be processed up to net salary received in India (after deduction of applicable taxes).

ujjivan SMALL FINANCE BANK
Build a Better Life

DOCUMENT CHECKLIST- NON TRADE TRANSACTIONS

SL NO	PURPOSE CODE	DOCUMENT CHECKLIST (FOR ONBOARDING)
1	**S0203** – Freight On Imports- Shipping Companies	• CPV With Photos • Bank Statements (6 Months) Of The Existing Banker • MTO(Issued By Directorate Of General Of Shipping / IATA Certification (Issued By International Air Transport Association) • GST • MCA(If Applicable) • Source Of Fund – Receipt of payments in the account (Domestic Invoices along With Domestic Agreement) • Request Letter • Declaration -Cum – Undertaking • FEMA Declaration • Form A2 • Freight Invoice • Agreement With Principal Agent • Sea Shipment (**Exports/Imports**) – Bill Of Lading /Shipping Bill /Bill of Entry • Air Shipment (**Exports/Imports**)– Airway Bill / Bill Of Entry /Shipping Bill /Manifest /Bl Tracking Downloaded from ICEGATE Portal • D& B Report • Form 145 And 146 • CA Certificate
2	**S0204**- Freight On Exports – Shipping Companies	
3	**S0209** – Freight On Imports – Airline Companies	
4	**S021**0 – Freight On Exports – Airline Companies	

Grievances Redressal Mechanism:

Please use the following escalation matrix if your grievances remain unresolved :

LEVEL 1: BRANCH MANAGER / PHONE BANKING NUMBER / CUSTOMER CARE CENTRE

Please contact the Branch Manager at your nearest Branch office or contact our Phone Banking Officerat toll freenumber **18002082121** or sendemail to**customercare@ujjivan.bank.in**.

LEVEL 2: REGIONAL NODAL OFFICER

Ifyou are notsatisfiedwiththeresponsereceivedfromBranch/PhoneBanking/CustomerCare Centreorifyou don't receivea responsewithin7workingdays,youmay call orwrite to theRegional Nodal Officer at the address and contact details provided below:

SOUTHREGION :

FUNCTIONARY	REGIONAL NODAL OFFICER (SOUTH)
NAME OF THE REGIONAL NODAL OFFICER	GOWTHAM M
E-MAIL ID	**rno.south@ujjivan.bank.in**
TELEPHONE NUMBER	08068434151
MAILING ADDRESS	UJJIVAN SMALL FINANCE BANK LIMITED – REGIONAL OFFICE 9TH FLOOR, BMTC BUILDING, NO.36, 80 FEET ROAD, KORAMANGALA - 6TH BLOCK, BENGALURU, KARNATAKA – 560095
AREAS OF OPERATIONS	KARNATAKA, TAMIL NADU, KERALA, TELANGANA, ANDHRA PRADESH, GOA AND PUDUCHERRY

NORTH REGION :

FUNCTIONARY	REGIONAL NODAL OFFICER (NORTH)
NAME OF THE REGIONAL NODAL OFFICER	PARVESH KUMAR
E-MAIL ID	**rno.north@ujjivan.bank.in**
TELEPHONE NUMBER	08068434152
MAILING ADDRESS	UJJIVAN SMALL FINANCE BANK LIMITED BLOCK- D, PLOT NO -7, VYAPAR MARG, GMTT BULDING 2nd & 3rd FLOOR, SECTOR- 3, NOIDA, UTTAR PRADESH – 201301
AREAS OF OPERATIONS	DELHI, UTTAR PRADESH, CHANDIGARH, RAJASTHAN, UTTARAKHAND, PUNJAB, HARYANA, MADHYA PRADESH, CHHATTISGARH AND HIMACHAL PRADESH

EAST REGION:

FUNCTIONARY	REGIONAL NODAL OFFICER (EAST)
NAME OF THE REGIONAL NODAL OFFICER	SUDHANSU SEKHAR PATTNAIK
E-MAIL ID	**rno.east@ujjivan.**bank.in
TELEPHONE NUMBER	08068434153
MAILING ADDRESS	UJJIVAN SMALL FINANCE BANK LIMITED 4TH FLOOR, RISHI TECH PARK, PREMISES NO.02-0360, PLOT NO. DH-6/2, ACTION AREA 1D, NEW TOWN, KOLKATA – 70015
AREAS OF OPERATIONS	WEST BENGAL, JHARKHAND, ODISHA, BIHAR, ASSAM, MEGHALAYA AND TRIPURA

WEST REGION:

FUNCTIONARY	REGIONAL NODAL OFFICER (WEST)
NAME OF THE REGIONAL NODAL OFFICER	PRERNA BHOSALE
E-MAIL ID	**rno.west@ujjivan.**bank.in
TELEPHONE NUMBER	08068434154
MAILING ADDRESS	UJJIVAN SMALL FINANCE BANK LIMITED ALMONTE –IT PARK, SR NO 8, 7th FLOOR, NEXT TO RELIANCE SMART, HADAPSAR MUNDHWA BYPASS, VILLAGE KHARADI, PUNE- 411014.
AREAS OF OPERATIONS	MAHARASHTRA AND GUJARAT

LEVEL 3: PRINCIPAL NODAL OFFICER

If you are not satisfied with the response received from the Regional Nodal Officer or if you don't receive response within7 working days,please escalatethesame tothe Principal Nodal Officer at the address and contact details provided below:

NAME OF THE PRINCIPAL NODAL OFFICER	PRASAD TELAKKADAN
E-MAIL ID	**pno@ujjivan.bank.in**
TELEPHONE NUMBER	08068434150
MAILING ADDRESS	UJJIVAN SMALL FINANCE BANK LIMITED Grape Garden, 3rd A Cross, 18th Main Rd, 6th Block, Koramangala, Bengaluru, Karnataka 560095

Our Principal Nodal Officer will endeavor to resolve the issue to the complainant’s satisfaction within 7 working days. In case, the complaint needs more time to examine, the complaint shall be acknowledged by explaining the need for more time to respond.

ESCALATION TO INTEGRATED OMBUDSMAN:

Please note that the first point of contact for redressal of your complaint is Bank itself.

If you are not satisfied with our grievance redressal or if your grievance is not redressed by Bank within30 days of submitting your grievance, you may approach Integrated Ombudsman by filing an online complaint at https://cms.rbi.org.in or sent in physical mode to the 'Centralized Receipt and Processing Centre' set up at Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017.

Additionally, a Contact Centre with a toll-free number – 14448 (9:30 am to 5:15 pm) is also being operationalized in Hindi, English and in eight regional languages to begin with and will be expanded to cover other Indian languages in due course."

Escalation is part of the "Grievances Redressal Mechanism" which is also published on website at different link.

https://www.ujjivansfb.bank.in/assets/Grievance_Redressal_Mechanism_Website_16072026_c2a0b47c82.pdf

BRANCH LIST HANDLING FOREX TRANSACTIONS

Branch Code	New Branch Name	City/Town/Village	State	Address Part 1	Address Part 2	Address Part 3	Pin Code
1102	Koramangala	Bengaluru	Karnataka	No. 428, Ground Floor	80 Feet Road, 6th Block	Koramangala	560095
1110	Whitefield	Bengaluru	Karnataka	Ground Floor, Site # 4/1	Pattandur Agrahara,	Whitefild Main Road	560066
1122	Uttarahalli	Bengaluru	Karnataka	No 307, 100 Feet Ring Road	BSK 3rd Stage	Padmanabanagar	560070
4427	Chakala	Mumbai	Maharashtra	Apple Heritage,	Andheri –Kurla Road, Andheri East	Opposite Bela Niwas Bus Stop	400093
3303	Tollygunge	Kolkata	West Bengal	Premises No. 49	Deshpran Salmal Road	Tollygunge	700033
3305	Salt Lake	24 Parganas (North)	West Bengal	AA- 50	Salt Lake Sector 1	Bidhannagar	700064
4413	CHEMBUR	Mumbai	Maharashtra	Shree Chembur Ganesh CHS Ltd,	Near Akberallys, Chembur naka , Sion Trombay Road	Chembur,	400071
3511	Siliguri	Siliguri	West Bengal	Kelson Complex	Sevoke Road	Siliguri	734001
4465	Nava Vadaj	Ahmedabad	Gujarat	Lilamani Corporate Heights,	Opp Ramapir Tekra BRTS, Nava Vadaj	-	380013
1193	Ernakulam - North	Ernakulam	Kerala	No. 67/2926(1), Ground Floor	Vithayathil Building	Old Railway station road	682018

1194	Palluruthy-Kochi	Ernakulam	Kerala	No.12/31D, Ground Floor	St. Mary's Church Building, Thoppumpady	Palluruthy, Kochi	682006
3327	Sakchi	Jamshedpur	Jharkhand	GF1 & GF2 Om Plaza,Ground Floor	96 Thakurbari Road	Sakchi, East Singhbum District	831001
2232	Jodhpur	Jodhpur	Rajasthan	Plot No-47, Mahadev Tower	Umrao Khan petrol pump, Scheme LIG-3, New Kohinoor cinema	Choupsani road, Jodhpur, Rajasthan-342003	342003
4415	Kondhwa	Pune	Maharashtra	Konark Indrayu Mall,	Opp Satyanand Hospital	Kondhwa Khurd,	411048
4467	Naroda Patiya	Ahmedabad	Gujarat	Raj Complex	Opp SBI Bank	Naroda Patiya circle, Naroda	382340
2338	Sanganer	JAIPUR	Rajasthan	Shop No. 3A, Ground & First Floor	Krishna Vihar, Tonk Road, Sanganer	Near Pushp Enclave, Jaipur	302033
1623	Haripad	Haripad	Kerala	Ground floor 680, 685	Ward No. 8, Pilappuzha Muri	Haripad, Karthikappilly , Alappuzha	690514
4435	BORIVALI	Mumbai	Maharashtra	Anuradha Anuja	Next to Zodiac Showroom	Chandawarker Road, Borivali (W)	400092
4411	Koparkhairne	NAVI MUMBAI	Maharashtra	Amar Housing CHS Ltd	Next to Hotel Laxmi, Vashi-Koparkhairne Road	Koparkhairne	400709
2276	Ludhiana Chandigarh Road	Ludhiana	Punjab	SCO No. 33, Sector - 32A	Urban Estate	Chandigarh Road	141003
2290	Kurukshetra	Kurukshetra	Haryana	Partap Colony	Opposite Hotel Pearl Mark, Near Rudra Cinema	Railway Road, Kurukshetra	136118

4402	Vishrantwadi	Pune	Maharashtra	V9 Landmark,Kasturba Cooperative Hsg. Society	Pune Alandi Road	Vishrantwadi	411015
1119	YELAHANKA	Bengaluru	Karnataka	No: 2, MIG, UMA RISE, Ground Floor, 1st A	MAIN ROAD,1st Stage, OPP.GIRIAS SHOW ROOM	YELAHANKA NEW TOWN	560064
1603	PARAVUR	PARAVUR	Kerala	Ground Floor, Opp CEE CEE Tower	Chendamangalam	North Paravur	683513
1674	Velachery	CHENNAI	Tamil Nadu	Door No.1, Old door no.93, Plot No.93	Janakpuri 2nd Street, Sankaran Avenue	Velachery Bypass Road, Velachery	600042
1624	Triprayar	Thrissur	Kerala	Avittam Arcade, Building no 2/577	Pallipram,Valappad Village	Chavakkad Taluk, Triprayar	680567
4483	Shastri Maidan	Rajkot	Gujarat	The Imperia	Subhash road	Opposite of Shastri Maidan, Near Limda Chowk	360001
4433	GOREGAON	Mumbai	Maharashtra	D-Definity	Beside Axis Bank, Jai Prakash Nagar, Road No1	Goregaon East	400063
1616	Thrissur	Thrissur	Kerala	No.678/1&2, 679/2, Chembukkavu Village	(Opp) Sun Tower, East Fort	Thrissur	680005
2347	Noida Sec 18	GAUTAM BUDDHA NAGAR	Uttar Pradesh	Ground Floor,	Shop no. 25, Block-C, Sector-18,	Noida, Uttar Pradesh-201301	201301
1682	Porur	Chennai	Tamil Nadu	No.55, Ground Floor	MP Trunk Road	Porur, Chennai	600116
4436	Sion	Mumbai	Maharashtra	Shop no. 5 & 6, Ground Floor, Maryland Corner	Maryland Corner Building	T V Chidambaran Marg, Sion East	400022

1622	Kunnamkulam	Kunnamkulam	Kerala	No. 5/402, Lavish Arcade	Guruvayuru Road, Near Komala Bakery	Opp. Ittimani Hospital, Kunnamkulam	680503
4515	Anand	Anand	Gujarat	Shop No. 2 and Shop No.3	Beside SBI	Amul Dairy Road	388001
1619	Vasco	Vasco Da Gama	Goa	No. 72,73 & 74, Dipak Mahal	Francisco Luis Gomes Road	Vasco Da Gama	403802
3304	New Alipore	New Alipore	West Bengal	98, Nalini Ranjan Ave	Near Vidya Bharati School, Block A, Block H	New Alipore, Kolkata	700053
1702	Mangalore	Mangalore	Karnataka	Door No. 14-6-674/13 & 14	Ground Floor, UG-9, Light House Hill Road	Maximus Commercial Complex, Mangalore	575001
1706	Thiruvananthapuram Main	Thiruvananthapuram	Kerala	No. 73/3 T.K Divakaran Tower	Kumarapuram Medical College Road	Kumarapuram Medical College P.O.	695011
2375	Chowk, Lucknow	Lucknow	Uttar Pradesh	Ground Floor, Plot No. 22	Property No. 313/075 (39B), Khun Khun Ji Road	Ward - Bazar Kali Ji, Chowk, Lucknow	226003
1709	Perambur	Chennai	Tamil Nadu	14/1 & 15/1, Siva Elango Salai	70 Feet Road, Periyar Nagar	Chennai, Tamil Nadu	600082
1708	Thiruvalla	Thiruvalla	Kerala	No.223/23, Tabernacle	Muthoor PO. Thiruvalla	Kerala	689107
1719	Secunderabad	Secunderabad	Telangana	#1-8-303/27, Khetan towers	Ground Floor PG road, Sindhi Colony	Secunderabad	500003
1722	Madhapur	Kandukur	Telangana	Plot No 237 & 238, Ground floor	Kavuri Hills Road, Guttala, Begumpet	Madhapur, Telangana	500033
2391	Rohini Sec- 3	Rohini	NCT of Delhi	Ground floor, 136	Pocket-13, Block C	Sector-3, Rohini, Delhi	110085

2410	Haldwani	Haldwani	Uttarakhand	Ground & first floor, House No: 6-267	Gurunanakpura, Tehsil Haldwani, Bhotia Parao	Nainital, Uttarakhand	263139
4537	Gandhinagar	Gandhinagar	Gujarat	Swarna Mahal, Ground Floor	Sector No.6, Plot No.1530, GH Road	Gandhinagar, Gujarat	382006
1740	Kollam	Kollam	Kerala	No. 17/2990/1337, Ground Floor	Krishna Jyothi Business Centre, Vill. Vadakkevila	Kadappakada, Kollam, Kerala	691008
4534	Ghatkopar	Mumbai	Maharashtra	Ground Floor, Shop No 16A, Neelkanth Regent	R N Narkar Road, Pant Nagar	Ghatkopar East, Mumbai, Maharashtra	400075
2489	Vaishali Nagar	Jaipur	Rajasthan	Ground Floor, Plot No. 3/15,	Chitrakoot, Sector-3, Gandhi Path, Vaishali Nagar,	Jaipur, Rajasthan-302021	302021
3747	Dalhousie	Dalhousie	West Bengal	Ground floor ,Premises No. 18, Rajendra Nath Mukherjee Road	Ward No. 046, P.S. Hare Street, District – Kolkata	Kolkata Municipal Corporation	700001

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