

Foreign Exchange Charter – Kotak Mahindra Bank Ltd.

Objective of the FOREX Charter:

This Charter provides guidance to the customer on the various aspects of foreign exchange services provided by the Bank. The Bank adheres to all the rules and regulations as prescribed by RBI and FEMA 1999.

Mission:

- Rendering effective and efficient customer service with transparency to enable better understanding of our forex services.
- Providing all details regarding the forex transactions with the Bank in a transparent manner.
- Evolving and disseminating rules and regulations in a user friendly language.
- Fostering confidence in the customer in the area of Foreign exchange.
- Facilitate external trade and payments.
- Providing prompt and hassle free service to the customer.

Facilities / Services provided by our Bank:

- Buying / Selling of Foreign currency
- Remittance facilities

Others:

- All applicable rates for these services are displayed at our branches and on the Bank's website www.kotak.com
- All services will be provided at the Bank's counters during the business hours of the branch.
- All documents requested by the Bank for the transactions would be as prescribed by RBI and FEMA. In case of any discrepancies or incomplete documentation, Bank shall advise and assist immediately for rectification / completion of the same.
- Details like commission or charges payable would be informed upfront.
- Guidance on regulatory requirements or conditions relating to foreign exchange services offered by the Bank would be provided.
- In case of error in transactions carried out, beyond the day for which credit is due, compensation would be paid as per the Compensation Policy of the Bank.

Grievance Redressal

All complaints relating to foreign exchange are treated on par with other complaints received by the Bank. Following channels are available for lodging a complaint; Branch, Customer Contact Centre, email, letter, website etc. Complete details for lodging of grievances are displayed at the branch and on the Bank's website for convenience of the customer. The Branch Manager / Service Manager may also be contacted for assistance of the same.

You may contact the Branch Manager for any additional information.