Cross-Border Remittance Transaction Policy

Mizuho Bank- India
Aug 5, 2026
(Version- 1)

Document Control Sheet

Document Name	Bank's Policy on processing cross border remittance transactions
Scope	Mizuho Bank, Ltd- India ("Bank")
Jurisdiction	All branches in India
Question/Owner	Operations
Approving authority	Executive Committee (EXCO) (local board)
Applicable Laws/Rules/Regulations	- Foreign Exchange Management Act 1999 (FEMA) - Rules and Regulation framed by RBI under FEMA - Following Master Directions issued by RBI. • Master Direction on Import of Goods & Services. • Master Direction on Export of Goods and Services. • Master Direction on Liberalized Remittance Scheme. • Master Direction - Other Remittance Facilities • Master Direction on Deposits and Accounts. • Master Direction on Acquisition or Transfer of Immovable Property. • Master Direction on Remittance of Assets • Master Direction on Insurance • Master Direction - Overseas Investment • Master Direction on External Commercial Borrowings and Trade Credits • Master Direction on Foreign Investment in India • RBI circular on Legal Entity Identifier • Master Direction on Reporting under FEMA - FEDAI guidelines -Any other applicable rules, regulations, directions, guidelines, or circulars issued by the Reserve Bank of India (RBI) or any other competent regulatory authority, as may be amended, modified, or supplemented from time to time.
Revision and abolishment	This Policy shall be revised, if necessary, upon the determination of the Head of Operations Dept post any regulatory, HO or operational (internal or external) changes. Abolishment of Policy shall be determined by the local board (EXCO).

Document revision list

Date of document/ revision	Created/revised by	Authorized by/ approved by	Policy Version #
05 Aug, 2026	Operations Group (OPD)	Local Board	1

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1. Policy Statement

Pursuant to the directive issued by the Reserve Bank of India (RBI) through FEDAI (Ref 138/F 207/2026, dated 29 April 2026), which underscores the necessity for enhanced transparency, efficiency, and customer-centric service in the handling of cross-border remittance transactions, Mizuho Bank Limited ("the Bank") establishes this policy framework. The Bank operates as an Authorized Dealer Category-I (AD-I) Bank, duly authorized by the RBI under Section 10 of the Foreign Exchange Management Act, 1999 (FEMA). In this capacity, the Bank is entrusted with the responsibility of executing foreign exchange transactions on behalf of its customers in strict adherence to applicable laws, regulations, and regulatory expectations.

The primary objective of this policy is to institute a robust framework for the processing of cross-border remittances. It aims to ensure transparency, operational efficiency, and superior customer service while maintaining full compliance with FEMA 1999, RBI regulations, and the Bank's internal policies. This framework shall be applicable to all inward and outward cross-border remittance transactions across all corporate banking segments.

This policy framework must be read in conjunction with the latest provisions of FEMA 1999, together with any other applicable rules, regulations, directions, notifications, guidelines, or circulars promulgated by the RBI or any other competent regulatory authority, including any amendments, modifications, or supplements thereto as may be enacted from time to time.

2. Regulatory provision

In India, all inward and outward cross-border transactions are subject to regulations aimed at facilitating external trade and payments, ensuring the orderly growth of the foreign exchange market, and managing capital account activities. The governing regulatory framework includes the following:

- The Foreign Exchange Management Act 1999 (FEMA)
- Rules and Regulations framed under FEMA
- Master Directions issued by the Reserve Bank of India (RBI)
- Guidelines issued by the Foreign Exchange Dealers' Association of India (FEDAI)
- Any other applicable rules, regulations, directions, guidelines, or circulars issued by the RBI or any other competent regulatory authority, as may be amended, modified, or supplemented from time to time.

Mizuho Bank, Ltd- India (“Bank”) as an Authorized Dealer (AD) bank facilitating cross-border transactions, the Bank acts as a critical intermediary between the regulatory authorities and the customers. The primary roles and responsibilities of the AD Bank include:

- **Regulatory Compliance:** Ensuring that all inward and outward remittances and trade transactions strictly comply with the provisions of FEMA, RBI Master Directions, FEDAI guidelines, and other applicable regulatory frameworks.
- **Due Diligence and KYC/AML:** Conducting robust Know Your Customer (KYC), Anti-Money Laundering (AML), and Combating the Financing of Terrorism (CFT) checks to verify the bona fide nature of the underlying transactions.
- **Facilitation of Trade and Payments:** Executing cross-border payments, issuing Letters of Credit (LCs), Bank Guarantees, and processing export/import documents efficiently to support external trade.
- **Regulatory Reporting:** Ensuring accurate and timely reporting of all foreign exchange transactions to the RBI through designated platforms (e.g., EDPMS, IDPMS, FETERS etc.) as mandated by the regulator.
- **Record Keeping:** Maintaining comprehensive records and documentary evidence of all foreign exchange transactions for audit and regulatory inspection purposes.
- **Customer Guidance:** Advising and guiding customers on permissible capital and current account transactions, applicable limits, and the documentation required to ensure seamless compliance.

3. Types of Cross-Border Transactions

3.1 **Current Account Transactions**

Permitted transactions include:

- Import/export related payments
- Services and operating expenses related (Non-Trade) Remittances
- Remittances of personal in nature
- Any other remittances as permitted under FEMA – current account regulations

3.2 **Capital Account Transactions**

Transactions classified to be in the nature of Capital account transactions as per the extant FEMA provisions, including:

- Overseas investments (ODI)
- External Commercial Borrowings (ECB)
- Foreign Investment (FDI/FPI)
- Deposit Accounts
- Guarantees

4. Documents Required

The section below lists the basic documents needed for all cross-border transactions, providing these documents allows the Bank to start processing customer requests in line with current regulations.

Please keep in mind that to comply with the Foreign Exchange Management Act (FEMA), Anti-Money Laundering (AML) rules, and our own due diligence, we may need to ask for extra documents on a case-by-case basis. If our first review shows that we need more proof to confirm the genuine purpose of the transaction, we will contact you and explain exactly what is needed, why we need it. This may impact timeline to complete your transaction.

Basic requirement	:	The Bank can only undertake transactions for clients who are bona fide customers and fully compliant with KYC and AML regulation
Documentation	:	Every outward remittance transaction requires a minimum set of standard documents, which includes: 1. Request Letter in Bank's specified format 2. From A2*** 3. Forms 145 and 146*** Beyond these minimum documents, additional paperwork is determined by the underlying purpose of the remittance. We have compiled a reference list categorized by the nature of the transaction to assist you in preparing the complete set of documents. *** not applicable in case of payment related to import of goods. **Applications** are available on Mizuho Bank India's website which includes FEMA declaration. Application Forms | Mizuho India Form A2 - <68371681bc62c9fd3209a200_form-a2.pdf > Cross Border Transaction Documentation Reference Guide: Cross-Border Transaction Document

5. Processing Framework

The Bank has a well-defined processing framework documented in its Internal Operating Procedures (IOPs), which comprehensively cover the list of required documents, turnaround time (TAT) for processing, applications/systems used, escalation matrix and the reconciliation mechanism.

- **Applications for Outward Remittance are received via below channels:**

a. Physical form - Original application at Bank's branch counter
b. Digital Platform - Internet banking application (MGeB)
c. Other Medium - Email etc.

Process Summary	:	A. When we receive your outward remittance request, we will carefully review the transaction. This detailed check ensures that customers' request fully complies with the Foreign Exchange Management Act (FEMA), Anti-Money Laundering (AML) laws, and the latest rules set by regulators. We also make sure it meets our own updated internal policies B. When we receive an inward cross-border payment for customer, we will notify customer at earliest. To release the funds, customer will need to provide disposal instructions, stating the purpose of the transfer and providing instructions on where to credit the money. Upon receipt of your instructions, we will undertake due diligence to confirm that the underlying transaction is legitimate and may request additional documents and/or information as necessary to support our review. After successfully completing this review, we will credit the funds in line with regulatory rules and our internal policies. When processing any inward or outward remittance, the Bank conducts thorough due diligence to establish the legitimacy and economic purpose of the underlying transaction in relation to the client's business profile. This assessment includes, but is not limited to, the following checkpoints: • Ensuring that the declared business activities of both the customer and the overseas counterparty align logically with the nature of the goods or services being imported or exported. • Verifying that the volume or value of the consignment/service is reasonable and consistent with the customer's business profile, operational capacity, and overall scale of operations. • Ensuring that the transaction has not been artificially structured by the customer to conceal material information or to circumvent the provisions of FEMA and other applicable regulations

		• Confirming that the submitted documents are consistent and that the underlying transaction demonstrates a clear, logical economic sense. • Validating the Legal Entity Identifier (LEI) a 20-character alphanumeric code for transactions that meet the prescribed threshold values and categories mandated by the regulator. The Bank follows a systematic and transparent procedure for managing discrepancies in cross-border transactions: • Any discrepancies must be identified and communicated to the customer on the same day or the next working day following the receipt of documents. • The timeline for resolving the issue and proceeding with the transaction is entirely dependent on the customer's prompt submission of the required clarifications or corrected documents.

6. Cut-off Timings

To ensure your cross-border remittances are executed promptly and efficiently, the Bank has set specific daily cut-off timings. Submitting your request before this deadline allows us to process it on the same day, ensuring we have enough time to coordinate with our Treasury team and complete all necessary security and sanctions screenings. Please note that any requests received after the prescribed cut-off time will be scheduled for processing on the following business day. We clearly disclose these timings to ensure complete transparency and to help you plan your transactions effectively.
For the detailed cut off time, you may contact the relevant Branch of Mizuho Bank, India.

7. Charges & Fee

Standard transaction charges apply as per the published Schedule of Charges on the Mizuho Bank India website (Products, Rates & Fees | Mizuho India), subject to periodic updates. These standard rates are applicable to all customers unless a specific, alternate pricing agreement is in place.

8. Approval Matrix

The Bank conducts comprehensive due diligence in accordance with its Internal Operating Procedures to ensure that all submitted documents fully comply with applicable regulations, directives, and its Policy. Every transaction is independently reviewed by at least two staff members (the maker-checker principle). Any deviations from standard procedures are strictly governed by the Bank's internal authorization matrix.

9. Point of contact and escalation matrix

9.1 Our dedicated Customer Service Department (CSD) provides end-to-end support for all your trade and foreign exchange requirements. From guiding you through documentation to coordinating with our operations team, the CSD ensures your cross-border transactions are executed smoothly and efficiently. Should you have any concerns regarding our services or staff, please contact your dedicated Relationship Manager/Service Relationship Manager (SRM/Dy. SRM) or Branch Head directly for immediate assistance.

9.2 The Bank recognizes that prompt and efficient service is essential for building and retaining customer trust. We treat all feedback and complaints as critical inputs for continuous improvement. Every grievance is handled with the utmost integrity, fairness, and adherence to rigorous resolution timelines.

To ensure we consistently exceed customer expectations, the Bank has established a comprehensive framework for addressing concerns. For complete details regarding Bank's grievance redressal process, please refer to the Customer Grievance Redressal Policy hosted on Bank's website **< 69535cc5f9914772fa661803_customer-grievance-redressal-policy.pdf >**

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