

The Royal Bank of Scotland N.V.

Cheque Collection Policy

As per the revised guidelines of Reserve Bank of India, The Royal Bank of Scotland N.V. (RBS) has formulated its Cheque Collection Policy, which covers Local, Outstation and Foreign Currency cheques.

The details of the policy are as follows:

Deposit Location	Payable Location	Credit Arrangement
Any RBS Branch	Same RBS Branch as the deposit location Cut off time for receipt of cheques (local clearing) for the next clearing cycle: - for HV cheques : 1030 hrs (where applicable) - for NHV cheques : 1530 hrs	For HV cheques (wherever applicable) credit will be given with same day value For NHV cheques, credit will be given with next working day value (The above is subject to local clearing house arrangements for clear funds)
Any RBS Branch	All state capitals & RBS Branch locations (different from the deposit location), as per Annexure below – 48 locations)	Within 7 working days
Any RBS Branch	All major cities (different from the deposit location) where RBS has a representative presence and a Correspondent Banking arrangement (As per Annexure below – 25 locations)	Within 10 working days
Any RBS Branch	All other locations other than those mentioned above	Within 14 working days

Note 1: All Outstation cheques received at RBS branch by 1500 hrs, shall be dispatched within 24 hours to the clearing location / correspondent bank.

Note 2: All the above arrangements are subject to clearing arrangements for clear funds for each of the locations where the cheques are payable.

Note 3: The above arrangements are not applicable for clients availing Cash Management facilities of the Bank.

Speed Clearing

Banks that have implemented CBS, can locally pay outstation cheques of Bank/branches covered under CBS without having to physically sent the cheque to the branch of the drawee for clearing. Outsta tioncheques drawn on branches/Banks covered under the CBS will effectively be treated as local cheques for clearing purposes saving time and cost of collection, thus benefiting the customers. RBS also offers speed clearing for all banks/branches listed under speed clearing. Cheques of any of the listed Speed clearing Banks are treated as local cheques and are not charged with cheque collection charges. Also any outstation cheques payable at any of the listed Speed clearing banks will be treated as Local Clearing cheques.

Foreign Currency Cheques*

Currency	Cooling Off Period (Indian Calendar Days from the date of receipt)
USD – Payable at New York	15 Days
USD – Payable outside New York	21 Days
GBP	15 Days
AUD	10 Days
SGD	05 Days
EUR	15 Days

*Note:The conversion rate applicable would be the applicable card rate/rate provided by treasury as on the date of credit to the customer account

Immediate Credit

RBS has a policy of providing immediate credit to its corporate customers on the basis of certain relationship parameters and credit approvals. Corporate customers may approach their Relationship Managers for the same.

Intimation to client

RBS will intimate it's clients if the cheque has not been realised within the above credit arrangement.

Interest on Delayed Credit (INR Cheques)

RBS shall pay to its individual customers, interest on delayed credit (for outstation INR cheques only) beyond the time frames mentioned below. This compensation will be paid only if the delay in realisation of the cheque is on account of RBS. Compensation shall be paid by RBS at the prevalent Savings Bank account interest rate on the instrument amount for the number of days delayed beyond the mentioned time frames (Annexure) to credit the account.

The above is subject to the following:

- Timely receipt of instruments at the processing hubs (which is dependent on external agencies)
- All days considered for calculations are working days only
- Force Majeure situations
- Reasons and situations beyond control of the bank
- RBI / Clearing house delays / cases of strikes, lockout etc.

Cheques / DD Lost (INR cheques):

RBS shall pay to its client's compensation in the event of an instrument(s) being deposited is lost by the bank. The compensation will be paid at the prevalent Savings Bank Account interest rate. The Bank will also duly compensate the client on any additional bank charges which may arise while taking necessary steps to arrange for a duplicate subject to documentary evidence being in place.

Cheques payable in foreign countries

Cheques payable at foreign centers where RBS has a correspondent banking arrangements (either with RBS groups entities operating in such countries or other bank) will be collected through the existing arrangements. The average realization time for foreign currency cheques is within 30 working days from the time the cheque is received at the centralised processing centre of RBS. Cheques drawn on foreign banks at centres where the bank or its correspondent does not have a direct presence will be sent directly to the drawee bank. For collection & remittance of proceeds either vide a locally payable INR draft or vide credit to the Nostro Account of RBS maintained with one of the correspondent banks. Wherever the funds are received in the Bank's (Nostro) account –credit shall rest till the end of the cooling of period (as specified above) post, which a value date credit shall be extended to the customer's a/c. Wherever the funds are collected against a locally payable draft received from the overseas drawee bank – the cheque will be processed as per local clearing/ collection arrangements and credit shall be released to customer accordingly. RBS reserves the right to debit the customers account for the value of any Foreign currency cheque/s sent through RBS for collection, in the event of the cheque being returned unpaid (for any reason whatsoever) by the drawee bank at a later date after crediting the customers account. As per the existing US regulations the return liability would last for 1 year for altered cheque and 3 years for forgeries. The conversion rate used is the rate prevalent on the day of credit to the customers account.

Delayed Credit (Foreign Currency Cheques)

The Bank would not compensate the customer for delays in collection of cheques designated in foreign currencies sent to foreign countries as the bank would not be able to ensure timely credit from overseas banks. It is the bank's experience that time for collection of instruments drawn on banks in foreign countries differ from country to country and even within a country, from place to place. The time norms for return of instruments cleared provisionally also vary from country to country. However, the bank will compensate the customer for undue delays in affording credit once proceeds are credited to the Nostro Account of the bank with its correspondent. Such compensation will be given for delays beyond one week from the date of credit to Nostro Account/ due date after taking into account normal cooling period stipulated by the Bank. The compensation in such cases will be worked out as follows:

a) RBS shall pay to its customers, interest on delayed credit (for outstation cheques) beyond the time frames mentioned above. This interest will be paid only if the delay in realization is on account of RBS. Interest shall be paid by RBS at 2% above the applicable FD rate for the period of delay beyond the time frames mentioned above.

b) Compensation for any possible loss on account of adverse movement in foreign exchange rate.

Annexure:

Location-Wise Cheque Collection Timelines

Clearing Location	RBS Location	Cheque Collection Timelines
Agartala		7 Days
Agra	Yes	7 Days
Ahmedabad	Yes	7 Days
Aizwal		7 Days
Baroda	Yes	7 Days
Bengaluru	Yes	7 Days
Bhopal		7 Days
Bhubaneswar		7 Days
Chandigarh		7 Days
Chennai	Yes	7 Days
Daman		7 Days
Dehradun		7 Days
Delhi	Yes	7 Days
Dispur		7 Days
Gandhinagar		7 Days
Gangtok		7 Days
Hyderabad	Yes	7 Days
Imphal		7 Days
Itanagar		7 Days
Jaipur		7 Days
Jalandhar	Yes	7 Days
Jodhpur	Yes	7 Days
Kavaratti		7 Days
Kohima		7 Days
Kolhapur		7 Days
Kolkatta	Yes	7 Days
Lucknow	Yes	7 Days
Mangalore	Yes	7 Days
Moradabad	Yes	7 Days
Mumbai	Yes	7 Days
Nasik	Yes	7 Days
Panaji		7 Days
Panipat	Yes	7 Days
Patna	Yes	7 Days
Port Blair		7 Days
Puducherry		7 Days
Pune	Yes	7 Days
Raipur		7 Days
Ranchi		7 Days

Clearing Location	RBS Location	Cheque Collection Timelines
Salem	Yes	7 Days
Shillong		7 Days
Shimla		7 Days
Silvassa		7 Days
Srinagar		7 Days
Surat	Yes	7 Days
Thiruvananthapuram		7 Days
Tirupur	Yes	7 Days
Udaipur	Yes	7 Days
Allahabad		10 Days
Amritsar		10 Days
Bhuj		10 Days
Calicut		10 Days
Coimbatore		10 Days
Cuttack		10 Days
Dhanbad		10 Days
Ernakulam		10 Days
Erode		10 Days
Gandhidham		10 Days
Gwalior		10 Days
Indore		10 Days
Jabalpur		10 Days
Jammu		10 Days
Kanpur		10 Days
Ludhania		10 Days
Madurai		10 Days
Mysore		10 Days
Nagpur		10 Days
Rajkot		10 Days
Thirussur		10 Days
Trichy		10 Days
Varanasi		10 Days
Vijaywada		10 Days
Vizag		10 Days

*** Note:**

The above stated timelines of 7 or 10 Days also apply to other cities/locations whose clearing is handled from the cities enlisted above