

For existing SBI UK customers (those who hold either a current or savings account with SBI UK). We will only process remittance payments which are funded from your account.

We will apply the remittance rate available only after the funds have cleared. For cash payments the remittance will be processed at the rate available at the time of the request.

Incomplete remittance forms may be rejected and we shall not be responsible for any losses incurred as a result.

If your remittance request has been accepted but not yet processed, any subsequent cancellation or amendment to the request will be processed as a separate transaction and charges will be applied accordingly. Please refer to the Tariff of Charges for further details.

If your account does not have sufficient funds at the time of processing the remittance, we will not process the transaction and you will have to submit a new remittance request.

If a new remittance request is subsequently submitted, we will use the exchange rate available at the time of processing the new request, NOT the exchange rate for the initial remittance request.

Remittances to SBI branches in India will normally take one business day after the receipt of cleared funds. For example if the remittance is processed on Tuesday it should be received on Wednesday, if not earlier. For other banks in India, the remittance will normally take 2 to 3 business days after the funds have cleared to reach the nominated account. We will send the payment to the nominated account using the information provided. Please refer to our tariff of charges for details of our charges. We encourage our customers to confirm the receipt of the cleared funds with the beneficiary within a reasonable time frame. Any non-receipt of payment should be advised to us within 7 working days .

Before making any remittances to any charitable organizations, please ensure that they have permission to receive a donation from abroad.

We are not liable for any losses incurred resulting from the actions of a third party. Under no circumstances will the bank be liable for any consequential damages. We will not be liable for any losses resulting from the following reasons:

- Defective request or insufficient, incomplete or incorrect details in your instructions to us;
- If your instructions in any way arouse suspicion, the matter will be investigated before any decision is taken regarding application of funds;
- To comply with our legal or regulatory obligations;
- Order by a competent court;
- Order or stipulation by any other law enforcing body; and/or
- Business disruption on account of natural calamity, riot war, terrorist activity, industrial action, equipment failure or any such event which is beyond our control.

Should your remittance request be unsuccessful as a result of incorrect information provided by you, we will not be liable for this error where the payment is not received. This could be an incorrect IFSC code, Branch code or any other incorrect information. The bank will not be liable for any consequential damages or loss under any circumstances. If for any reason the funds are not paid to the nominated account and are returned to the bank, we will refund these to the person making the remittance. The refund will be made in GBP and the exchange rate applied will be either:

1. The exchange rate on the date of the refund plus INR 0.50
2. Or the exchange rate at the date of the remittance plus INR 0.50; whichever is higher

In the event a payment is processed incorrectly, we will seek to recover the payment at the earliest opportunity. If this results in an account which you control receiving a payment made in error, you agree to notify the bank immediately and indemnify the bank in relation to this particular payment. In these circumstances you authorize the bank to recover any excess amounts credited as part of this remittance request.

How information about you will be used

SBI UK will process personal data supplied by you in relation to a remittance in accordance with the General Data Protection Regulation and any national implementing laws, regulations and secondary legislation, as amended or updated from time to time.

The information supplied will be processed solely for the purpose of carrying out the remittance transaction and at all times in accordance with the SBI UK's Privacy Policy, a copy of which can be found here: <https://sbiuk.statebank/privacy-policy>

We may share your personal data with, and obtain personal data about you from, credit reference agencies or

fraud prevention agencies for use in verifying your identity, credit decisions and for fraud and money laundering

prevention fraud is detected, you could be refused certain services, finance, or employment. Further details

explaining how the personal data held by fraud prevention agencies may be used can be found on our website:

<https://sbiuk.statebank/credit-reference>

By post: 15 King Street, London, EC2V 8EA

By telephone: 0207 454 4309

The remittance will be subject to laws related to monetary transactions in the United Kingdom, Intermediary and destination countries. Applicable laws prohibit us from processing money transfers with certain individuals and countries. In order to comply, the bank is required to screen transfers against information provided by various governments and/or government agencies. If a potential match is found, we will suspend the transfer and request additional information. This agreement shall be governed by the laws of England and Wales.

Please note that our general terms and conditions plus tariff of charges apply. These can be obtained from any of our branches or can be accessed through our website at