

Baroda Click Funds2India - Product details and Terms & Conditions

Baroda Click Funds2India facility is for transferring money from any bank in the UK other than Bank of Baroda to any bank branch in India, in Indian Rupees without the need to physically visit any Bank of Baroda branch in UK.

While there is no minimum remittance amount, you may transfer up to a maximum of GBP 10,000/- through this facility during a day.

You may send funds from any UK bank supporting online banking to over [3400 CBS Branches of Bank of Baroda](#) in India and over 55,000 NEFT (List available at <http://www.rbi.org.in/scripts/neft.aspx>) enabled branches of other banks in India.

Simple as 1, 2, 3!

Three simple steps to hassle-free remittance to India

Step 1 - Register yourself (one time activity and available only to UK resident Individuals) :

To get started, you need to register (only once) by going online to our website www.bankofbarodauk.com then Click Funds2India log in and then New User.

Once you have submitted your details and accepted the terms and conditions you will get an e-mail with 2 password protected attachments - [remitter registration form\(RID\) and telecommunication mandate](#). You need to print these 2 forms and sign at appropriate places. You may note that the telecommunication mandate needs to be witnessed by a person known to you.

You then need to take copies of your Passport/Full UK Photo Driving License. If you are submitting copies of Passport then photo page, signature page, valid VISA and address page, if any, be submitted. Also take copies of latest utility bill (mobile bill not accepted)/Bank statement not dated more than 3 months old. You need to self certify all these copies as true copy.

Please send to below mentioned address by recorded delivery the RID form, telecommunication mandate form duly signed and completed along with self certified copies of KYC documents as above, quoting your reference ID as received by you in the e-mail sent by us :

**Baroda CF2I,
Bank of Baroda,
213 Kenton Road, Harrow,
Middlesex, HA3 0HD. Tel 0208 909 1739.**

Once we receive all the above documents in order we would be activating your ID and information to that effect will be sent to your registered e-mail address.

Step 2 - Remit funds online

When you want to remit funds to India you should first check our exchange rates as available on our website www.bankofbarodauk.com and then the GBP funds from your own personal bank account with any UK Bank other than Bank of Baroda may be transferred by one of the following payment methods:

Method 1

Pay through BACS/internet banking

You may use internet banking facilities offered by your existing bank (other than Bank of Baroda) with following details and send funds to us for remittance to India. Most of the banks do not charge for this facility, however please check with your bank.

Account name: CF2I

Account number: 92000026

Sort code: 60 95 57

Please quote your remitter ID in the reference field.

(Funds should be received at our Kenton Road Branch in 2-3 working days time)

Method 2

Pay through CHAPS

For quicker remittance, you may also send funds through CHAPS from your own personal bank account with any UK Bank other than Bank of Baroda using the following details:

Account name: CF2I

Account number: 92000026

CHAPS sort code: 60 95 57

Bank branch name: Bank of Baroda, Kenton Branch

Please quote your remitter ID in the reference field.

You may note that your bank may charge you for CHAPS payments.

Step 3 – Send beneficiary details by logging on to your CF2I account

Once you have made the payment through any of the above methods, you just need to **immediately** log in to your Click Funds2India online log in account and complete the Add Beneficiary Details. It may be noted that beneficiary can only be an Individual and trade or charity related payments are not permissible. All fields marked with * are mandatory and the exchange rate applicable is updated on the log in page.

You may also note that exchange rate applicable will be the exchange rate as updated on CF2I log in page on the date and time of your completing the Beneficiary details online and **MUST** ensure to log in beneficiary detail immediately after transferring fund. If we find wide variance between logging beneficiary details date and time and actual receipt of funds by us we may not proceed with the remittance and return back the fund after deducting our Handling Charge of £1.00.

Once you submit the beneficiary details your CF2I account will show the remittance details with Status as ~~F~~Funds Awaitedq

You may also note that if we do not receive the funds within 3 working days of your logging the beneficiary details or the fund is not originated from your own personal account the Bank would be returning back the fund by BACS to the account from where the money has originally come after debiting our handling charge of £1.00. If there is any other problem the Baroda CF2I team will try to contact you to clarify and till such time the funds remitted to us would be withheld at your risk and responsibility.

Upon receipt of funds and once the remittance has been effected by us you would get an acknowledgement e-mail from us and also your CF2I account will be updated with status ~~R~~Remittance effectedq

You may note that the beneficiaries account in India gets credited within ONE working day (simultaneously both here in U.K. and in Mumbai, India) from the date of Remittance being effected by us.

Important notes

Timelines

For funds received through CHAPS, remittance will be effected on the next working day while funds received through BACS/Internet Banking, remittance would be effected on t+3rd working day (t being the date of transaction originated by the customer from his/her bank through internet banking). The beneficiaries account in India gets credited within ONE working day (simultaneously both here in U.K. and in Mumbai, India) from the date of Remittance being effected by us. Working day refers to day being working at both ends simultaneously i.e. in UK as well as Mumbai in India.

Based on the credit received (BACS/internet banking/CHAPS) and the beneficiary details entered by you, we remit the funds to the beneficiary in India.

Exchange rates

Remittance would be made at the exchange rate prevalent on the date and time of log in of beneficiary details in your CF2I account and transfer of fund by the remitter from his UK account to CF2I account. Bank's decision on the applicable exchange rate would be final and if the registered user does not agree to it then on his specific request GBP funds would be returned to the account from which the fund had come after debiting our handling fees of £1.00. To view our [daily exchange rate](#) visit our website <http://www.bankofbarodauk.com/Exchange & Interest Rate> or call 0208 909 1739 or any of our [Bank of Baroda Branches in UK](#).

Charges

~ **FREE**- If beneficiary's account is maintained in any branch of Bank of Baroda in India.

~ **£10/-** If beneficiary's account is with any NEFT enabled branch of other banks in India. This charge will be deducted from the proceeds received.

~ **£1/-** For return of funds to the account from where the original fund has been remitted in case of delayed receipt of fund or if the fund has not been transferred from Registered users own personal bank account or for any reason.

Cancellations

There may be instances when remittance particulars are not correct or there is mismatch in account particulars/ name of beneficiary, etc or Bank/Branch particulars sent by the remitter are not correct and the remittance cannot be effected by us and these cases

Cancellation of remittances will be addressed as under .

1. **Funds received through BACS/CHAPS not followed by logging beneficiary details:**
Based on remitter's particulars Bank will try to ascertain the customer's contact details like e-mail address/ phone number and follow up with customer for instructions. Bank will withhold the funds at customer's risk till receipt of revised beneficiary details.
2. **Beneficiary Account number/ name is not correct :** Bank will follow up with the customer for providing correct details.

3. In circumstances where the Bank has booked Indian Rupee but the funds could not be credited to the ultimate beneficiary account in India, Bank will repurchase Pound Sterling at exchange rate as on date of cancellation and funds will be remitted back to the customer as per instructions. Separate charge will not be levied for cancellation; however, commission charged will not be refunded.

Other terms and conditions

- √ One time online registration is essential for use of ~~Baroda~~ Baroda Click Funds2India facility.
- √ Trade related payments are not allowed; only personal remittances are permitted.
- √ Customers need to inform us about change of address quoting the remitter ID at **Baroda CF2I, Bank of Baroda, 213 Kenton Road, Harrow, Middlesex, HA3 0HD.**
- √ Applicable charges will be deducted from the proceeds received by us i.e. the net amount will be converted at an applicable exchange rate and remitted.
- √ For purpose exchange rate slab, gross amount of remittance (i.e. amount sent through BACS/ CHAPS before deducting our charges) will be taken into account.
- √ In exceptional cases, remittances will be withheld if complete/correct details of remitter/beneficiary are not submitted e.g. remittance particulars are not received by email/fax, there is a mismatch in account particulars/name of beneficiary or bank/branch particulars are incorrect etc.
- √ Remittances may also be withheld if the Bank reasonably believes that there may be fraudulent activity or other financial crime affecting the transaction.
- √ Remittances may also be withheld if we reasonably believe that by carrying out instructions we might break a law, regulation, code, duty or Court Order.
- √ It may also be withheld if there is a dispute which we reasonably believe may be genuine about the ownership of or entitlement to the money.
- √ It may also be withheld if it is not clear or we are not satisfied that the instruction is genuine.
- √ We may conduct further due diligence checks at any time during your relationship with us.
- √ We will let you know wherever possible and lawful if we cannot execute your instruction.
- √ Bank accepts customers for this facility under the following conditions and undertaking that :
 - a) This facility will be used for bonafide transactions and does not in any way relate to money laundering activities and/or any other illicit activities including terrorism. We and other companies in the Bank of Baroda Group of Companies will use the information obtained from you for providing this online remittance facility requested by you for providing our services and products, to prevent and detect

fraud, money laundering and other crime and to carry out regulatory checks and meet our obligations to any regulatory authority.

- b) The customer does not have any objection in the data being processed at a back office centre in UK or in another country (including countries outside EEA such as India). We will make sure that the group company service provider or agent agrees to apply the same levels of protection as we are required to apply to **your information** and agrees to use **your information** in accordance with our instructions.
- c) The customer agrees that the bank may validate name, address and other personal information supplied during the process against appropriate third party database and in performing these checks, personal information provided may be disclosed to a registered credit reference agency which may keep a record of that information.
- d) In the event of bank acting upon instructions to remit as requested, the customer consents and undertakes that he/she will make no claim of any kind in any jurisdiction against the Bank or its successors/agents in respect of any delay/loss damage cost or expense he/she may suffer, incur or sustain directly or indirectly as a consequence of Bank's failure to carry out instructions/obligations if, the Bank reasonably believe that there may be fraudulent activity or other financial crime affecting the transaction or the Bank is required not to comply with the instruction by any law, regulation or court order or due (directly or indirectly) to circumstances beyond reasonable control preventing Bank from offering a normal service (such as failure of any machine, data processing system or transmission link or due to industrial dispute, terrorist threat, etc.).
- e) Registered user to undertake that all remittance requests sent comply with relevant laws and regulations both here in UK and in India. The registered user to indemnify and to keep indemnified the Bank and its agents against all actions, proceedings, liabilities, demands, claims, damages, costs and expenses which the Bank may suffer, incur or sustain directly or indirectly as a consequence thereof.

These Terms and Conditions are governed by the laws of England and Wales and we will communicate with you in English.

The Bank of Baroda is established in the UK with company number BR002014 at 32 City Road, London. This is our UK head office. We are authorised and regulated by the Financial Services Authority (FSA). Our FSA firm reference number is 204624 and you can check our details online on the FSA Register by going to www.fsa.gov.uk.

We hope that you are satisfied with our services but should you wish to make a complaint, please contact us. We have procedures designed to resolve your complaint effectively, which is available online on our website.

We are member of Financial Ombudsman Services (FOS). If you make a complaint and are not satisfied with our final response we give under our internal complaint procedure, you can ask for the complaint to be resolved by the Ombudsman. You can contact FOS by writing to the following address: Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E149SR, telephone numbers 0800 023 4567 or 0300 123 9123.
