

Processing Guide India

The information in this Guide is correct at the time it is provided to you, but may be subject to change from time to time. You can ask your Relationship Team for the latest copy of this Guide at any time.

1 Incoming Transactions

Incoming Transactions (Customer Account Credited)		
Service Type	Cut-off times (IST)	Credit application and value date
Cash & Cheque transactions		
Cash Deposited at Branch	<p>Weekdays and Working Saturdays.</p> <p>Mumbai and New Delhi – 10:00 hrs. to 18:00 hrs. Nelamangla – 10:00 hrs. to 15:00 hrs.</p> <p>Closed on all Sundays, 2nd and 4th Saturdays and Public Holidays</p>	Same day credit.
Cheque Deposits – Local Currency	<p>Weekdays and Working Saturdays.</p> <p>Mumbai and New Delhi – 10:00 hrs. to 18:00 hrs. Nelamangla – 10:00 hrs. to 15:00 hrs.</p> <p>Closed on all Sundays, 2nd and 4th Saturdays and Public Holidays</p>	<p>Barclays have presence in all three CTS clearing grids. Cheques deposited in any Barclays branch is presented in respective CTS clearing on same day (D) and is cleared and credited on (D+1) to customer's account.</p> <p>Cheques picked up in non-Barclays locations are presented in clearing via agency bank. Status of cheques and funds are received through agency bank and credited to customer's account on (D+2/3).</p> <p>Cheques that cannot be presented in the CTS clearing are sent for collection. Status and funds are received between (D+7 to D+14) and credit is posted on realization of funds.</p>
Cheque Deposits – Foreign Currency	<p>Weekdays and Working Saturdays.</p> <p>Mumbai and New Delhi – 10:00 hrs. to 18:00 hrs. Nelamangla – 10:00 hrs. to 15:00 hrs.</p> <p>Closed on all Sundays, 2nd and 4th Saturdays and Public Holidays</p>	<p>Cheques drawn on overseas banks are sent for collection and there clearing status is subject to local clearing timelines of the drawer bank. Status update may take up to D+ 21 days.</p> <p>Credit is posted on realization of funds by Barclays India and not on the day of clearing.</p>
Electronic transactions		
Electronic Collections (NEFT/RTGS/IMPS/Internal and Own account transfers)	Available 24*7*365	<p>RTGS: near real-time credit.</p> <p>NEFT: every half an hour (30 mins)</p> <p>IMPS : real time credit</p> <p>Internal and Own account : real time credit</p>
NACH Credit (Received by Barclays)	<p>Available on all days (7*365)</p> <p>Processing cycle between 8am to 8pm</p>	Every 2 hours
NACH Credit (Lodged by Barclays)	<p>Available on all days (7*365)</p> <p>Lodgment file should be received by 4.00 pm a day prior (D-1) to the settlement date.</p>	Credit will be received on D (Date of settlement). Credit will be posted to clients account the same day.

2 Outgoing Transactions

Outgoing Transactions (Customer Account Debit)		
Service Type	Cut-off times (IST)	Credit application and value date
Cash & Cheque transactions		
Cash Withdrawal from Branches	<p>Weekdays and Working Saturdays.</p> <p>Mumbai and New Delhi – 10:00 hrs. to 18:00 hrs. Nelamangla – 10:00 hrs. to 15:00 hrs.</p> <p>Closed on all Sundays, 2nd and 4th Saturdays and Public Holidays</p>	Same day debit.
Banker Cheques/Demand Draft Issuance	<p>Weekdays and Working Saturdays.</p> <p>Mumbai and New Delhi – 10:00 hrs. to 18:00 hrs. Nelamangla – 10:00 hrs. to 15:00 hrs.</p> <p>Closed on all Sundays, 2nd and 4th Saturdays and Public Holidays</p>	Same day debit.
Domestic Payments		
Electronic Payments (NEFT/RTGS/IMPS/Internal and Own account transfers)	<p>Payment Instruction over the counter at Branch locations: Weekdays and Working Saturdays.</p> <p>Mumbai and New Delhi – 10:00 hrs. to 18:00 hrs. Nelamangla – 10:00 hrs. to 15:00 hrs.</p> <p>Closed on all Sundays, 2nd and 4th Saturdays and Public Holidays</p> <p>Electronic Channels (Netbanking, Host to Host, SWIFT) Available 24*7*365</p>	<p>Payment Instruction over the counter at Branch locations: Transaction will be processed within 2 hour from receipt of instructions.</p> <p>Electronic Channels (Netbanking, Host to Host, SWIFT) RTGS: near real-time. NEFT: every half an hour (30 mins) IMPS : real time Internal and Own account : real time</p>
International Payments Via SWIFT	<p>Weekdays and Working Saturdays.</p> <p>Mumbai and New Delhi – 10:00 hrs. to 18:00 hrs. Nelamangla – 10:00 hrs. to 15:00 hrs.</p> <p>Closed on all Sundays, 2nd and 4th Saturdays and Public Holidays</p>	Same day debit.
NACH Debit (Received by Barclays)	<p>Available on all days (7*365)</p> <p>Processing cycle between 8am to 8pm</p>	Every 2 hours
NACH Debit (Lodged by Barclays)	<p>Available on all days (7*365)</p> <p>Lodgment file should be received by 4.00 pm a day prior (D-1) to the settlement date.</p>	Credit will be received on D (Date of settlement). Credit will be posted to clients account the same day.
Stop Payment Instruction	<p>Weekdays and Working Saturdays.</p> <p>Mumbai and New Delhi – 10:00 hrs. to 18:00 hrs. Nelamangla – 10:00 hrs. to 15:00 hrs.</p> <p>Closed on all Sundays, 2nd and 4th Saturdays and Public Holidays</p>	Same day processing.
Standing Instruction	<p>Weekdays and Working Saturdays.</p> <p>Mumbai and New Delhi – 10:00 hrs. to 18:00 hrs. Nelamangla – 10:00 hrs. to 15:00 hrs.</p> <p>Closed on all Sundays, 2nd and 4th Saturdays and Public Holidays</p>	Same day processing.

4 Term Deposit Management

Term Deposit		
Term Deposit Placement / Pre-mature Liquidation (Manual / alternate electronic channels)	Weekdays and Working Saturdays – 6.00pm	Instructions should be delivered and clear funds should be available in account by 6.00pm for same day action.
Term Deposit Placement / Pre-mature Liquidation (through Internet Front End)	Weekdays and Working Saturdays – 7.00pm	Instructions should be delivered by 7.00pm for same day action. Clear funds should be available in account before request is authorized on Internet Front End.

5 Making payments and issuing drafts

- If Barclays does not make a payment, the Customer will need to resubmit the Instruction (if relevant, correcting any errors in the Instruction) if the Customer still wants the payment to be made.
- Barclays will only issue bankers' cheques, demand drafts or make payments on the basis of debiting an account or on receipt of a cheque. Barclays will not issue such items or make payments against cash, unless the cash is credited to an account.
- Barclays may specify minimum amounts for bankers' cheques and demand drafts.

6 Electronic Services

- The Customer can only use an Electronic Service once it has completed the relevant security procedure(s).
- Account information and details of payments provided through Electronic Services may not always be up to date as they may not include transactions that have not finished processing or have only recently been processed, and could include uncleared items.
- Electronic Services can give rise to additional risks that the Customer accepts through the India Customer Terms. For example:
 - it is not always possible to cancel Instructions given through an Electronic Service as Barclays may have acted on the relevant Instruction as soon as it was received. This means that payment details must be correct before submitting an Instruction; it may not be possible to cancel it later.
 - Barclays is not liable for any payments that have been initiated using an Electronic Service where the relevant security procedure has been followed. As such:
 - the Customer must be careful in choosing its Users. If a User makes an unauthorised payment from an account, the Customer will bear this loss.
 - the Customer and any Users must keep passwords, payment devices and security procedures secure and secret. Fraudsters may try to obtain these details/devices through various different ways, including through viruses, by pretending to be Barclays through fake websites, phone calls or 'phishing' or 'spoofing' emails. If the Customer or a User fails to comply with its security responsibilities under the India Customer Terms and an unauthorised payment is made, the Customer (and not Barclays) will be responsible for the loss arising.
- If the Customer closes all its accounts with Barclays, Barclays may terminate the Customer's Electronic Services.

7 Glossary

- A **Business Day** is a day in India on which banks are generally open for business, excluding weekends and local public holidays.
- A **Cut-Off Time** is a time by which Barclays must receive a payment instruction or a payment into an account if it is to be processed that day.
- Electronic mode includes use of internet front end, email, H2H or any other mode of digital communication which may be implemented by bank from time to time.
- **D** means the day on which Barclays receives a funds transfer or a payment instruction, or if this is after a Cut-off time or on a non-Business Day, the next Business Day. D-x means x Business Days before D. D+x means x Business Days after D.
- **NACH** is an electronic mode of payment/receipt for transactions that are repetitive and periodic in nature. Essentially, NACH facilitates bulk transfer of monies from one bank account to many bank accounts or vice versa.
- **IST** is Indian Standard Time, which is 5.5 hours ahead of UTC/GMT.
- **RTGS** (Real Time Gross Settlement) is a regulator driven electronic fund transfer system for amounts greater than or equal to INR two lakhs. These transactions are settled on a real time basis.
- **NEFT** (National Electronic Fund Transfer) is a regulator driven electronic fund transfer system for all amounts. This operates on a Deferred Net Settlement (DNS) basis which settles transactions in batches.
- **IMPS** (Immediate Payment Service) is a regulator driven electronic fund transfer system for amounts less than or equal to INR five lakhs. These transactions are settled on a real time basis.
- **SWIFT** (Society for Worldwide Interbank Financial Telecommunications) is used to send or receive international electronic payment.