



CUSTOMER FEEDBACK FORM

Trade Finance / Forex Services – Implementation of Revised FEMA Requirements

Purpose: To obtain customer feedback on the implementation of revised FEMA-related requirements and identify operational issues and areas requiring clarification during the initial implementation phase.

Signed Feedback Form to be mailed on ibd@bankofmaharashtra.bank.in

A. CUSTOMER DETAILS

Name of Customer / Entity		Branch Name & Branch Code	
Contact Person		Mobile / Email	
Nature of Business		Type of Transactions	☐ Export ☐ Import ☐ Remittance ☐ Other

B. FEEDBACK ON TRADE / FOREX PROCESSING

Please tick the appropriate option for each item:

1 = Very Poor | 2 = Poor | 3 = Satisfactory | 4 = Good | 5 = Very Good

Sr.	Feedback Parameter	1	2	3	4	5
1	Clarity of communication regarding revised requirements / process	☐	☐	☐	☐	☐
2	Guidance provided by branch / authorized branch officials	☐	☐	☐	☐	☐
3	Ease of documentation and submission requirements	☐	☐	☐	☐	☐
4	Turnaround time for processing trade / forex transactions	☐	☐	☐	☐	☐
5	Ease of coordination with the branch and processing center	☐	☐	☐	☐	☐
6	Timely updates on transaction status / pending requirements	☐	☐	☐	☐	☐
7	Resolution of queries and operational issues	☐	☐	☐	☐	☐
8	Availability and usefulness of email / digital communication	☐	☐	☐	☐	☐
9	Overall experience during implementation of revised requirements	☐	☐	☐	☐	☐

C. SUGGESTIONS

Suggestions to simplify the process or improve service	
Any matter requiring clarification / guidance from the Bank or regulatory authorities	
Customer Name Customer Signature Date	