



RBI REGIONAL LANGUAGE COMPLIANCE

EASE Mandate Implementation Guide

A Comprehensive Solution for Banking & Financial
Services

LYRIC LABS INDIA PVT LTD

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Mumbai ● Bengaluru ● Chennai ● Noida



1. About EASE Regional Language Mandates

What is EASE?

EASE (Extended Access and Service Excellence) is a comprehensive reform agenda initiated by the Government of India to enhance customer service in Public Sector Banks (PSBs) and improve financial inclusion across the country. A critical component of EASE is ensuring banking services are accessible to all citizens, regardless of their language preference.

RBI's Regional Language Requirements

The Reserve Bank of India mandates that all customer-facing communications, forms, and documents must be available in a trilingual format:

1. **English** – International standard and administrative language
2. **Hindi** – National language
3. **Regional Language** – Official language of the state/union territory where the branch operates

Why Compliance Matters

- **Regulatory Requirement:** Non-compliance can result in RBI penalties and regulatory action
- **Financial Inclusion:** 60%+ of India's population prefers vernacular language banking
- **Customer Trust:** Regional language services build credibility and reduce disputes
- **Market Expansion:** Access to Tier 2/3 cities and rural markets requires vernacular support
- **Legal Protection:** Proper documentation in customer's preferred language protects against mis-selling claims

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2. Forms & Documents Requiring Translation

RBI mandates regional language translation for all customer-facing materials. Below is a comprehensive list:

Customer-Facing Forms (Mandatory Trilingual)

- ✓ Account opening forms (Savings, Current, Fixed Deposit)
- ✓ Loan application forms (Personal, Home, Vehicle, Business)
- ✓ KYC (Know Your Customer) forms
- ✓ Deposit slips and pay-in slips
- ✓ Withdrawal slips
- ✓ Passbooks and account statements
- ✓ Cheque books
- ✓ Standing instruction forms

Loan & Credit Documents

- ✓ Loan sanction letters
- ✓ Loan agreement and terms & conditions
- ✓ Interest rate disclosure statements
- ✓ Repayment schedules (EMI details)
- ✓ Loan closure and foreclosure forms
- ✓ Default and recovery procedure documentation

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Information & Disclosure Materials

- ✓ Service charges booklet
- ✓ Product information brochures
- ✓ Interest rate sheets
- ✓ Customer Rights Charter (RBI-mandated)
- ✓ Grievance redressal procedures
- ✓ Terms and conditions for all products

Digital Banking Channels

- ✓ Mobile banking app UI/UX
- ✓ Internet banking portal
- ✓ ATM on-screen instructions
- ✓ USSD/IVR voice prompts
- ✓ Customer contact center scripts
- ✓ SMS and email notifications

Branch Display & Signage

- ✓ Counter indicator boards
- ✓ Queue management signage
- ✓ Service instruction boards
- ✓ Grievance redressal contact details
- ✓ Business hours and holiday lists

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3. How Lyric Labs Ensures Compliance, Quality & Zero Errors

Lyric Labs has developed a proprietary AI-Augmented Language Assurance methodology specifically designed for regulatory compliance in the BFSI sector. Our approach guarantees 99.9%+ accuracy with legal liability protection.

Our 4-Step Quality Assurance Process

STEP 1: AI Translation

Advanced AI engines process documents at 10,000+ words per hour, maintaining consistency across terminology and ensuring rapid turnaround for large-volume projects.

STEP 2: Subject Matter Expert Review

BFSI-specialized translators with banking domain knowledge review every document for accuracy, context, and regulatory compliance.

STEP 3: Multi-Parameter Quality Check

Four-tier validation: (1) Linguistic accuracy, (2) Contextual appropriateness, (3) Content integrity, (4) Regulatory terminology compliance.

STEP 4: Zero-Error Certification

Final certification with 99.9%+ accuracy guarantee and legal liability protection. Documents carry our compliance seal for regulatory submissions.

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Quality Assurance Features

- **Terminology Database:** 25,000+ verified BFSI terms across 22 Indian languages
- **Compliance Templates:** Pre-approved formats for RBI, SEBI, IRDAI submissions
- **Version Control:** Complete audit trail of all translations and revisions
- **Consistency Checks:** Automated verification of terminology across all documents
- **Legal Liability Protection:** We guarantee accuracy with professional indemnity coverage
- **Unlimited Revisions:** No extra cost for corrections of our errors

4. Translator Training & BFSI Certification

Lyric Labs operates with 140+ certified AI-Augmented Language Engineers who undergo rigorous training and certification specifically for the BFSI industry. Our team combines deep linguistic expertise with banking domain knowledge.

Our Proprietary BFSI Certification Program

Phase 1: Foundation Training (2 weeks)

Banking terminology across 22 languages • RBI/SEBI/IRDAI regulatory framework • Financial products and services overview • Industry-specific translation challenges

Phase 2: AI Tool Proficiency (1 week)

Proprietary translation platform training • Quality assurance automation tools • Terminology database management • Version control and audit systems

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Phase 3: Domain Specialization (2 weeks)

Retail banking documents • Loan and credit products • Insurance and investment products • Compliance and regulatory filings

Phase 4: Certification Assessment

Translation accuracy test (95%+ required) • Regulatory compliance examination • Real-world document translation projects • Final certification and deployment

Ongoing Professional Development

- **Quarterly Updates:** Training on new RBI circulars and regulatory changes
- **Annual Recertification:** Mandatory examination to maintain certification status
- **Quality Audits:** Regular performance reviews and accuracy assessments
- **Industry Workshops:** Sessions with banking professionals and compliance experts

Our Team Structure

- **10 Specialized Teams:** Each covering 14 languages with subject matter expertise
- **140+ Language Engineers:** All certified in BFSI translation
- **Native Language Experts:** Translators work only in their mother tongue
- **Banking Domain Specialists:** Former banking professionals on advisory panel
- **Onsite Deployment:** Teams available for confidential projects at client locations

5. Your One-Stop EASE Language Compliance Partner

Lyric Labs is India's leading AI-Augmented Language Assurance company specializing in BFSI regulatory compliance. We provide end-to-end language solutions that ensure banks and financial institutions meet all RBI regional language mandates with guaranteed quality.

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Why Leading Banks Choose Lyric Labs

99.9%+ Accuracy

Regulatory-grade precision with zero-error certification and legal liability protection

140+ Certified Engineers

Largest team of BFSI-specialized translators across all 22 official Indian languages

2-5 Day Turnaround

Fast compliance without quality compromise — AI speed + human expertise

40% Cost Savings

AI-augmented workflow reduces costs while maintaining superior quality vs. manual translation

Onsite Deployment

Teams available at your location for confidential documents and large-scale projects

Complete Coverage

All 22 languages with equal quality — not just Hindi and English

EASE Experience

Proven track record with PSBs and private banks on EASE mandate implementation

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Comprehensive EASE Compliance Services

- 1. Document Translation:** All customer-facing forms, loan documents, and informational materials in trilingual format
- 2. Digital Localization:** Mobile apps, internet banking, ATMs, USSD/IVR in regional languages
- 3. Branch Materials:** Signage, counter boards, instructional materials, grievance procedures
- 4. Compliance Consulting:** RBI audit preparation, documentation review, gap analysis
- 5. Terminology Management:** Custom glossaries for your bank's products and services
- 6. Training Support:** Staff training on regional language communication and compliance
- 7. Ongoing Maintenance:** Updates for new products, regulatory changes, and regional expansions

Typical Bank Engagement

A mid-sized bank typically requires translation of 50,000+ pages annually across account opening forms, loan documentation, product brochures, compliance materials, and digital interfaces. Lyric Labs handles this volume with dedicated teams, consistent quality, and guaranteed turnaround times.

Start Your EASE Compliance Journey Today

Contact us for a free pilot project to experience our certified quality firsthand.

No upfront cost, no commitment required.

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