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Time : 1½ Hours

**BANKING FINANCIAL SERVICES AND
INSURANCE**

Subject Code

(NSQF)

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Total No. of Questions : 3

(Printed Pages : 8)

Maximum Marks : 30

INSTRUCTIONS : (i) Answer each question on a fresh page.

(ii) Write the question number and sub-question number clearly.

(iii) All questions are compulsory.

(iv) Figure to the right indicate full marks.

(v) Mention Seat No. on NEFT form and attach it to the answer paper.

1. (A) Choose and *correct* alternative from those given below each statement and rewrite the complete statement : 3

(i) In bank, is an arrangement between a banker and his customer by which the customer is allowed to withdraw over and above the credit balance in the current account up to an agreed limit.

(a) overdraft

(b) cash credit

(c) cheque

(d) loan

(ii) Under types of deposits, are repayable on the fixed maturity date along with the principal and agreed interest rate for the period and no operations are allowed to be performed by the customer against the deposit.

(a) saving deposit

(b) fixed deposit

(c) recurring deposit

(d) current deposit

(iii) In case there are no “transactions”, the bank is required to inform the to activate the account by putting through any single debit or credit transaction.

(a) account-holder

(b) nominee

(c) legal heirs

(d) guardian

- (iv) Loan granted for trading activity like purchase and sale of goods is known as
- (a) equipment loan
 - (b) personal loan
 - (c) retail trade loan
 - (d) mortgage loan
- (v) A minor can open self operated account with a bank after completing of age.
- (a) 10 years
 - (b) 15 years
 - (c) 18 years
 - (d) 21 years
- (vi) The members of a Hindu Undivided Family are called
- (a) HUF members
 - (b) coparceners
 - (c) kartas
 - (d) relatives

(B) Answer the following questions in more than *two* sentences each : 3

- (i) What is meant by Cheque Book ?
- (ii) Write a short note on letter of thanks at bank.
- (iii) What is meant by a government company ?

- (C) Answer the following questions in more than *four* sentences each : 4
- (i) State and explain any *four* types of companies.
 - (ii) What are the documents required for opening bank accounts of partnership firms ?
2. (A) Choose and correct alternatives from those given below each statement and rewrite the complete statement : 3
- (i) A Company gives authority to one or more of its directors/ managers to operate bank account through
 - (a) board order
 - (b) board decision
 - (c) board resolution
 - (d) board request
 - (ii) A is a pre-printed paper instrument issued to checking account-holders and used to pay for goods or services.
 - (a) cheque
 - (b) demand draft
 - (c) NEFT
 - (d) RTGS

- (iii) A is the interface between a customer and a bank representative.
- (a) service center
 - (b) call center
 - (c) help desk
 - (d) POS center
- (iv) Among various audits, covers all high value advances given by the banks.
- (a) spot audit
 - (b) credit audit
 - (c) concurrent audit
 - (d) income audit
- (v) Under Consumer Protection Act, 1986, if the compensation claimed is below Rs. 20 lakhs then the complaint may be filed before the commission notified by the respective State Govt.
- (a) district
 - (b) state
 - (c) national
 - (d) zonal

(vi) An expression of dissatisfaction whether justified or not is called as a

(a) complaint

(b) suggestion

(c) gratitude

(d) order

(B) Answer the following questions in more than *two* sentences each : 3

(i) Why CCTV recording is important at bank ?

(ii) What is meant by an external communication ?

(iii) What is Concurrent audit ?

(C) Answer the following questions in more than *four* sentences each : 4

(i) State and explain any *two* external audits performed at banks.

(ii) What is meant by minor's account ?

3. (A) Answer the following questions in more than *two* sentences each : 3

(i) Explain articles of association.

(ii) What is meant by associate company ?

(iii) Explain usance bill.

(B) Answer the following questions in more than *four* sentences each : 4

(i) Explain electronic fund transfer.

(ii) Mr. Ajay has newly started his garment business. What is the most appropriate option to keep his earnings at bank ?

(C) Fill the NEFT form given with the question paper based on the information given below and attach it to the answer paper : 3

Details	Details of the Beneficiary	Details of the Remitter
Name	Mr. Vedang Sharma	Mrs. Gauri Mulgaonkar
Bank	State Bank of India, Jamunanagar, Delhi	State Bank of India, Margao, Goa
Account No.	1110987654321	1234567891011
IFSC Code	SBINXXXX123	SBINXXXX345
Amount to be remitted	Rs. 1,20,000	
Cheque No.	567834
Date of remittance:	10th May 2019
Purpose of remittance	Fees paid
Bank Charges	Rs. 500

_____ Branch, _____

Date : _____

**REAL TIME GROSS SETTLEMENT/ NATIONAL ELECTRONIC FUNDS
TRANSFER (RTGS/NEFT) APPLICATION FORM**

(To be filled in by the Applicant in Block Letters)

(A) Detail of Applicant (Remitter)

(1) Account Name: _____
(2) Account No. : _____

(B) Detail of Beneficiary (Receiver of the Funds)

(1) Beneficiary Name: _____
(2) Beneficiary's Bank: _____
(3) Branch: _____
(4) IFS Code: _____
(5) Account No.: _____

(6) Amount to be remitted: Rs. _____
 Add: Bank Charges: Rs. _____
 Total Amount: Rs. _____

Cheque No _____ : Date _____ Mob : **91**- _____

(Rupees : _____)

Remit the amount as per above details by RTGS/NEFT, by debiting my / our account for the amount of remittance plus your charges. We agree to abide by the terms and conditions for the transfer.

Authorised Signatory

FOR BANK'S USE ONLY	
Debited Applicant's A/c Total Rs _____	
Date of Transfer: _____	Remittance No. _____
Authorised Signatory	

Conditions: Remitting banks shall not be liable for any loss of damages arising of resulting from delay in transmission delivery or non-delivery of Electronic message or any mistake, omission, or error in transmission or delivery thereof or in deciphering the message from any cause whatsoever or from the misinterpretation received on the action of destination Bank or any act beyond our control