

Reg. No.:



Name:

University of Kerala

U9050

Second Semester FYUGP Degree Examination, April 2025

Discipline Specific Core Course

COMMERCE

UK2DSCCOM104 - Practices of Banking and Insurance

Academic Level: 100-199

Time: 2 Hours(120 Mins)

Max. Marks: 56

**Part A.6 Marks:Time 5 Minutes.(Cognitive Level :Remember(RE)/Understand(UN)) Objective Type.1 mark each,
Answer all questions**

Qn No.	Question	CL	CO
1	Recognize which of the following is not a type of bank account Options : A)Savings account B)Fixed deposit account C)Mortgage account D)Current account	RE	1
2	General Insurance relates to insurance against Options : A)Fire B)Theft C)Burglary D)All of the above	RE	1
3	IRDA stands for..... Options : A)Insurance Regulatory and Development Authority B)Industrial Reproductive and Development Authority C)Insurance Restructuring and Development Authority D)Insurance Refinancing and Development Authority	UN	4
4	ATM means Options : A)Automatic Transaction Machine B)Automatic Transfer Machine C)Automated Teller Machine D)All of the above	UN	1
5	A customer wants to earn interest on savings but also needs easy access to funds. Which account should they choose? Options : A)Recurring Deposit Account B)Fixed Deposit Account C)Savings Account D)Current Account	UN	2

Qn No.	Question	CL	CO
6	Select the type of deposit account that requires customers to deposit a fixed amount every month for a specific period: Options : A)Current Deposit B)Savings Deposit C)Recurring Deposit D)Fixed Deposit	UN	1

Part B.10 Marks.Time:20 Minutes (Cognitive Level:Understand(UN)/Apply(AP))Two-three sentences.2 marks each.Answer all questions

Qn No.	Question	CL	CO
7	Differentiate between retail banking and corporate banking.	UN	1
8	Compare promissory note & bill of exchange.	UN	2
9	Outline the steps involved in evaluating a loan application	AP	1
10	Identify the main difference between NEFT and RTGS in terms of settlement and transaction speed.	AP	1
11	Suggest practical ways a bank can strengthen its relationship with customers	AP	1

Part C.16 Marks.Time:35 Minutes.(Cognitive Level :Apply(AP)/Analyse(AN))Short Answer.4 marks each, Answer all 4 questions,choosing among options * within each question

Qn No.	Question	CL	CO
12	A) Design a sample debit card and a credit card for the State Bank of India with imaginary details. OR B) How do banks design different types of loans advances to meet varied customer needs	AP	4, 2
13	A) Identify the major products and services of retail banking OR B)	AP	1, 1

Qn No.	Question	CL	CO
	Identify the key considerations that individuals should keep in mind when choosing an insurance policy.		
14	<p>A)</p> <p>Analyse the impact of RBI's monetary policy on the Indian economy?</p> <p>OR</p> <p>B)</p> <p>List the powers and duties of the Banking Ombudsman.</p>	AN	3, 4
15	<p>A)</p> <p>Examine the principles of liquidity management.</p> <p>OR</p> <p>B)</p> <p>Analyze the key factors influencing the calculation of insurance premium.</p>	AN	2, 2

Part D.24 Marks.Time: 60 Minutes.(Cognitive Level :Analyse(AN)/Evaluate(EV)/Create(CR)) Long Answer 6 Marks each.Answer all 4 questions choosing among options * within each question

Qn No.	Question	CL	CO
16	<p>A)</p> <p>Assume you are a financial advisor for a small bank. How would you implement effective liquidity management strategies?</p> <p>OR</p> <p>B)</p> <p>Categorize the insurance business in India</p>	AN	1, 1
17	<p>A)</p> <p>Evaluate the importance of insurance in an economy</p> <p>OR</p> <p>B)</p> <p>Evaluate the banker-customer relationship</p>	EV	1, 1
18	<p>A) Evaluate the effectiveness of the Banking Ombudsman's complaint handling process in resolving customer complaints. OR</p> <p>B)</p> <p>Evaluate the role of central bank in ensuring financial stability during an economic crisis.</p>	EV	3, 3

Qn No.	Question	CL	CO
19	<p>A)</p> <p>Create a role-play script between a banker and a customer that demonstrates both their rights and responsibilities in a typical banking transaction</p> <p>OR</p> <p>B)</p> <p>Design green banking initiatives for a bank</p>	CR	1, 4