

**NGM COLLEGE (AUTONOMOUS) POLLACHI**  
**END-OF-SEMESTER EXAMINATIONS: MAY-2023**

## B.Com-Banking & Insurance

**MAXIMUM MARKS: 70**

## VI SEMESTER

**TIME: 3 HOURS**

## PART III

## FINANCIAL INNOVATIONS IN BANKING & INSURANCE

## SECTION – A

**(10 X1 = 10 MARKS)**

### ANSWER THE FOLLOWING QUESTIONS

## MULTIPLE CHOICE QUESTIONS

**(K1)**

1. The important delivery channel of E- banking is -----.  
a) Home banking  
b) Tele banking  
c) Internet banking  
d) Mobile banking
2. MICR stands for \_\_\_\_\_.  
a) Magnetic ink character recognition  
b) Magnetic ink company recognition  
c) Magnetic ink cross recognition  
d) Magnetic ink community recognition
3. In case of complaints arising out of credit card operations, the award of compensation cannot exceed \_\_\_\_\_.  
a) Rs 10,000  
b) Rs 1,00,000  
c) Rs 50,000  
d) Rs 75,000
4. Expand “ ECS” \_\_\_\_\_.  
a) electronic clearing system  
b) electronic centered system  
c) electronic connected system  
d) electronic conversion system
5. TPA is licenced by the \_\_\_\_\_.  
a) Insurance company  
b) Surveyor  
c) Central government  
d) IRDA

**ANSWER THE FOLLOWING IN ONE (OR) TWO SENTENCES**

**(K2)**

6. Construct a short note on virtual currency.
7. Distinguish between/Differentiate banking & retail banking?
8. Explain the duties of a banking Ombudsman.
9. Write a short note on payment methods in banking.
10. Why is motor insurance important?

## ETHICAL PAPER

**(CONTD....2)**

**SECTION – B****(5 X 4 = 20 MARKS)****ANSWER EITHER (a) OR (b) IN EACH OF THE FOLLOWING QUESTIONS. (K3)**

11. a) Distinguish between Traditional banking & E- banking.  
(OR)  
b) Describe the functioning of RTGS system.
12. a) List the benefits of IMPS.  
(OR)  
b) Briefly explain the features of corporate banking.
13. a) Describe the methods of settlements of a complaints by an Ombudsman ?  
(OR)  
b) Describe the objectives of information technology Act 2000?
14. a) What is digital lending ? Describe the procedure for accessing it.  
(OR)  
b) Explain briefly the merits and demerits of Micro insurance?
15. a) Examine the main documents used in motor insurance.  
(OR)  
b) List the functions of top up policy in Health insurance.

**SECTION – C****(4 X 10 = 40 MARKS)****ANSWER ANY FOUR OUT OF SIX QUESTIONS.****(16TH QUESTION IS COMPULSORY AND ANSWER ANY THREE QUESTIONS FROM Q.NO: 17 TO 21 )****(K4) OR (K5)**

16. Describe the features of the banking Ombudsman scheme by pointing out the procedure for redressal of customers.
17. Analyze the frauds that can happen in internet banking & discuss the need for necessary security measures?
18. Determine the role of SHG in rural society.
19. Explain briefly the aim of rights to information Act.
20. Describe the concept of single window system in Insurance sectors.
21. Analyse the various features of PMJDY schemes.

**ETHICAL PAPER**

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