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M.Com. (CBCS) DEGREE EXAMINATION,  
NOVEMBER 2023.

First Semester

Commerce — Core

BANKING AND INSURANCE

(For those who joined in July 2023 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (15 × 1 = 15 marks)

Answer ALL questions.

Choose the correct answer :

1. The technology often used in FinTech for secure and transparent transactions is  
(a) Android (b) Telebanking  
(c) Blockchain (d) Black box
2. In electronic payment system, RFID stands for  
(a) Rating Financial Identity  
(b) Radar Frequency Image Detector  
(c) Rating Finance In Debt  
(d) Radio Frequency Identification
3. The practice of using technology to provide financial services, often without traditional banking infrastructure is referred as  
(a) Neo-Banking (b) Analog Banking  
(c) Prehistoric banking (d) Retro-Banking
4. A 'block' in a blockchain means  
(a) a cryptographic key  
(b) a unit of data containing transactions  
(c) a chain of data  
(d) a group of connected nodes
5. A public and transparent ledger that is maintained by a network of computers, ensuring immutability of records is referred as  
(a) Centralized Ledger (b) Closed Ledger  
(c) Isolated Ledger (d) Distributed Ledger
6. A banking model that uses technology for data storage and processing is  
(a) AI banking (b) Retro banking  
(c) Cloud banking (d) None of these

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7. The primary role of an insurance agent is
  - (a) Selling insurance policies on behalf of an insurance company
  - (b) Representing multiple insurance companies
  - (c) Adjudicating insurance claims
  - (d) Assessing and surveying losses
8. Managing health insurance claims on behalf of insurers is a function of
  - (a) Insurance Broker
  - (b) Third Party Administrator
  - (c) Insurance Agent
  - (d) Surveyors and Loss Assessors
9. The legal document that outlines the terms and conditions of an insurance policy is
  - (a) Insurance Invoice
  - (b) Insurance Certificate
  - (c) Claim Form
  - (d) Policy Document
10. The primary purpose of good customer service in the insurance industry is to
  - (a) sell more policies
  - (b) build insurer's trust and client satisfaction
  - (c) increase premiums
  - (d) handle claims hastily

11. The term "needs analysis" in the context of insurance communication is
  - (a) Evaluating the customer's insurance needs and financial situation
  - (b) Assessing the agent's requirement
  - (c) Analyzing competitor insurance policies
  - (d) Calculating insurance premium rates
12. The time limit within which the Insurance Ombudsman is expected to pass an order after receiving the required documents from both parties
  - (a) 6 months
  - (b) 2 months
  - (c) 3 months
  - (d) 1 month
13. The primary objective of risk management in banking and insurance industries is to
  - (a) maximize profits
  - (b) reduce customer complaints
  - (c) increase market share
  - (d) minimize losses and uncertainties
14. The regulatory body that supervises the risk management practices of banks in many countries, including capital adequacy requirements is
  - (a) IMF
  - (b) World Bank
  - (c) BIS
  - (d) ADB





15. An example of qualitative method of risk assessment is

- (a) Scenario analysis (b) Value at Risk  
(c) Beta coefficient (d) Stress Testing

PART B — (5 × 4 = 20 marks)

Answer ALL questions, choosing either (a) or (b).

16. (a) Describe financial disruptors.

Or

(b) Explain the features of RTGS Systems.

17. (a) Write a short note on DLT.

Or

(b) What are the benefits of switching to cloud banking?

18. (a) Explain the functions of insurance agents.

Or

(b) Describe the role of loss assessors in insurance sector.

19. (a) Write short notes on insurance ombudsman.

Or

(b) List the ethical behaviours required in insurance.

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20. (a) Describe value at risk model as a risk control tool.

Or

(b) Briefly explain the risk management by individuals.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b).

21. (a) Explore rapid transformation of banking sector in the digital era.

Or

(b) Elucidate the drawback of electronic payment systems.

22. (a) Describe the structure of BlockChain system.

Or

(b) Elaborate on the futuristic role of Artificial Intelligence in banking sector.

23. (a) List and explain the functions of insurance.

Or

(b) Critically analyze the insurance market in India.

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24. (a) Enumerate the role of insurance agents in providing customer service.

Or

- (b) Explain the factors influencing the quality of customer service in the insurance industry.

25. (a) Clarify the importance of risk management in the banking industry.

Or

- (b) Explain various methods of risk management in the insurance industry.

