

*Welcome to*  
**IFM FinCoach**

# WORKBOOK



**Workbook 1**

## **Congratulations & Welcome to IFM FinCoach**

We, at FinCoach take immense pleasure in welcoming you to the IFM FinCoach family and wish you all the absolute best!

- This workbook will act as your road map during the RBA program, to steer your learning as per the topics in the workbook.
- This workbook will equip you to practically understand your area of operation by way of observing, checking, and noting the same in your workbook to enhance your field of knowledge and exposure.
- You are required to actively take up each exercise charted in the workbook in the spirit to learn new things and to acquire both theoretical and practical knowledge.
- You should complete the exercises in due course of the day
- This will give you a better understanding of Retail Banking.

### **LMS**

- The eLearning platform which has various courses/assessments related to products and processes.
- You are required to complete all the assessments/modules as required.

**Happy Learning!**

**This Workbook Belongs to**

<b>Name</b>	
<b>Date of Joining Program</b>	
<b>Name of Program</b>	
<b>Month</b>	
<b>Contact Number</b>	
<b>E-mail</b>	



**Welcome to the World of FinCoach!**

**Workbook 1 : Batch II - April, 2021**

**Max Marks - 150**

**Time Duration - 3 Hours**

**Topics Covered - 7 @ BB Advance**

**Activities - 1 to 6**

**Activity 1 : (5 Marks)**

- **Q1 List out three main functions of any retail bank?**

a.

b.

c.

- **Q2 Retail Bank primarily has \_\_\_\_\_ division, namely \_\_\_\_\_ & \_\_\_\_\_**

- **Q3 SA, CA, TD are called \_\_\_\_\_**

- **Q4 WC, BL, PL, HL etc. care called \_\_\_\_\_**
-

**Activity 2 : (20 Marks)**

- **Q1 List out top 7 Acts which are applicable for Indian Banking Sector? Provide 2-3 lines explanation.**

a.

b.

c.

d.

e.

f.

g.



- **Q2 How many types of commercial banks are there in India? Name their categories?**

- **Q3 What are specialized banks? Name top Four of them and give 2-3 lines explanation.**

1.

2.

3.

4.

- **Q4 List out top 5 difference between bank and NBFC?**

1.

2.

3.

4.

5.



**Activity 3 : (40 Marks)**

- **Q1 Define Demand Deposit with example?**

- **Q2 Define Time Deposit with example?**

- **Q3 What are top 5 Salient Feature of SA?**

1.

2.

3.

4.

5.

- **Q4 List out top 4 Salient Feature of CA?**

1.



2.

3.

4.

- **Q5 Can minor operate the account? What is the age limit?**



- **Q6 List of mode of Operations of SA?**

1.



2.

3.

4.

- **Q7 Interest on saving bank account is calculated on \_\_\_\_\_**



- **Q8 What do you mean by nomination?**
- **Q9 Difference between a debit card, a credit card and pre-paid card?**
- **Q10 What do you mean by Fixed deposit / term deposit?**
- **Q11 Difference between an active account and dormant account?**
- **Q12 What is the difference between a secured loan and unsecured loan?**
- **Q13 What is difference between Personal Loan and Business Loan ?**

**Activity 4 : (15 Marks)**

- **Q1 List out top 4 advantage of digital banking over the branch banking?**

1.

2.

3.

4.

- **Q2 List out top 5 features of mobile banking?**

1.

2.

3.

4.

5.

- **Q3 What are various delivery channels in retail banking?**



1.

2.

3.

4.

5.

6.

7.

8.

9.

10.



**Activity 5 : (35 Marks)**

- **Q1 Define Money Laundering?**

- **Q2 Define PMLA 2002 Act?**

- **Q3 What are 5 key elements of PMLA?**

1.

2.

3.

4.

5.

- **Q4 What are the defined risk categories of the customers in retail bank?**



- **Q5 What are the three perceptions basis which the risk is based upon?**

1.

2.

3.

- **Q6 What are the 3 steps involved in Money Laundering? Define in brief**

1.

2.

3.

- **Q7 Define the following:**

- a. KYC \_\_\_\_\_
- b. OSV \_\_\_\_\_
- c. DICGC \_\_\_\_\_
- d. IRDA \_\_\_\_\_

- e. CPV \_\_\_\_\_
- f. STR \_\_\_\_\_
- g. CTR \_\_\_\_\_

• **Q8 Explain the following:**

1. **Skimming:**

2. **Hacking:**

3. **Phishing:**

4. **Vishing:**

5. **Tailgating:**



**Activity 6 : (35 Marks)**

- **Q1 List / Name the important deliverables which bank provides to the customers at the time of opening of the account?**

- **Q2 Define the following:**

a. NRI

b. PIO

c. OCI

d. OCB

e. NRE Account :

f. NRO account :



- **Q3 List of documents required for opening NRE/NRO account for NRI?**

a.

b.

c.

d.

- **Q4 What is difference between EEFC Account and FCNR account?**

- **Q5 List out top FIVE difference between NRE and NRO?**

1.

2.

3.

4.

5.



- **Q6 What is PINS account?**

- **Q7 What documents are required to open Student NRE account?**

- **Q8 What documents are required to open merchant navy official account?**

- **Q9 What is LRS, please explain & under what purpose can any individual avail this facility?**