- 13. What is an ATM card?
- 14. What do you mean by 'No-Frills' account?
- 15. What is EMI?
- 16. Define the term 'Customer'?
- 17. What is an Ante-Dated cheque?
- 18. What is an 'Overdraft'?
- 19. What do you mean by 'Telebanking'?
- 20. What is a bank passbook?

 $(2 \times 8 = 16)$ 

2

## Section C

- **III.** Answer any **five** of the following. Each question carries five marks
  - 21. Distinguish between Debit Cards and Credit Cards.
  - 22. Distinguish between Fixed rate and Floating rate of Interest.
  - 23. Explain the precautions to be taken by a bank before opening and account.
  - 24. Explain the characteristics of cheque truncation.
  - 25. Explain the need and importance of microfinance.
  - 26. Give a brief account on the origin and evolution of banks.
  - 27. Explain the features of rural banking.

 $(5 \times 5 = 25)$ 

## Section D

- IV. Answer any two questions each carries 12 marks.
- 28. Explain the objects and operations of the banking Ombudsman scheme.
- 29. Explain the various kinds of Endorsements, bringing out the significance of each.
- 30. Explain the nature and importance of various retail banking products and services offered by commercial banks.
- 31. Enumerate the classification of banks and give a brief account on the role of banks in credit creation.  $(12 \times 2 = 24)$

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