

**STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 600 086.**

**COURSE CODE: 19VB/VM/FB16**

**B.VOC (BFSI) DEGREE EXAMINATION – NOVEMBER 2021**

**COMMERCE – SHIFT II**

**COURSE : MAJOR – CORE**

**PAPER : FUNCTIONS AND SERVICES OF BANKS AND NON-BANKING  
FINANCIAL CORPORATIONS**

**TIME : 3 HOURS**

**MAX. MARKS: 100**

**SECTION – A**

**Answer all the questions:**

**(7 x 4 = 28)**

1. What are the steps to be taken by a banker for opening an account for an illiterate person?
2. Write a short note on lien.
3. Trace the origin of the word “Bank”.
4. Who is a Recovery agent?
5. State any four merits of Housing Loan.
6. What is CIBIL Score Range? How would you interpret a score below 750?
7. List down the types of NBFC's

**SECTION – B**

**Answer any TWO questions:**

**(2 x 16 = 32)**

8. a) A good customer of your bank's branch in Chennai has lost a fixed deposit receipt for Rs 3,000 issued by the branch in his favour and falling due for payment on 10<sup>th</sup> December 2021. He approaches you for necessary action in the matter.  
How would you proceed? (4 marks)  
b) A pensioner having a saving bank a/c requests you to add the name of his wife and convert the same into a joint a/c. What are the documents that the pensioner has to submit for this process? (4 marks)  
c) Miss Camila has fixed deposit account with you and requests to change the name in the fixed deposit receipt to Mrs. Camila Mendes. Will you accept the request? (4 marks)  
d) Why is introduction necessary for opening an account? (4marks)
9. a) What are the factors that affect your CIBIL score? (10 marks)  
b) Give examples on how to maintain a good CIBIL score. (6 marks)
10. Briefly explain the types of NBFC's mentioned below.
  - a) Equipment Leasing Companies
  - b) Hire Purchase Finance Companies
  - c) Housing Finance Companies
  - d) Loan Company.

**SECTION – C**

**Answer any ONE question:**

**(1 x 40 = 40)**

11. (a) Elaborate the functions rendered by modern commercial banking. (20 marks)  
(b) Bring out the difference between a Bank and NBFC. (10 marks)  
(c) State whether the following statements are True or False and justify your answer. (5x2=10marks)
- i) A bank's primary motive is to lend money to others.
  - ii) A typical commercial bank provides long-term loans.
  - iii) Savings bank account enables the customer to make deposits of money any number of times a day.
  - iv) Loan created deposits and deposits create loan.
  - v) Land mortgage banks provide short-term credit to agriculture.

**(OR)**

12. (a) Discuss the type and nature of relationship of a banker with the special type of customers such as Minors, Partnership firms, Joint Hindu Family and Joint Account. (20 marks)  
(b) Describe the relationship between the banker and the customer. (10 marks)  
(c) State whether the following statements are True or False and justify your answer. (5x2=10marks)
- i) KYC norms are meant for only high net worth customer.
  - ii) A banker can open an account in the name of a lunatic.
  - iii) A banker is prohibited from opening an account in the name of an illiterate person.
  - iv) The primary objective of KYC norms is to prevent money laundering.
  - v) Customer profile once created by a bank as part of KYC norms are not required to be updated periodically.

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