

THE INSTITUTE OF BANKERS PAKISTAN
ISQ Examination (Winter-2010)
RETAIL AND CONSUMER BANKING OPERATIONS

- Q.1** Please write the alphabet of the selected choice in the answer column:
- Q.2** Suggest appropriate/suitable action you would take in the following situations:
- A)** Mrs. A wants to know the balance in her husband's PLS account 1004361.
 - B)** The amount in words and figures differs on Cheque received by cash officer.
- Q.3** Modern Education Trust is a welfare trust for promotion of education. Trustees have approached you to open their business account in your branch. Answer the following in this connection:
- A)** What steps will you take to open this account?
 - B)** What document must they submit to open this account and why?
 - C)** What precautions must be taken in maintaining this account?
- Q.4**
- A)** What type of problems a banker can face in the Joint accounts and what measures should he take to overcome them?
 - B)** Explain the distinctive features of a Consumer and SME customers.
- Q.5**
- (A)** What is the difference in "Indorsement in Blank" and indorsement in full? Also mention what does a banker observe in the indorsements.
 - (B)** Why has SBP stopped Banks to recover the Penalty amount imposed by State Bank of Pakistan from their Customer?
- Q.6**
- (A)** In order to facilitate and provide basic banking facilities to the low income people in Pakistan, it has been decided that all commercial banks operating in Pakistan will introduce Basic Banking Accounts (BBA) facility. Mention at least 3 main features of the BBA?

(B) What are SBP instructions to Banks on returning the cheques with reason "Refer to Drawer".

Q.7 A) Briefly explain how credit scoring system works in consumer lending?

B) What are the principal advantages to a bank of using a credit-scoring system to evaluate consumer loan applications?

C) Are there any significant disadvantages to a credit-scoring system?

Q.8 Why do mark-up rates on consumer loans typically average higher than on most other kinds of loans?

Q.9 Write short notes on:

A) Withdrawal of money through ATM

B) Traveler cheques and their use

Q.10 A) What are the advantages and disadvantages of credit cards?

B) Explain the effects of General Crossing and Special Crossing on Negotiable Instruments.
