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Spring 2011
BNK603- Consumer Banking
17th July, 2011
Shared by Mehreen Humayun

Time: 120 min
M a r k s: 83

Total MCQ= 46

Question No: 47 (M a r k s: 3)
Discuss the reasons why banks are giving importance to “know your customer”

Question No: 48 (M a r k s: 3)
What benefits do the companies achieve by combining the risk appetite statement components?

Question No: 49 (M a r k s: 3)
What questions do the managers address when gauging the service offering element in diagnosing the service design?

Question No: 50 (M a r k s: 3)
The bank needs to maintain and establish customer trust. Deloitte has suggested some attributes of trust. Explain these attributes briefly.

Question No: 51 (M a r k s: 5)
How banks can bring change in technological deficient retail banking

Question No: 52 (M a r k s: 5)
What problems the base of the economic pyramid is facing in terms of participation in the formal sector?

Question No: 53 (M a r k s: 5)
What should be the attributes for the effective ERM reporting in a bank?
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Question No: 54 (M a r k s: 5)
Why the Credit Administration Department is established?

Question No: 55 (M a r k s: 5)
What necessary should the bank take in response to increasing alternative face to face activity?