B.Com.(BIM) DEGREE EXAMINATION,ODD SEMESTER 2020
III Year V Semester
Retail Banking

Max.marks :25

Answer any **FIVE** questions $(5 \times 5 = 25)$ Marks

1. Distinction between Retail and wholesale Banking?

2. Bring down the eligibility for Education loans?

3. What are the different stages in customer relationship management process?

4. What are the difference between Debit cards and Credit cards?

5. Write short notes on :

   a. Demat services

   b. Phone Banking

   c. Insurance services.

6. What is meant by Branch extension counters?

7. Briefly explain the growth of e-banking.