

**SHRIMATHI DEVKUNVAR NANALAL BHATT VAISHNAV COLLEGE FOR WOMEN
(AUTONOMOUS)**

**(Affiliated to the University of Madras and Re-accredited with 'A+' Grade by NAAC)
Chromepet, Chennai — 600 044.**

B.Com.(BIM) END SEMESTER EXAMINATIONS NOVEMBER-2022

SEMESTER - V

18UBBCT5014 - Retail Banking

Total Duration : 2 Hrs 30 Mins.

Total Marks : 60

Section A

Answer any **SIX** questions ($6 \times 5 = 30$ Marks)

1. Explain about retail banking operations.
2. Illustrate about wholesale banking.
3. Prepare the approval process for retail loans.
4. Interpret the eligibility for personal loans.
5. Describe about internet banking.
6. Classify the key elements of customer relationship management.
7. Explain the difference between debit card Vs credit cards.
8. Examine the cross-selling opportunities of retail banking.

Section B

Answer any **THREE** questions ($3 \times 10 = 30$ Marks)

9. Show the distinction between Retail and Corporate banking.
10. Predict the approval process for retail loans.
11. Determine the stages in customer relationship management process.
12. Compute the latest technologies for retail banking.
13. Determine the growth of e-banking.

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