

EXAM QUESTION PAPER**FYBA UNIVERSITY COMMERCE PAPER-II
Semester -II
(INTRODUCTION TO COMMERCE)****DAY/DATE/TIME:****MAKS: 100****Note- All questions are compulsory.****Q.1- Answer any two of the following. (Out of three) (20)**

A. Write a note on technology in banking.

Ans: Debit card, Credit card, online making, mobile banking, internet banking

B. Explain the different services offered by banks.

Ans: Ans: Bank is an institution for lending, borrowing, exchanging, issuing or safeguarding money. It is an establishment for custody of money, which is pays out on customer's order.

Traditional services- accepting deposit, advancing loans, safe keeping of valuables, discounting of bills, custodian of foreign exchange, purchasing government bonds, modern services – financial advisory, cash management, wealth management, leasing facility, insurance services, retirement plans, investment banking service, mutual fund, equity trading.

C. Explain the meaning and types of loans and advances.

Ans: Loan refers to the amount borrowed by a person from another person or institution such as bank. Loan is regarded as a credit where money is paid to the borrower and recovery is made later in installments popularly known as EMI.

Advance is a credit facility granted by a bank for short term purposes.

Types- overdraft, cash credit, loans, discounting of bill of exchange.

Q.2. Answer any two of the following. (Out of three) (20)

A. What is life insurance? Explain the procedure for claim in a life insurance policy.

Ans: Ans: **Life insurance** is a protection against financial loss that would result from the premature death of an **insured**. The named beneficiary receives the proceeds and is thereby safeguarded from the financial impact of the death of the **insured**.

Submission of documents, death certificate, versification, scrunitization.

B. Describe briefly the various policies of life insurance.

Ans: **Life insurance** is a protection against financial loss that would result from the premature death of an **insured**. The named beneficiary receives the proceeds and is thereby safeguarded from the financial impact of the death of the **insured**.

Policies of life insurance: Term policy, endowment policy, annuity policy, joint life policy, group policy etc.

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C. Discuss the role of FDI in insurance.
Policies, govt policies, flexibility, rules and regulations.

Q.3. Answer any two of the following. (Out of three) (20)

A. Distinguish between consumer and industrial buyers.

Ans: Consumer buyers are the buyers who buy for their personal use.

Industrial Buyers are the buyers who buy for production purposes.

Modes of Difference: Purpose, Examples, types of goods, prices, usage, quantity, price, Sellers, Services, Discounts and offers, Primary and secondary users

B. Write a note on unorganised retailing in India.

Ans: Retailing is one of the world's largest industries. Unorganized retailing refers to an Outlet run locally by the owner or caretaker of a shop that lacks technical and Accounting standardization.

Survival strategies – provide credit facility, facilitate home delivery, provide Personalized service, reasonable pricing, discounts, location proximity, replacement Facility, large variety, operational excellence strategy, customer relationship,

C. Discuss the advantages of distribution channels.

Ans: It is network of individuals and organizations involved in getting product or service From the producer to the consumer.

Types – 1. Manufacturer – consumer channel, 2. Manufacturer – retailer – consumer Channel, 3. Manufacturer – wholesaler – retailer – consumer channel, 4. Manufacturer - wholesaler – jobber – retailer – consumer channel.

Q.4. Answer any two of the following. (Out of three) (20)

A. State current social environment in India.

Ans: 1 it is influenced by various factors such as growing awareness, growing and Changing needs, religion, social alertness, 2 it is dynamic in nature, 3 strong Consumer movement, 4 growing strength of consumerism, 5 helps in expansion and Development of business, 6 helps to adjust business activities according to the Changes in social environment, 7 social changes are prominent to study the trends And adjust the business offerings, 8 social environment are supplemented by cultural Environment.

B. Discuss the changes in demographic environment in India.

Ans: Changes in demographic environment in India

Drastic growth in Indian population, High rate of migration, Higher employment, Higher disposable income, bigger consumer market, growing consumer needs, Assertiveness and initiative of the working women, 70% of Indian live in rural areas, India is the world's largest recipient of foreign currency remittance.

C. Write a note on Political environment in India.

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Ans: it refers to the influences of the three political institutions viz., legislature, executive and judiciary in shaping, directing, developing and controlling business activities.

Q.5. A) Define the terms. (5X2) (10)

- (a) Private sector bank
- (b) RTGS
- (c) Surveyor
- (d) Franchising
- (e) Micro environment

B) State whether following statements are True or False (5)

- a. Business environment is dynamic in nature. True
- b. In organised retailing many operations are computerized. True
- c. Business of unorganised retail has reduced due to entry of organised retail. True
- d. Wedding insurance covers the risk out of cancellation of marriage. True
- e. Regional rural banks have many branches in villages and cities. True

C) Match the following. (5)

Column A	Column B
a. Bank	I. Reliance Fresh
b. Marine Insurance	II. Wide range of services
c. Organised retail	III. Amendment in a law
d. Malls	IV. Perils in sea
e. Regulatory environment	V. Accepting deposits

a.V b.IV c.I d.II e.III
