

Topic- SDV Locker Policy

1. **When the Bank can go for breaking of a locker allotted to the locker hirer**
  - a. The Rent remains unpaid for 3 consecutive years
  - b. The Locker remains inoperative (irrespective of whether Rent is paid or not) for a period of 7 years or more; and the Customer cannot be located by the Bank.
  - c. Prior notice of at least 3 months to be given to the locker hirer
  - d. Permission from RO required
  - e. All of the above

**Answer:- all of the above**

2. **How many days of CCTV recording is to be preserved at the branch as per the Bank's latest guidelines?**
  - a. 90 days
  - b. 30 days
  - c. 180 days
  - d. 120 days
  - e. None of the above

**Answer:- 180 days**

3. **No of free operations allowed in the locker to the customer per year**
  - a. 10
  - b. 12
  - c. 24
  - d. 6
  - e. None of the above

**Answer:- 12**

4. **What is the Bank's liability in case of fire/theft/building collapse in case of its own omissions / commissions?**
  - a. 100 times of annual rent paid by the customer
  - b. 50 times of annual rent paid by the customer
  - c. 25 times of annual rent paid by the customer
  - d. 75 times of annual rent paid by the customer
  - e. None of the above

**Answer:- 100 times of annual rent paid by the customer**

5. **What is the discount in locker rent that can be allowed for staff members and maximum number of lockers allotted to the staff members**
  - a. Staff member is allowed 25% concession in license fee/locker charge, maximum 2 lockers in his own name or jointly with the family member but First name should be invariably of the Staff.

Topic- SDV Locker Policy

- b. 50% concession in locker charge and only one locker can be permitted under staff quota
- c. 30% concession in locker charge with three lockers can be allowed as per his /her discretion
- d. 5% concession in locker charge with two lockers but first name should be of the staff
- e. None of the above

**Answer:- Staff member is allowed 25% concession in license fee/locker charge, maximum 2 lockers in his own name or jointly with the family member but First name should be invariably of the Staff.**

6. The Maximum Timeline for settlement of death claim in respect of safe deposit is
- a. 15 days from the date of receipt of the claim along with required documents as per Bank's death claim settlement policy.
  - b. 10 days after all documents are received
  - c. 5 days after all documents are received
  - d. None of the above
  - e. All of the above

**Answer:- 15 days from the date of receipt of the claim along with required documents as per Bank's death claim settlement policy.**

7. Who are eligible to get the locker allotment
- a. Individuals either singly or jointly, Partnership Firm, limited companies, associations, Trusts, Clubs, Government departments and hufs
  - b. Minors
  - c. A and B above
  - d. Lunatics
  - e. None of the above

**Answer:- individuals either singly or jointly, Partnership Firm, limited companies, associations, Trusts, Clubs, Government departments and hufs**

8. What are the basic facilities to be provided by the Branch
- a. Full Sized Mirror
  - b. A small working table
  - c. A proper ladder for operating the lockers on the upper bay
  - d. Proper lighting, Fan and switch for calling bell.
  - e. All of the above

**Answer:- all of the above**

9. At the time of allotment of locker, the Banker can insist for
- a. 3 years locker rent

## Topic- SDV Locker Policy

- b. Approximate Break open charges
- c. Both of the above
- d. Only a
- e. None of the above

**Answer:- Both of the above**

**10. Addition or Deletion of Names In case the hirers want to add or delete names,**

- a. The locker account should be closed
- b. A fresh contract should be entered into.
- c. Branch can add or delete the names as requested by the Customers
- d. Both a and b
- e. None of the above

**Answer:- Both a and b**

**11. The relationship between the bank and the locker hirer is**

- a. Licensor - licensee.
- b. Lessor – Lessee
- c. Creditor – Debtor
- d. Bailee – bailor
- e. None of the above

**Answer:- licensor - licensee.**

**12. What kind of procedure for breaking open of a locker to be adopted by the Branch :**

- a. Should be done in the presence of Officer-in-charge of locker vault, Branch Manager/Assistant Branch Manager, two respectable persons from outside or the Bank's Advocate and personnel from RO/nearby branch deputed.
- b. Inventory of the contents of the locker should be prepared, signed by the persons present and kept in iron safe in joint custody. If locker empty, to be recorded accordingly.
- c. Disposal of the articles is to be done either by sale in the public auction or otherwise proceeds are to be applied first towards banks charges (rent, break open charges and any other dues) and balance refund to the licensee(s) or held for the disposal at the order of the customer.
- d. Branches shall also record a video of the break open process and the inventory assessment, wherever legally permissible, and preserve the video to produce as evidence in case of any dispute or court or fraud case in future.
- e. All of the above

**Answer:- all of the above**

## Topic- SDV Locker Policy

**13. What is the process to be undertaken by the branch if the locker hirer lost the key and request for its replacement?**

- a. The branch should secure written request for replacing the locking unit. Customer must provide an undertaking that on recovery of lost key, he or she will surrender it to the bank.
- b. Ascertain the charge from the Vendor and collect the amount from the locker hirer.
- c. During the replacement process, the hirer should be present, and the responsibility should be delegated to the company that originally supplied the unit, ensuring proper identification of the unit at the time of replacing the locking mechanism.
- d. A register for recording details of broken-open lockers should maintain Necessary entry should be made in the key register to match key with the respective unit.
- e. All of the above

**Answer:- all of the above**

**14. Precautions to be taken while allowing the nominee to have an access to the locker**

- a. Proper Identification should be done
- b. Death certificate of the customer to be obtained.
- c. Find out any Court Order is there or not restraining the Banker to deliver the contents of the locker
- d. All of the above
- e. None of the above

**Answer:- All of the above**

**15. The Mechanism to be adopted by the Branch while going for breaking opening of the locker**

- a. 15 days intimation to the customer regarding locker rent due and 2nd notice is also to be issued under Regd. Post with Ack due and Certificate of posting. If the locker is in joint names, notices to be sent individually.
- b. Termination notice of the locker giving 3 months time to be given and additional notice of 3 months notice to be given 2nd time
- c. In the absence of acknowledgement, paper publication is to be given in leading News papers of English and in vernacular language.
- d. Intimate locker holder/s through notice to collect articles found if any by paying the dues and Before sale of the contents a notice of not less than 3 months in writing to be given to the locker holder/s
- e. All of the above

**Answer:- all of the above**

**16. What are the documents to be obtained while allotment of locker?**

## Topic- SDV Locker Policy

- a. Application
- b. Model Revised Safe deposit locker
- c. Letter of lien on security deposit if security deposit is taken
- d. All of the above
- e. None of the above

**Answer:- all of the above**

**17. Which is the finacle menu to be used for check in and check out time?**

- a. LKOPS
- b. LKTRM
- c. LKCC
- d. LKKM
- e. None of the above

**Answer:- LKOPS**

**18. Which menu is to be used for maintaining Locker Number and Key combination?**

- a. LKKM
- b. LKREPM
- c. LKCC
- d. RCSOLOP
- e. None of the above

**Answer:- LKKM**

**19. Which Finacle menu is to be used for Locker Issue / Nomination / Surrender**

- a. LKCM
- b. LKREPM
- c. LKKM
- d. RCSOLOP
- e. None of the above

**Answer:- LKCM**

**20. What is the Finacle menu to be used for recovery locker rent / penal charges?**

- a. L K C M
- b. LKRCM
- c. LKOPS
- d. LKKM
- e. None of the above

**Answer:- LKRCM**

**21. Can Non-Resident Indian be nominated by the Resident Indian customer**

- a. Yes

## Topic- SDV Locker Policy

- b. But, the Non Resident Indian nominee cannot repatriate without RBI permission
- c. No RBI permission is needed
- d. Both a and b
- e. None of the above

**Answer:- Both a and b**

**22. The banker – customer relationship with regard to Safe Custody of the articles?**

- a. Bailee – bailor
- b. Licensor – Licensee
- c. Pledgor - Pledgee
- d. Agent – Customer
- e. None of the above

**Answer:- bailee – bailor**

**23. What are the additional precautions to be taken by the Branch if the nominee is a non-resident indian?**

- a. The Passport number
- b. The Country in which the Non-Resident nominee resides
- c. The nominee employment details
- d. Both A and B
- e. None of the above

**Answer:- Both A and B**

**24. If locker rent is collected for 3 years in advance, the locker is surrendered in one year and 3 months, what would be refund that can be paid to the customer**

- a. The refund will be made for unexpired period in complete years i.e., fraction of a year remaining in the year of surrender will be ignored.
- b. The rent for the left over period i.e., 1 year and 9 months can be refunded
- c. The rent for half of the left over period can be refunded
- d. None of the above
- e. No refund will be paid

**Answer:- The refund will be made for unexpired period in complete years i.e., fraction of a year remaining in the year of surrender will be ignored.**

**25. Are Visually Impaired Persons can avail the locker facility**

- a. Can be given
- b. Cannot be given
- c. They can only be given with joint operation with other customer
- d. Both B or C
- e. None of the above

**Answer:- Can be given**

**26. What is the time schedule for conducting the surprise verification of vacant lockers and their keys by the Branch Head?**

- a. Fortnightly
- b. Monthly
- c. Weekly
- d. Yearly
- e. None of the above

**Answer:- Fortnightly**

**27. What are the steps to be taken by branches for proper maintenance of the Locker Room**

- a. The Room should be properly cleaned periodically
- b. Old records and unserviceable furniture items not be stored in the room
- c. Whenever Vault room is carpeted, the carpet should disinfected periodically.
- d. All of the above
- e. None of the above

**Answer:- all of the above**

**28. What are the precautions to be taken while allowing the operation of locker to Visually Impaired Person**

- a. If the customer wants to operate the locker individually, it can be allowed
- b. If the customer wishes to take help of 3rd person, that can be permitted
- c. While allowing 3rd person to assist the locker holder, Branch to obtain Photo, name, address and relationship with that of the locker holder and recorded in the locker register.
- d. All of the above
- e. None of the above

**Answer:- All of the above**

**29. What are the steps to be taken by the Branches for improving allotment of lockers**

- a. Display board in Hindi English and local language conveying availability of lockers may be placed at a place which will have attention and visibility.
- b. A. A campaign for letting out lockers in the nearby residential colonies should be carried out.
- c. A. Since customers are approaching our branches after seeing the vacant lockers on our website so the number of vacant lockers available in the finacle should always tally with those available physical not only for better customer service but also for proper monitoring and recovery of locker rents.

## Topic- SDV Locker Policy

- d. A. Services of marketing officers can be utilised for contacting affluent people of the locality or existing customers for getting references.
- e. All of the above

**Answer:- all of the above**

**30. What is the responsibility of the Locker operations Incharge Officer?**

- a. The custodian of the locker room must check at the end of the day and ensure that no customer is inadvertently trapped in the locker room.
- b. At the end of each day, the officer in-charge of lockers should verify all the lockers operated that day to ensure that they are properly locked
- c. In case a locker is left open without its key: If the licensee is not available the contents should be kept sealed in an envelope in presence of Branch Manager, Accountant/Senior Officer and one/two customers. The packet should be kept under the joint custody of Branch Manager and custodian.
- d. The locker holder is promptly notified about the situation on the next working day. Upon their arrival, confirmation of the contents is obtained before handing them over, against proper acknowledgmen
- e. All of the above

**Answer:- all of the above**