

1. Online Savings Bank Account Branch Assisted Journey can be opened by?

- a. Customer himself by visiting our Bank official website
- b. Through Branch provided Tablet
- c. Through Branch provided PC
- d. Both through Branch provided PC or Tablet
- e. Branch Assisted Journey is not available in our Bank

Answer:- Both through Branch provided PC or Tablet

2. Which are the physical documents to be obtained for Online Savings Bank Account Branch Assisted Journey?

- a. Account opening form & KYC
- b. CIF form, Account opening form & KYC
- c. Account opening form, KYC & Declaration form
- d. Only KYC Documents are sufficient
- e. No need to obtain any physical records or documents

Answer:- No need to obtain any physical records or documents

3. Can we open Joint Account through Online Savings Bank Account Branch Assisted Journey?

- a. Yes, With upto 2 joint related party
- b. Yes, With upto 5 joint related party
- c. Yes, With upto 10 joint related party
- d. Yes, With upto 20 joint related party
- e. No, presently it is enabled for individuals only

Answer:- No, presently it is enabled for individuals only

4. What are the types of account available through this platform?

- a. All schemes available in our bank can be opened in this mode
- b. Digital Union Savings Bank General (DUSBG)
- c. Digital Union Savings Bank Premium (DUSBP)
- d. Both DUSBG & DUSBP scheme
- e. only SBGEN scheme

Answer:- Both DUSBG & DUSBP scheme

5. Customer visit to branch is mandatory for Online Savings Bank Account Branch Assisted Journey?

- a. Customer should invariably visit branch to open account
- b. Customer no need to visit branch to open account
- c. Customer no need to visit branch journey can be completed online

- d. Bank official must visit the customer to open account
- e. Either the Bank Official visits the customer or the customer comes to Branch to open account

Answer:- Either the Bank Official visits the customer or the customer comes to Branch to open account

6. is Video KYC required for Online Savings Bank Account Branch Assisted Journey?

- a. VKYC is not required
- b. VKYC required & Mandatory
- c. Customer must complete VKYC & EKYC
- d. Customer no need to complete VKYC and EKYC
- e. Only CKYC is sufficient

Answer:- VKYC is not required

7. E-KYC required for Online Savings Bank Account Branch Assisted Journey?

- a. E-KYC OTP based verification is required
- b. E-KYC Biometric based verification is required
- c. VKYC is sufficient
- d. Both E-KYC and VKYC is required
- e. Either OTP based or Biometric based E-KYC is required

Answer:- Either OTP based or Biometric based E-KYC is required

8. Can a customer without PAN can open account through Online Savings Bank Account Branch Assisted Journey?

- a. Cannot open without PAN
- b. Can open form 60 is sufficient
- c. can open without pan and form 60
- d. Can open account but has to give OVD and has to select form 60
- e. VKYC is sufficient no need to provide PAN

Answer:- Can open account but has to give OVD and has to select form 60

9. How can a customer add funds to new account opened through Online Savings Bank Account Branch Assisted Journey?

- a. Using Debit Card
- b. Using UPI
- c. Using Internet Banking
- d. To visit nearest Branch to fund account by paying cash at the counter
- e. All of the Above options are correct

Answer:- All of the Above options are correct

10. Will customer get a Virtual Debit card for account opened through Online Savings Bank Account Branch Assisted Journey?

- a. Virtual Debit card will be generated immediately after opening account
- b. Virtual Debit card can be enabled in VYOM after opening account
- c. Virtual Debit Card will be sent through secured Email
- d. Virtual Debit Card will be sent through Secured SMS
- e. No, Customer will not get Virtual Debit Card

Answer:- No, Customer will not get Virtual Debit Card

11. Online Savings Bank Account Branch Assisted Journey is available for Existing customers of our Bank?

- a. Yes, This option is also available for Existing Customers
- b. No, This option is available for only Non Existing Customers
- c. This option is available for both Existing and Non Existing customers
- d. Existing customers can also open account by providing CIF
- e. Yes, But for existing customer duplicate CIF will be created

Answer:- No, This option is available for only Non Existing Customers

12. Customer will get Debit Card if the account is opened through Online Savings Bank Account Branch Assisted Journey?

- a. No, Customer will not get Debit Card
- b. Yes, Only Virtual card will be provided
- c. customer can apply for Debit card while opening the account and the same to be collected from Branch
- d. customer can apply for Debit card while opening the account and the same will be sent to Customer Communication Address
- e. Virtual Debit Card will be provided and the same will be sent through secured Email

Answer:- customer can apply for Debit card while opening the account and the same will be sent to Customer Communication Address

13. Which debit card will be given with Digital Savings Account General?

- a. Rupay Classic Debit Card
- b. Rupay Platinum Debit Card
- c. Rupay Select Debit Card
- d. Rupay JCB Card
- e. Rupay NCMC card

Answer:- Rupay Classic Debit Card

14. Which debit card will be given with Digital Savings Account Premium?

- a. Rupay Classic Debit Card

- b. Rupay Platinum Debit Card
- c. Rupay Select Debit Card
- d. Rupay JCB Card
- e. Rupay NCMC card

Answer:- Rupay Platinum Debit Card

15. NRI can open account outside India through Online Savings Bank Account Branch Assisted Journey?

- a. Yes account can be opened with valid Aadhaar
- b. Yes account can be opened with valid PAN
- c. Yes account can be opened with valid Aadhaar & PAN
- d. Yes account can be opened with valid Aadhaar & PAN with Indian mobile number
- e. No, account cannot be opened

Answer:- No, account cannot be opened

16. Minor can open account outside India through Online Savings Bank Account Branch Assisted Journey?

- a. Yes Minor can open account jointly with guardian using this journey
- b. Yes Minor above 10 year age can open account using this journey
- c. Yes Minor can open account jointly with only Father using this journey
- d. Yes Minor can open account jointly with only Mother using this journey
- e. No, Minor cannot be opened account using this journey

Answer:- No, Minor cannot be opened account using this journey

17. Aadhaar masking is require before upload in Online Savings Bank Account Branch Assisted Journey?

- a. Yes, First 6 Digit to be masked
- b. Yes, First 7 Digit to be masked
- c. Yes, First 8 Digit to be masked
- d. Yes, First 9 Digit to be masked
- e. No, Aadhaar masking is nor required

Answer:- Yes, First 8 Digit to be masked

18. Unique reference number will be generated in which form for Online Savings Bank Account Branch Assisted Journey?

- a. APXXXXXXXXXX
- b. BPXXXXXXXXXX
- c. CPXXXXXXXXXX
- d. DPXXXXXXXXXX
- e. EPXXXXXXXXXX

Answer:- APXXXXXXXXXX

19. CKYC identifier search option is available in Online Savings Bank Account Branch Assisted Journey?

- a. CKYC Identifier search is not available
- b. CKYC Identifier search is available
- c. CKYC Identifier search is automated
- d. CKYC Identifier to be done manually
- e. Aadhaar verification is sufficient CKYC Identifier not required

Answer:- CKYC Identifier search is not available

20. Can Customer provide an address that's different from Aadhaar address for communication purpose?

- a. Customer can provide different address for communication purposes
- b. The communication address will be verified through OVDs during the journey
- c. customer can also provide communication address on declaration basis
- d. Branches must obtain OVD of declaration address within 2 months
- e. All the above options are correct

Answer:- All the above options are correct

21. CKYC to be done in Online Savings Bank Account Branch Assisted Journey?

- a. Branches should obtain KYC Documents from customer and the same to be uploaded in CKYC
- b. Branches should download KYC Documents from Images portal same to be uploaded in CKYC
- c. CKYC is automated, Branches no need to do CKYC
- d. CKYC to be done after DMSOPN
- e. VKYC is sufficient no need for CKYC

Answer:- CKYC is automated, Branches no need to do CKYC

22. Branch provided Tablets having any app for Online Savings Bank Account Branch Assisted Journey?

- a. Menu is available in CASA fusion app
- b. Menu is available in Scale Union app
- c. Menu is available in Scale CASA app
- d. Menu is available in CASAbapp app
- e. Menu is available in Scale fusion app

Answer:- Menu is available in Scale fusion app

23. What is the Website address to do Online Savings Bank Account Branch Assisted Journey?

- a. <https://casabrandh.unionbankofindia.co.in/>
- b. <https://branchcasa.unionbankofindia.co.in/>
- c. <http://baap.unionbankofindia.co.in/>
- d. <http://baap.unionbankofindia.co.in/>
- e. <http://casabaap.unionbankofindia.co.in/>

Answer:- <https://casabrandh.unionbankofindia.co.in/>

24. Which are the fields to be updated in Customer contact details?

- a. Basic Details
- b. KYC Documentation Authentication
- c. Details for prospect Lead Creation
- d. Declaration and Consent
- e. All of the Above options are correct

Answer:- All of the Above options are correct

25. How mobile number will be verified in Online Savings Bank Account Branch Assisted Journey?

- a. Through OTP
- b. Through Verification link
- c. On field without verification
- d. Mobile number not required for the journey
- e. Aadhaar verification is sufficient

Answer:- Through Verification link

26. Is Email id mandatory to open account through Online Savings Bank Account Branch Assisted Journey?

- a. Its not compulsory
- b. Its Compulsory
- c. Email id will be auto created
- d. Email address option is not available in this journey
- e. Email ID to be provided and the same to be verified

Answer:- Its not compulsory

27. Is Mobile linked with Aadhaar number is required to open account through Online Savings Bank Account Branch Assisted Journey?

- a. Aadhaar number is sufficient
- b. Mobile number is sufficient
- c. Aadhaar linked mobile number is required to share OTP
- d. Aadhaar and Mobile number not required in this journey
- e. PAN is sufficient, Mobile linked with Aadhaar is not required

Answer:- Aadhaar linked mobile number is required to get OTP

28. Customer will get Cheque book if the account is opened through Online Savings Bank Account Branch Assisted Journey?

- a. No, Customer will not get Cheque Book
- b. Customer can apply for cheque book through Branch
- c. customer can apply for Cheque Book while opening the account and the same to be collected from Branch
- d. customer can apply for Cheque Book while opening the account and the same will be sent to Customer Communication Address
- e. Digital Cheque will be provide through secure mail to customer

Answer:- customer can apply for Cheque Book while opening the account and the same will be sent to Customer Communication Address

29. Can a existing customer open account using Online Savings Bank Account Branch Assisted Journey?

- a. Yes, Journey is Automated
- b. Yes, By providing existing CIF
- c. No need to provide CIF software will auto pick CIF based on Aadhaar details
- d. Yes, Software will open account but new CIF will be created
- e. No, This option is available only for New to Bank Customers (NTB) only

Answer:- No, This option is available only for New to Bank Customers (NTB) only

30. Is Name match between Aadhaar and PAN is compulsory in Online Savings Bank Account Branch Assisted Journey?

- a. No, Name Match is not necessary
- b. Only name in Aadhaar will be taken by system to open account
- c. Only name in PAN will be taken by system to open account
- d. Customer has a option to select either Aadhaar name or PAN name while opening account
- e. Name match between Aadhaar and PAN is mandatory

Answer:- Name match between Aadhaar and PAN is mandatory