

1. Branch assisted journey is further divided into .....
  - a. Case where customer has aadhaar and Pan
  - b. Case where customer has pan and no aadhaar
  - c. Case where customer has aadhaar and no Pan
  - d. Both 1 and 2
  - e. Both 1 and 3

**Answer:- Both 1 and 3**

2. How many options are available for aadhaar verification in Branch Assisted journey?
  - a. 1
  - b. 3
  - c. 2
  - d. 4
  - e. None

**Answer:- 2**

3. In Assisted Journey Aadhar can be verified with?
  - a. EKYC with osv
  - b. Biometric
  - c. only Biometric
  - d. Both
  - e. None

**Answer:- Both**

4. If Aadhaar and PAN both are not available, details of lead creation is available in
  - a. CASA platform
  - b. CRM
  - c. Both CRM and CASA platform
  - d. None
  - e. Branch Dairy

**Answer:- CRM**

5. In how many schemes Digital SB account can be opened?
  - a. 4
  - b. 2
  - c. 3
  - d. 1
  - e. 5

**Answer:- 2**

6. Under which tab debit card and chequebook can be applied?

- a. Basic services
- b. Value added services
- c. Additional services
- d. None
- e. Automatically selected as yes for both

**Answer:- Value added services**

**7. Mandatory supporting documents in case branch select Ekyc with osv option**

- a. Aadhar profile photo
- b. aadhaar card
- c. proof of dob
- d. Signature
- e. Both 2 and 4

**Answer:- Both 2 and 4**

**8. Can joint account be opened through online Savings Bank Account**

- a. Yes
- b. Yes only first holders details can be created. Joint holder to be added manually
- c. Yes with limited facilities
- d. No
- e. both 1 and 3

**Answer:- No**

**9. Pre-requisites and Mandatory requirements for Account opening**

- a. Original Aadhaar Card
- b. Original PAN Card/ Form 60
- c. Valid Communication address proof supporting local address or any OVD documents
- d. Mobile number linked to Aadhaar for OTP
- e. All

**Answer:- All**

**10. How to resume application, if it could not be completed in one go in CASA Assisted journey**

- a. My Application
- b. Application status
- c. incomplete application
- d. Resume application
- e. appliccation details

**Answer:- My Application**

11. Can account be opened through self journey mode, if mobile is not linked with Aadhaar Number

- a. Yes
- b. Yes mobile no verification will be done separately
- c. No
- d. both 1 and 2
- e. Either 1 or 2

**Answer:- No**

12. Can Account be opened without entering occupation details

- a. yes
- b. It will be submitted for later updation
- c. No, the link will not move forward
- d. The same can be submitted at the last
- e. Either 2 or 4

**Answer:- No, the link will not move forward**

13. Aadhar masking is required before upload or not?

- a. No
- b. Yes full masking
- c. Yes only first 8 digits
- d. yes only last 8 digits
- e. yes only middle 8 digits

**Answer:- Yes only first 8 digits**

14. What is DUSBG

- a. Digital Saving Bank General
- b. Digiunion Saving Bank General
- c. Digital Uniquesaving Bank General
- d. Digital Union Saving Bank General
- e. Digital Saving Bank

**Answer:- Digital Union Saving Bank General**

15. What is the maximum time for V-KYC link to be valid

- a. 24 hrs
- b. 48 hrs
- c. 72 hrs
- d. 36 hrs
- e. 60 hrs

**Answer:- 72 hrs**

16. Can a Customer modify address after successful v-KYC

- a. Yes
- b. No
- c. Yes the details will be pushed to branch portal for updation
- d. Fresh vkyc will be followed
- e. Both 1 and 4

**Answer:- No**

17. What are the value added services available

- a. SMS banking
- b. mobile banking
- c. debit card and chequebook
- d. all 3
- e. option 2 and 3

**Answer:- all 3**

18. What are the steps involved in opening digital savings bank account in Self mode

- a. Account opening through ekyc
- b. Document upload
- c. Completing vkyc
- d. all 3
- e. Both 1 and 3

**Answer:- Both 1 and 3**

19. In Self journey mode, Limited Kyc account is opened by the customer initially under ----  
----- scheme

- a. DUSBG
- b. DUSBP
- c. DUSBL
- d. Both 1 and 3 depending on credit in account
- e. any of the 3

**Answer:- DUSBL**

20. What is the full form of DUSBP

- a. Digital Union Saving Bank Premium
- b. DigitalSaving Bank Premium
- c. Saving Bank Premium
- d. Digi Saving Bank Premium
- e. Digi Unique Sb Premium

**Answer:- Digital Union Saving Bank Premium**

21. What is the tab available for resuming existing application in self journey mode

- a. Resume application
- b. Application status
- c. Track my Application
- d. Application details
- e. Incomplete application

**Answer:- Track my Application**

22. Can the product variant be changed ?

- a. yes
- b. No
- c. Yes after the process
- d. Yes in modification tab
- e. Both 3 and 4

**Answer:- No**

23. Does the application facilitates dedupe functionality in Self Serve Journey

- a. Yes
- b. No
- c. Only after Cif creation
- d. after ac opening
- e. Both 3 and 4

**Answer:- Yes**

24. If the application with same details exists.....

- a. The resume journey will start if kyc has been done
- b. The resume journey will start if kyc has been done within the previous 24 hrs
- c. The resume journey will start if kyc has been done within the previous 2 days
- d. The resume journey will start if kyc has been done within the previous 3 days
- e. The resume journey will start if kyc has been done within the previous 48 hrs

**Answer:- The resume journey will start if kyc has been done within the previous 3 days**

25. What is the full form of DUSBL

- a. DigiUnion saving Bank
- b. Saving Bank Limited Ac
- c. Digital Union Saving Bank Limited
- d. Digital Union Saving Bank
- e. Digiunion Saving Bank

**Answer:- Digital Union Saving Bank Limited**

26. Video KYC slots are available from.....

- a. 7.00 am to 7.00 pm
- b. 8.00am to 8.00 pm
- c. 9.00 am to9.00 pm
- d. 10.00 am to10.00 pm
- e. 6.00 am to12.00 am

**Answer:- 8.00am to 8.00 pm**

**27. What are the next steps if Vkyc is rejected**

- a. Fresh vkyc link and slot is provided
- b. Account opening lead is available in crm
- c. Fresh process tobe initiated
- d. Account is closed from backend within 24 hrs
- e. Customer can visit branch for completing process

**Answer:- Customer can visit branch for completing process**

**28. What other branch details available once the account no is generated**

- a. Branch Name
- b. Branch Address
- c. Branch IFSC code
- d. Both 1 and 3
- e. Both 1,2 and 3

**Answer:- Both 1 and 3**

**29. Scheme products features can be seen in which tab of Self Journey**

- a. Scheme
- b. Scheme details
- c. Compare
- d. Compare scheme
- e. Scheme list

**Answer:- Compare**

**30. KYC (Aadhaar Autentication) will be required to done again if..**

- a. If an existing application is resumed after 2days
- b. If an existing application is resumed after 4 days
- c. If an existing application is resumed after 3 days
- d. If an existing application is resumed after 1 day
- e. Not required

**Answer:- If an existing application is resumed after 3 days**

**31. Available Conversant languages for the RE Agents**

- a. 3

- b. 2
- c. 5
- d. 8
- e. 10

**Answer:- 2**

**32. What are the requirements of vkyc process**

- a. PAN/aadhaar card/ovd for address
- b. photo
- c. pen and paper
- d. option 1 and 2
- e. option 1and 3

**Answer:- option 1and 3**

**33. What are the types of account available for opening through this platform**

- a. DUSBG
- b. DUSBP
- c. DUSBPE
- d. Option 1 and 2
- e. option 1 and 3

**Answer:- Option 1 and 2**

**34. Is funding in the account mandatory**

- a. Immediately
- b. within 24 hrs
- c. within 48 hrs
- d. optional
- e. within 12 to 24 hrs

**Answer:- optional**

**35. Login credentials for the Assisted journey plattform**

- a. Branch code
- b. Branch sol
- c. PF
- d. ifsc code
- e. UBI+branch sol

**Answer:- PF**

**36. How many modes available in the new digital saving account platform**

- a. 3
- b. 2

- c. 1
- d. 4
- e. 5

**Answer:- 2**

**37. What are the modes available in the digital saving bank account platform**

- a. Self Serve
- b. Assisted
- c. App
- d. Option 1 and 2
- e. Option 1 and 3

**Answer:- Option 1 and 2**

**38. Who can apply for digital saving bank account**

- a. Individual
- b. Non individual
- c. Joint individual ac
- d. Minor
- e. Option 1 , 3 and 4

**Answer:- Individual**

**39. Can account be opened without nomination**

- a. Yes but can be added later in the process
- b. No , it is mandatory
- c. Yes but can be modified later at branch
- d. Option 1 and 3
- e. Only option 1

**Answer:- Yes but can be modified later at branch**

**40. What are the tabs available in the sb platform (Assisted )**

- a. Dashboard
- b. My application
- c. CFR check
- d. MIS report
- e. All the above

**Answer:- All the above**

**41. Which of the following features are available in assisted journey portal**

- a. VAS details
- b. Name match
- c. CFR check

- d. Option 1 and 2
- e. All the above

**Answer:- All the above**

**42. In case of Digital Savings Account General (DUSBG) customer will get.....**

- a. Visa card
- b. Rupay Classic debit card
- c. Rupay Platinum Debit card
- d. Signature card
- e. Option 1 or 2

**Answer:- Rupay Classic debit card**

**43. In case of Digital Savings Bank Account Premium (DUSBP) customer will get**

- a. Visa card
- b. Rupay Platinum Debit card
- c. Rupay Classic debit card
- d. Signature card
- e. Option 1 or 2

**Answer:- Rupay Platinum Debit card**

**44. What if customer could not complete VKYC within 30 Days**

- a. Account will be closed
- b. Account will be total Freezed
- c. Customer may visit the branch for manual KYC
- d. Debit operations will be freezed in the account
- e. Option 3 and 4

**Answer:- Option 3 and 4**

**45. DUSBL scheme is equivalent to.....?**

- a. SBGEN
- b. BSBDA
- c. BSBDS
- d. UDSA
- e. Non of the above

**Answer:- BSBDS**