

## Topic- ATM POLICY

1. Cash replenishment shall be through ----- by using lockable cassettes in ATM'S, which shall be swapped at the time of cash replenishment as per RBI guidelines.
- a) Cassette swap method
  - b) Swap method
  - c) Cassette exchange method
  - d) Cassette replenishment method
  - e) None

**Answer** Cassette swap method

2. Cash replenishment shall be done, with digital ----- lock.
- a) One time combination (OTC)
  - b) Over The counter (OTC)
  - c) Offline Transfer Combination (OTC)
  - d) One time Close (OTC)
  - e) None

**Answer** One time combination (OTC)

3. What is the validity period of debit card?
- a) 5 Years
  - b) 7 Years
  - c) 5 or 7 years
  - d) 10 years
  - e) 3 years

**Answer** 5 or 7 years

4. What is on-site ATM?
- a) One installed in the branch premises
  - b) Within a distance of 500 meters from the branch
  - c) Within a distance of 100 meters from the branch
  - d) a or b

## Topic- ATM POLICY

e) None

**Answer a or b**

**5. ATMS set up, owned and operated by non-banks are known as----- ?**

- a) White label ATM's (WLA)
- b) Brown label ATM's (BLA)
- c) Yellow label ATM's (YLA)
- d) No label ATM's (NLA)
- e) None

**Answer White label ATM's (WLA)**

**6. What is correct about CAPEX model?**

- a) Under capex model, ATM is owned by the Vendor and site is developed and maintained by the Bank.
- b) Under capex model, ATM is owned by the Bank and site is developed and maintained by the Vendor.
- c) Under capex model, ATM is owned by the vendor and site is developed and maintained by the vendor.
- d) Under capex model, ATM is owned by the Private player and site is developed and maintained by the Vendor.
- e) Under capex model, ATM is owned by the Bank and site is developed and maintained by the Bank.

**Answer Under capex model, ATM is owned by the Bank and site is developed and maintained by the Bank.**

**7. What is correct about OPEX model?**

- a) Under Opex model, ATM is owned by the Vendor and site is developed and maintained by the Bank.
- b) Under Opex model the ATM is owned by the outsourced vendor and site is also developed and maintained by the vendor.
- c) Under Opex model, ATM is owned by the Private player and site is developed and maintained by the Vendor.
- d) Under Opex model, ATM is owned by the Bank and site is developed and maintained by the Bank.
- e) None

## Topic- ATM POLICY

**Answer** Under opex model the ATM is owned by the outsourced vendor and site is also developed and maintained by the vendor.

**8. What is parameter to make the ATM economically viable ?**

- a) Endeavor should be to generate 100 plus hits per day within 6 months of installation.
- b) Endeavor should be to generate 1000 plus hits per day within 6 months of installation.
- c) Endeavor should be to generate 200 plus hits per day within 6 months of installation.
- d) Endeavor should be to generate 500 plus hits per day within 6 months of installation.
- e) None of the above

**Answer** Endeavor should be to generate 100 plus hits per day within 6 months of installation.

**9. Cash-out of any ATM for more than ---hours in a month will attract a flat penalty of Rs ---- per ATM.**

- a) 20; Rs10000
- b) 10; Rs10000
- c) 24; Rs10000
- d) 10; Rs25000
- e) 24; Rs25000

**Answer** 10; Rs10000

**10. Chargeback claim for acquirer transactions received from other bank through NPCI / visa / Mastercard are uploaded in the --- menu in Finacle by Reconciliation vertical.**

- a) ATMCLAIM
- b) HATMCLAIM
- c) HACSS
- d) HDCLAIM
- e) ACSS

**Answer** ACSS

**11. Delegation of opening/closure of capex offsite ATM site is vested with?**

- a) Regional Head

## Topic- ATM POLICY

- b) ZONAL HEAD
- c) Vertical Head/CGM (DMD)
- d) AGM Deposit Mobilization Department, who is handling Debit Card Portfolio.
- e) GM/vertical Head of operations central office

**Answer GM/vertical Head of operations central office**

12. The replacement of spare parts as and when required Up to ---- is decentralized to Ros.

- a) No power
- b) Rs.5.00lakh (incl. taxes)
- c) Rs.5.00lakh (excl. taxes)
- d) Rs.1.00lakh (incl. taxes)
- e) Rs.1.00lakh (excl. taxes)

**Answer Rs.1.00lakh (excl. taxes)**

13. Who will pay the charges to service provider on per transaction basis?

- a) Operations department, Zonal Office
- b) Operations department, Regional Office
- c) DMD, Central Office
- d) Operations department, Central Office
- e) ATM operations department, Central Office

**Answer ATM operations department, Central Office**

14. Non-24-hour ATM/CRMs shall be opened at ---- and closed by --- irrespective of holidays.

- a) 6 a.m.; 6 p.m.
- b) 8 a.m.;8 p.m.
- c) 12.00 pm; 12 a.m.
- d) No fix time
- e) DEPENDS

**Answer 8 a.m.;8 p.m.**

15. The life span of the automated machine is considered as ?

- a) 5 YEARS
- b) 10 YEARS

## Topic- ATM POLICY

- c) 15 YEARS
- d) 3 YEARS
- e) 7 YEARS

**Answer 5 YEARS**

16. Code for the combination lock should be changed once in---- compulsorily even though the same custodians are operating the ATM/CRM.

- a) six months
- b) twelve months
- c) 1 month
- d) 1 week
- e) 1 fortnight

**Answer six months**

17. \_\_\_ feature enables customers to withdraw cash from ATM by scanning the QR code displayed on the ATM screen without the need of debit card.

- a) Interoperable cardless cash withdrawal (ICCW)
- b) Interoperable card cash withdrawal (ICCW)
- c) Interoperations cardless cash withdrawal (ICCW)
- d) Interoperable cardless currency withdrawal (ICCW)
- e) Interoperable cardless cash withdrawal (ICCW)

**Answer Interoperable cardless cash withdrawal (ICCW)**

18. Branch official / custodian should conduct periodical inspection (at least once a month) of the ATM site and verify which of the following parameters & and send a certificate to this effect to Ros?

- a) If there is any tampering with card reader by affixing skimming device
- b) Any hidden camera affixed for capturing the password
- c) Whether the regular DVSS/CCTV is functioning property
- d) 1&2
- e) All

**Answer All**

19. What are the no. of digits in ATM combination lock?

- a) 4
- b) 6
- c) 4 or 6

## Topic- ATM POLICY

- d) 2
- e) 10

**Answer 4 or 6**

20. **Based on the ATM/comfort lobby location' who will be the competent authority to decide the deployment of Armed security Guard/unarmed security Guard?**
- a) Deputy Regional Head (Business Operations) of the respective region
  - b) Deputy Regional Head (Business Development)of the respective region
  - c) Regional Head of the respective region
  - d) CM Operations of the respective region
  - e) 1 OR 2

**Answer Regional Head of the respective region**

21. **\_\_\_ shall review the cash out status of ATMs on daily basis, sensitize the Branches/Field functionaries and ensure timely fixing of staff accountability in this regard.**
- a) Deputy Regional Head (Business Operations) of the respective region
  - b) Deputy Regional Head (Business Development)of the respective region
  - c) Regional Head of the respective region.
  - d) CM Operations of the respective region
  - e) 1 OR 2

**Answer Deputy Regional Head (Business Operations) of the respective region**

22. **Bank has developed cash optimization process for cash in onsite ATM to ensure branches to load cash in ATMs through Finacle menu-----.**
- a) ATMCLAIM
  - b) ACSS
  - c) ATMREC
  - d) ATM
  - e) ATMREP

**Answer ATMREP**

23. **Which one is correct about site location?**
- a) location should be such that it is at vantage location

**Topic- ATM POLICY**

- b) spacious at least 6x10 sq.ft
- c) the ground floor and main road
- d) The sites should not be in secluded places or places restricted to public
- e) ALL OF THE ABOVE

**Answer ALL OF THE ABOVE**

**24. The Off/on site ATM'S should be equipped with a DVSS Camera/Closed circuit TV of adequate capacity with backup of ---- for recording the activities in the ATM station.**

- a) 7 days
- b) 15 days
- c) 30 days
- d) 60 days
- e) 90 days

**Answer 90 days**

**25. The off-site ATM should be preferably within--- of a nearest branch of Union Bank**

- a) 0.5 km
- b) 3 km
- c) 1 km
- d) 5 km
- e) 10 km

**Answer 10 km**

**26. All Capex ATM'S/CRM's shall be insured by?**

- a) SSD Vertical, Central office with Banker's Indemnity Policy and computer & Electronic Crime policy"
- b) DBD Vertical, Central office with Banker's Indemnity Policy and computer & Electronic Crime policy"
- c) Respective Operations Vertical, Regional office with Banker's Indemnity Policy and computer & Electronic Crime policy"
- d) DMD with Banker's Indemnity Policy and computer & Electronic Crime policy"
- e) Respective Operations Vertical, Zonal office with Banker's Indemnity Policy and computer & Electronic Crime policy"

**Answer SSD Vertical, Central office with Banker's Indemnity Policy and computer & Electronic Crime policy"**

**Topic- ATM POLICY**

27. Banker's Indemnity Policy and computer & Electronic Crime policy" which included insurance cover for?

- a) fire and allied perils
- b) earthquake
- c) short circuit
- d) electrical fire
- e) All

**Answer All**

28. Banker's Indemnity Policy and computer & Electronic Crime policy" which included insurance cover for?

- a) water and humidity
- b) corrosive gases
- c) terrorism
- d) burglary and Loss of cash
- e) All

**Answer All**

29. "RSMD" in ATM Policy is?

- a) riot, strike, malicious damage
- b) Regional strike and Malicious Damage
- c) risk, strike, malicious damage
- d) riot, server loss, malicious damage
- e) riot, strike, mutilation defect

**Answer riot, strike, malicious damage**

30. "STFI" in ATM Policy is?

- a) storm, tempest, flood, inundation
- b) storm, tempest, flood, inflation
- c) storm, tempest, fraud, inundation
- d) short circuit, tempest, flood, inundation
- e) staff, tempest, flood, inundation

**Answer storm, tempest, flood, inundation**