

1. **Cases of Attempted Fraud, shall be reported by the Regional Office to -----**
  - a. PBOD, CO
  - b. FMD (TM&FM)
  - c. Central Vigilance Dept.,
  - d. CA & ID
  - e. Police Authorities

**Answer:- FMD (TM&FM)**

2. **How often does the Fraud Monitoring Group-I (FMG-I) meet by default, and how often might it convene under certain circumstances?**
  - a. Monthly; Never more than once a month.
  - b. Weekly; More than once a week.
  - c. Quarterly; As needed.
  - d. Monthly; More than once a month based on exigencies.
  - e. Biannually; At least once every two months.

**Answer:- Monthly; More than once a month based on exigencies.**

3. **How often must the Technology Related Fraud Scrutiny Committee (TRFSC) meet, at minimum?**
  - a. Weekly
  - b. Monthly
  - c. Bi-monthly
  - d. Quarterly
  - e. Annually

**Answer:- Monthly**

4. **How should incidents of fraud be reported to the FMD, TM&FM?**
  - a. Through a formal letter sent by post
  - b. By filing a report on the CHAKSHU portal
  - c. Via email to [agmrmd.fraudrisk@unionbankofindia.bank](mailto:agmrmd.fraudrisk@unionbankofindia.bank),  
[frmd@unionbankofindia.bank](mailto:frmd@unionbankofindia.bank)
  - d. By calling the bank's customer service
  - e. Through an online form

**Answer:- Via email to [agmrmd.fraudrisk@unionbankofindia.bank](mailto:agmrmd.fraudrisk@unionbankofindia.bank),  
[frmd@unionbankofindia.bank](mailto:frmd@unionbankofindia.bank)**

5. **In case of credit-related frauds where the account is under NPA Category at the time of detection of fraud, the provision shall not be:**
  - a. Equal to the provision made at the time of fraud detection.
  - b. Greater than the provision made at the time of fraud detection.

- c. Less than the provision already made in the account (as per IRAC Norms)
- d. The same as the outstanding loan balance.
- e. Determined based on the recovery prospects of the fraud amount.

**Answer:- Less than the provision already made in the account (as per IRAC Norms)**

**6. In fraud cases of Rs. 3.00 Crs & above, through which department should CRILC reporting be done?**

- a. RMD
- b. Audit & Inspection
- c. CRILC Cell, CCM Department
- d. TM&FM
- e. Legal Department

**Answer:- CRILC Cell, CCM Department**

**7. In which scenario does a fraud occur with the involvement of both bank employees and outsider who may or may not be customer of the bank?**

- a. Customer-exclusive outsider fraud.
- b. Employee-insider collusion fraud.
- c. Outsider-customer collusion fraud.
- d. Employee-outsider collusion fraud.
- e. Insider-supported outsider fraud.

**Answer:- Employee-outsider collusion fraud.**

**8. What does the acronym FRIEND stands for in the UNION FRIEND portal?**

- a. Fraud Related Intelligent End to End Digitization
- b. Fraud Risk Intelligent End to End Digitization
- c. Fraud Response Internal End to End Digitization
- d. Fraud Regulation Interactive End to End Digitization
- e. Fraud Review Integrated End to End Digitization

**Answer:- Fraud Related Intelligent End to End Digitization**

**9. What is the minimum quorum for the Fraud Monitoring Group-I (FMG-I) at Central Office?**

- a. 3 members
- b. 4 members
- c. 5 members
- d. 6 members
- e. 7 members

**Answer:- 5 members**

**10. What is the minimum threshold for credit-related fraud cases to be examined by the Zonal Level Fraud Recommendation Committee (ZLFRC-I)?**

- a. Rs. 5.00 Crores
- b. Rs. 10.00 Crores
- c. Rs. 15.00 Crores
- d. Rs. 20.00 Crores
- e. Rs. 25.00 Crores

**Answer:- Rs. 25.00 Crores**

**11. What is the minimum threshold for non-credit related cases to be considered by the FMG-I?**

- a. Rs. 5.00 Crores
- b. Rs. 7.50 Crores
- c. Rs. 10.00 Crores
- d. Rs. 15.00 Crores
- e. Rs. 20.00 Crores

**Answer:- Rs. 10.00 Crores**

**12. What is the primary purpose of KYC compliance and due diligence standards?**

- a. To assess customer creditworthiness
- b. To ensure the identification and verification of customers
- c. To evaluate market risk
- d. To monitor employee performance
- e. To detect system vulnerabilities

**Answer:- To ensure the identification and verification of customers**

**13. What is the primary purpose of the CHAKSHU portal under the Sanchar Saathi initiative?**

- a. To handle financial fraud cases
- b. To report suspected fraud communications through Call, SMS, or WhatsApp
- c. To monitor telecom service quality
- d. To provide customer support for telecom services
- e. To promote digital literacy

**Answer:- To report suspected fraud communications through Call, SMS, or WhatsApp**

**14. What is the primary scope of the Technology Related Fraud Scrutiny Committee (TRFSC)?**

- a. All non-credit related cases
- b. All credit related cases involving Rs 25.00 Cr & above
- c. ATM/Debit card/credit card/POS/AEPS/UPI/Internet banking frauds

- d. KYC related frauds
- e. Employee fraud

**Answer:- ATM/Debit card/Credit card/POS/AEPS/UPI/Internet banking frauds**

**15. What is the purpose of the UNION FRIEND portal?**

- a. To handle customer service inquiries
- b. To manage payroll processing
- c. To facilitate all aspects of fraud governance
- d. To provide online banking services
- e. To monitor employee performance

**Answer:- To facilitate all aspects of fraud governance**

**16. What is the threshold amount for non-credit related frauds to be recommended by the ZLFRC-I as "Fraud" or "No Fraud"?**

- a. Rs. 2.00 Crores
- b. Rs. 5.00 Crores
- c. Rs. 7.50 Crores
- d. Rs. 10.00 Crores
- e. Rs. 15.00 Crores

**Answer:- Rs. 10.00 Crores**

**17. What should be done if an incident revealing suspicious element or possible fraud comes to the knowledge of a branch/office?**

- a. Report it to local law enforcement
- b. Inform the Nodal officer of the concerned Regional Office/FGMO/Vertical of Central Office
- c. Ignore the incident
- d. Report it to the media
- e. Report it to the customer's family

**Answer:- Inform the Nodal officer of the concerned Regional Office/FGMO/Vertical of Central Office**

**18. What type of fraud cases are NOT reported through the UNION FRIEND portal?**

- a. Digital fraud cases
- b. Suspected credit fraud cases
- c. Non-credit fraud cases
- d. Fraud cases involving amounts less than Rs.1 crore
- e. KYC related frauds

**Answer:- Digital fraud cases**

**19. What type of fraud involves bank employees acting alone to deceive the bank?**

- a. Employee-customer collusion fraud.
- b. Insider-supported outsider fraud.
- c. Employee-perpetrated fraud.
- d. Customer-exclusive outsider fraud.
- e. Employee-insider collusion fraud.

**Answer:- Employee-perpetrated fraud.**

**20. When there is delayed reporting of fraud cases to the Reserve Bank of India, what percentage of provision is made on the amount involved in fraud during the quarter of detection?**

- a. 25
- b. 50
- c. 75
- d. 100
- e. It varies depending on the nature of the fraud.

**Answer:- 100**

**21. Where should financial fraud complaints be raised?**

- a. CHAKSHU Portal
- b. Local Police Station
- c. Cyber Crime Police Station
- d. Through 1930 or <https://www.cybercrime.gov.in>
- e. Telecom Regulatory Authority of India

**Answer:- Through 1930 or <https://www.cybercrime.gov.in>**

**22. Which committee examines credit-related suspected frauds up to Rs 25.00 Cr for branches other than LCBs?**

- a. Fraud Monitoring Group-I (FMG-I)
- b. Fraud Monitoring Group-II (FMG-II)
- c. Technology Related Fraud Scrutiny Committee (TRFSC)
- d. Credit Review Committee
- e. Audit & Inspection Committee

**Answer:- Fraud Monitoring Group-II (FMG-II)**

**23. Which initiative involves staff participation to promote vigilance within the organization?**

- a. Preventive Vigilance Committee
- b. System Access Control
- c. Job Rotation Policy
- d. Best Practices Code

- e. Risk Based Monitoring

**Answer:- Preventive Vigilance Committee**

**24. Which type of fraud does the CHAKSHU portal NOT handle?**

- a. KYC related to Bank/Electricity/Gas/Insurance policy
- b. Fake Customer Care Helpline
- c. Online job/lottery/gifts/loans offer
- d. Financial fraud
- e. Impersonation as Government official/relative

**Answer:- Financial fraud**

**25. Which types of branches/offices' fraud cases are excluded from the ZLFRC-I's scope for examination?**

- a. Only Foreign Branches
- b. Only Large Corporate Branches (LCB)
- c. All branches except Foreign Branches
- d. Only Small and Medium Branches (SAMB)
- e. All branches including LCB/MCB/SAMB

**Answer:- Only Foreign Branches**

**26. Who is a mandatory member of the Fraud Monitoring Group-I (FMG-I) for cases pertaining to their department/vertical?**

- a. Branch manager
- b. The CGM/Head of Department/Vertical
- c. The DGM/AGM (Vigilance)
- d. The CRO
- e. The CLO

**Answer:- The CGM/Head of Department/Vertical**

**27. Who is the mandatory convener of the Technology Related Fraud Scrutiny Committee (TRFSC)?**

- a. DGM/AGM, A&I
- b. DGM/AGM, Law
- c. DGM/AGM, Operation Dept
- d. DGM/AGM, TM & FM (FMD)
- e. DGM/AGM, RMD

**Answer:- DGM/AGM, Operation Dept**

**28. Who is the Nodal Officer at Regional Offices (ROs) for reporting suspicious elements or possible fraud?**

- a. Regional Head

Topic- Fraud Management

- b. Zonal Head
- c. Deputy Regional Head
- d. Branch Manager
- e. General Manager

**Answer:- Deputy Regional Head**

29. Who verifies the application and recommends case entry in the UNION FRIEND portal?

- a. Special Committee of the Board
- b. Branch Manager
- c. RO/FGMO/Vertical level
- d. MD&CEO
- e. Audit Committee

**Answer:- RO/FGMO/Vertical level**

30. Zonal Level Fraud Recommendation Committee-I (ZLFRC-I) will have -----members

- a. 2
- b. 3
- c. 4
- d. 5
- e. 6

**Answer:- 4**