

1. Bank has launched a project for transforming CASA and building business. What is the name of the Project?
  - a. LEAP
  - b. LEAD
  - c. Phoenix
  - d. Power
  - e. Unite with Union

**Answer:- LEAP**

2. What does 'P' in 'LEAP' stands for?
  - a. Project
  - b. Protection
  - c. Privilege
  - d. Premium
  - e. Premier

**Answer:- Protection**

3. Which among the following is incorrect with regard to vision of 'LEAP'?
  - a. Primary banker to 3 Cr Indians
  - b. Maximum market share
  - c. Sustainable CASA book
  - d. Customer centric bank for all generations
  - e. Reclaim the rightful market share based on branch share

**Answer:- Primary banker to 3 Cr Indians**

4. Which among the following is not an emerging challenge for the bank?
  - a. Deposit Mobilization
  - b. Customer Service
  - c. NPA Recovery
  - d. Employee Retention
  - e. RAM Growth

**Answer:- Employee Retention**

5. Under Project power 2.0, Bank is focusing on various Strategic initiatives. Exception is ..... Fill in the blanks.
  - a. RuSu Banking
  - b. Growth Hotspots
  - c. Women Customers
  - d. Digital Marketing

Topic- Strategic Initiative of Bank

- e. Customer Centricity

**Answer:- Digital Marketing**

6. RuSu banking under Power 2.0 focusses on :

- i)Intensifying competition
- ii)Untapped potential
- iii)Increase wallet share
- iv)Reinforce channel strength.
- v)Expand Reach

**Which of the following option is/are correct?**

- a. i,ii,iii,iv are correct
- b. i,ii,iii are correct
- c. i,ii,iii,v are correct
- d. i,iii,iv,v are correct
- e. Options i-v are correct

**Answer:- i,ii,iii,iv are correct**

7. Growth Hotspots under Power 2.0 focusses on:

- i)Analysis of economic activity
- ii)High growth centres
- iii)Micro market strategy
- iv)Cross sell opportunities
- v) Reinforce channel strength

**Which of the following option is/are correct?**

- a. i,ii,iii,iv are correct
- b. i,ii,iii,v are correct
- c. i,iii,iv,v are correct
- d. i,ii, iii are correct
- e. i,ii,v are correct

**Answer:- i,ii,iii,v are correct**

8. In Power 2.0, major areas of focus for women customers are .....Fill in the blanks.

- i)Cross sell opportunities
- ii)Inclusive environment
- iii)Improving the share of Women customers in our Business
- iv)Financial deepening
- v)Bank's positioning

**Which of the following option is/are correct?**

- a. i,iii,iv,v are correct
- b. i,ii,iii,iv are correct

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- c. i,ii,iii are correct
- d. i,ii,iii,v are correct
- e. Options i-v are correct

**Answer:- i,iii,iv,v are correct**

**9. Bank is focusing on the following parameters to improve earnings through Power 2.0**

- i)OTS recovery
- ii)Fee based income
- iii)Wealth management
- iv)Treasury
- v)Recovery in written off accounts.

**Which of the given options is/are correct?**

- a. ii,iii,iv,v are correct
- b. i,ii,iii,iv are correct
- c. i,ii,iii are correct
- d. i,ii,iii,v are correct
- e. Options i-v are correct

**Answer:- ii,iii,iv,v are correct**

**10. In Digital sourcing under Power 2.0,Bank focusses on ..... Fill in the blanks.**

- i.Leverage built in ecosystem
- ii.Scale up onboarding
- iii.Reinforce channel strength
- iv.Branch Assisted journeys
- v.Expand reach and partnerships

**Which among the option is/are correct?**

- a. i,ii,iii,iv are correct
- b. i,ii,iii,v are correct
- c. i,ii,iii are correct
- d. i-v are correct
- e. i,ii,iv,v are correct

**Answer:- i,ii,iv,v are correct**

**11. Under Power 2.0, by focusing on Asset Quality, Bank aims**

- i.Organic NPA reduction
- ii.Recovery in written off accounts
- iii.Cash recovery & upgradation
- iv.OTS recovery v.Control stress in RAM.

**Which is the correct option?**

- a. i,iii,iv,v are correct

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- b. i,ii,iii,iv are correct
- c. i,ii, iii are correct
- d. i,iv,v are correct
- e. i,ii,iv,v are correct

**Answer:- i,iii,iv,v are correct**

**12. Through Power 2.0, with customer centricity Bank aims to**

- i)Deepen relationships
- ii)improve Complaints resolution Turn Around Time
- iii)Service Rating
- iv)Experience across channels
- v)Strengthen customer loyalty.

**Which among the options is/are correct?**

- a. i,ii,iii,iv are correct
- b. i,ii,iii are correct
- c. i,ii,iii,v are correct
- d. i,iii,iv,v are correct
- e. i-v are correct

**Answer:- i,ii,iii,iv are correct**

**13. Which one is incorrect with regard to eligibility criteria of "Union Advith"?**

- a. Executives(Scale IV-VI) not having any ongoing disciplinary matters at any stage
- b. Minimum service tenure completed in Bank:5 ,7,10 years resp for Scale IV-VI
- c. Minimum residual service:10 ,7,5 years resp for Scale IV-VI
- d. Average APAR score of atleast 75% in the past 2 years
- e. Executive on deputation to any other organization or deputed in the Bank from other organizations are eligible

**Answer:- Executive on deputation to any other organization or deputed in the Bank from other organizations are eligible**

**14. RuSu banking in Power 2.0 focus on the following except .....Fill in the blanks**

- a. Focus on Agri Investment Credit
- b. Conducting Financial Literacy Programs
- c. Formation of Farmers Club
- d. Obtaining leads from SHGs
- e. Leveraging BC network

**Answer:- Obtaining leads from SHGs**

**15. Focus of Women Entrepreneurship aspect in Power 2.0 includes the following except ..... Fill in the blanks**

- a. Branches with special focus on finance to women entrepreneurs

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- b. Exclusive outreach camps for women entrepreneurs
- c. Designing women centric products
- d. Workshops to facilitate women entrepreneurs
- e. Focus on Women SHGs

**Answer:- Focus on Women SHGs**

**16. Growth hotspots are mainly identified in ..... sector. Which one is incorrect?**

- a. Real estate
- b. MSME
- c. Renewable energy
- d. Agriculture
- e. Information Technology

**Answer:- Agriculture**

**17. Which is not one of the objectives of the 'My Bank My Pride' initiative?**

- a. Inclusive environment at work
- b. Job Simplification
- c. Job specialization
- d. Transparency & Communication
- e. Commitment to employee wellbeing at field level

**Answer:- Job specialization**

**18. Under Union Phoenix's initiative, there is a four step targeted customer reach out with a minimum 2 Hr/day commitment from each branch. Which of these steps is not part of this approach?**

- a. Understand customer grievances and initiate customer relationship building
- b. Follow up with the concerned vertical to resolve the issue/customer grievance
- c. Resolve issue and communicate account upgrade benefit, enable transaction mode and take balance increase promise
- d. Follow up on balance increase and pitch for upgrade benefits
- e. Follow up on balance increase and product cross-sell to drive stickiness

**Answer:- Follow up with the concerned vertical to resolve the issue/customer grievance**

**19. Bank has introduced Union SWAR, which focuses on four areas: heart, body, mind, and soul wellness for the employees. Fill in the banks: SWAR Stands for Supporting Wellness and .....**

- a. Rejuvenation
- b. Relaxation
- c. Refreshment
- d. Replenishment

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- e. Resilience

**Answer:- Resilience**

**20. Under Union LEAP, the Bank's focus is on TASC Accounts, what is "C" in TASC?**

- a. Companies
- b. Clusters
- c. Clubs
- d. Corporates
- e. Corporations

**Answer:- Clubs**

**21. The bank has launched the revamped LMS portal Union Vidya. Which of the following facilities is not available in the Union Vidya Portal?**

- a. Video Lectures
- b. Recorded Webinars
- c. Publications
- d. Digital Library
- e. Query Corner

**Answer:- Query Corner**

**22. Scope of work under Customer Service Excellence Cell constitutes of the following except .....Fill in the blanks.**

- a. Customer Feedback and its evaluation
- b. Grievance redressal
- c. Initiatives & Process
- d. Union Sampark
- e. Control & review mechanism

**Answer:- Control & review mechanism**

**23. Customer Feedback loop in CSEC consists of the following except .....Fill in the blanks.**

- a. Ask
- b. Segment
- c. Grievance redressal
- d. Act
- e. Follow up

**Answer:- Grievance redressal**

**24. Which among the following is not one of the objective of CSEC?**

- a. Customer Engagement
- b. Customer Feedback
- c. Effective communication

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- d. Address employee needs
- e. Employee query resolution

**Answer:- Address employee needs**

**25. Which among the following is not a mode to collect customer feedback?**

- a. QR code at various touchpoints
- b. SMS link after availing service
- c. Social media platform
- d. Feedback survey
- e. Capture feedback in Finacle

**Answer:- Capture feedback in Finacle**

**26. Customer segmentation can be done based on the following except ..... Fill in the blanks.**

- a. Customer profile
- b. Service availed
- c. Location
- d. Relationship with the bank
- e. Frequency of interaction

**Answer:- Frequency of interaction**

**27. Team 'Union Sampark' covers the following aspects except .....Fill in the blanks.**

- a. Single point of contact for all inquiries
- b. Real time assistance regarding products,circulars etc
- c. Speed up the process of obtaining necessary information from trusted internal source.
- d. Improve query resolution time
- e. Foster a culture of sharing and caring

**Answer:- Foster a culture of sharing and caring**

**28. Following parameters are included in arriving at Customer Service Index except .....Fill in the blanks.**

- a. Housekeeping
- b. Grievances
- c. Feedback & service request
- d. Infrastructure and customer convenience at digital channels
- e. Business performance

**Answer:- Business performance**

**29. Under Project Power 2.0, focus of branches should be on .....Fill in the blanks.**

- a. New products to Existing to Bank customers
- b. Acquiring New to Bank Customers

Topic- Strategic Initiative of Bank

- c. Acquiring New to Bank & Retaining Existing to Bank customers
- d. Retention of Existing to Bank customers
- e. Increasing Straight through Processes for Existing to Bank customers

**Answer:- Acquiring New to Bank & Retaining Existing to Bank customers**

**30. What is the Product per Customer target for the FY 2024-25?**

- a. 2
- b. 2.5
- c. 2.75
- d. 3
- e. 3.5

**Answer:- 3**