Sep-Oct. Exam -2019 B.Com. Semester- V Business Communication Subject Code- 21521

Total Marks: 70 Time: 2 hr 30 mi		MINISTER OF STREET WAR WAS ALREST ON			
Q.1.A					
	Define banking and various types of banks in India in detail. OR	[14]			
Q.1.A(i)	Write a letter on behalf of the bank manager to the bank customer who has requested for stop payment of his cheque lost in transit.	[07]			
Q.1.A(ii)	Write a letter on behalf of the bank manager to a customer intimating him the procedure about obtaining a duplicate key for his safe deposit vault.		[07]		
Q.1.B	Attempt Any Four out of the following Multiple Choice Question: 1. Which was the first bank to introduce mutual fund?		[04]		
	a) IDBI b) SBI c) Dena Bank d) HSBC				
	2. NAV stands for				
	a) Net Value Added b) Net Asset Value c) Net Annual Value d) Net Absolute V	/alue			
	3. What will bank customers pay for using safe deposit locker facilities?				
	a) Commission on locker b) Rent on locker c) Safe custody charges d) Exchange on b	ocker			
	4. NAV stands for				
	a) Net Value Added b) Net Asset Value c) Net Annual Value d) Net Absolute Val	lue			
	5. What happens when a bank dishonors a cheque?				
	a) It is called settlement of cheque b) it is called return of cheque unpaid c) it is called nullifying of the cheque				
	E I Page Date for Darks in Anided by				
	6. 'Base Rate' for Banks is decided by a) Public Sector Banks b) Foreign Banks				
	c) RBI d) EXIM Bank				
Q.2.A	Define briefly the principles of Life insurance in detail OR		[14]		
Q.2.A(i)	Write a letter on behalf of the policy holder inquiring about the loan availability on his Whole life policy.		[07]		
Q.2.A(ii)	Write a letter on behalf of the branch manager intimating the policy holder about lapsing of his policy.	[07]			
Q.2.B	Attempt Any Four out of the following Multiple Choice Question:		[04]		
	1. In which case can a death claim be rejected by the insurance company?				
	a) Lapsed Policy b) Fraudulent claim c) minimum of 3 annual premiums not paid d) All the above				
	2. Risk can be defined as				
	a) Liability b) Uncertainty c) Possibility of loss d) Insurance				
	3. Who cannot be a claimant under a insurance policy? a) Assignee b) Assignor c) Minor nominee d) Legal heir	and the second second			
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	4. Risk can be defined as	
	a) Liability b) Uncertainty c) Possibility of loss d) Insurance	
	5. Which is the regulatory authority in insurance sector?	
	a) IRDA b) State Govt. c) Central Govt. d) Consortium of Private Insurance Com	panies
	6. Terminal bonus is a paid to the policy holder at the time of matu of the policy.	rity
	a) Loyalty amount b) Penalty amount c) Additional premium d) None of the	above
Q.3.A	Write in detail about Import and Export procedure. OR	[14]
Q.3.A(i)	Komal Tea Pvt. Ltd., Kolkotta appoints M/s. Carpenter & Sons, Australia as their sole agent for all their tea and coffee products. Draft a suitable letter.	[07]
Q.3.A(ii)	Write a letter on behalf of the Principal to their agent regarding increase in prices of soap and detergent products.	[07]
Q.3.B	Attempt Any Three out of the following Multiple Choice Question: 1. The act of bringing a product or service into one country from another is called a) Import b) Export c) Propaganda d) Custom Duty	[03] —·
	2. An invoice prepared by the exporter before shipping the goods is known as a) Pre Invoice b) Pro Forma Invoice c) Pre Bill d) Pro Bill	
	 3. A contract between owner of the goods and carrier is known as a) Bill of lading b) A contract c) Bill of airlines d) Bill of goods 	
	4. FOB stands for	
	5. E commerce means over	
Q.4 A	Write definition of circular letter and explain its salient features. OR	[14]
Q.4 A.(i)	Write a circular letter on behalf of the Principal informing their dealers regarding retirement of a partner in their firm.	[07]
Q.4 A.(ii)	Write a circular letter announcing an opening of a new showroom of international brand Wrist watches.	[07]
Q.4.B	Attempt any Three of the following Multiple Choice Question:	[03]
	 Which of the following business letter is written to transmit the same information to large number of business people. a) Inquiry Letter b) Business Reports c) Sales Letter d) Circular Letter Which of the following is a characteristic of a Circular letter? a) Personal message b) Conciseness c) You Attitude d) Inquisitiveness Business circular letters are written for business purpose. 	on?
	a) True b) Partly false c) Partly True d) False 4. Office circulars are written for internal communication in organization. a) False b) True c) Partly correct d) Partly false	
	5. Which type of business letter is written when a company intends to inform all Its dealers about price increase of its product range? a) Order Letter b) Indent Letter c) Testimonials d) Status Inquiry	