



Business studies

Chapter 4

Business services

| Q. No. | Questions | Marks |
|--------|---|-------|
| I | MCQs | |
| 1. | Customer participation is necessary to buy a a. Services b. Roads c. both a. and b. d. none of the above | 1 |
| 2. | Which of the following is not covered under the contract of indemnity? a. Life insurance b. Fire insurance c. Marine Insurance d. Principle of contribution | 1 |
| 3. | Which of the following do not come under E-Banking? a. Electronic b. Automated Teller Machine c. Debit card d. Overdraft | 1 |
| 4. | _____ is the technique which distributes the risk of one person among many. a. Transport b. Insurance c. Communication d. Banking | 1 |
| 5. | Which of the following is not included in electronic services? a. correspondence b. Fax c. Internet d. E-mail | 1 |
| II | Fill in the blanks | |
| 1. | _____ refers to conducting different financial transactions through the Electronic Medium instead of using cash. | 1 |
| 2. | In the year _____ the postal services started in India? | 1 |
| 3. | The financial Instrument referred to is called _____ | 1 |
| 4. | _____ is a type of business services which performs services like buying and selling of shares and debentures on instructions and other personal services like payment of insurance premium, collection of dividends. | 1 |
| 5. | _____ account is meant for business men. | 1 |
| III | State true or false | |
| a. | Recurring deposit account is a type of saving Bank A/c in which deposit in excess of a particular limit gets automatically transferred into Fixed Deposit and the account holder will get more rate of interest. | 1 |
| b. | Insurance is a contract or agreement under which one party undertakes to provide a guarantee of compensation for specified loss, damage, illness, or death in return for payment of a specified sum of money. | 1 |
| c. | To provide facility of locker is not the function of banks as agent. | 1 |

| | | |
|----|---|---|
| d. | Cash credit is usually given to the current account holder where in there is a temporary arrangement in the form of a permission granted to the customers to withdraw more than the amount standing to his/her credit. | 1 |
| e. | The contract of fire insurance is not a contract of strict indemnity. | 1 |
| IV | Answer the following questions | |
| 1. | The owner of Bhagwati Rice and general Mills got his mill insured against fire by 'Oriental Insurance co'. All the time of getting his mill insured, he did not disclose to the insurance Co. that the electricity department had just issued him the notice to get his old electric wires changed at earliest. Only three months after getting his mill insured, the mill caught fire on account of the old electric wires. State whether the mill owner can get compensation from the insurance co. for the loss suffered. Here which principle of insurance will be followed. Explain. | 3 |
| 2. | Mr Lakhvinder got his goods worth Rs one Lac and fifty thousand only. After some time only all his goods destroyed. In this situation, the insurance Co. paid him Rs one lac only, whereas the insurance of his goods done was of Rs. One lac and fifty thousand only. Why did it happened so? | 3 |
| 3. | "A certain person gets his wife's life insured. Two years after,he divorces his wife.Three years after this, his ex-wife dies." Will the insurance co pay compensation to the husband on the death of his ex-wife? | 3 |
| 4. | In order to be competitive, business enterprises are becoming more and more dependent on specialised business services. Business enterprises look towards services for availability of funds; It also looks for getting their plant, machinery, goods, etc., insured; and to keep in touch with their vendors, suppliers and customers. From the above given information, identify and explain in detail the types of business services. | 5 |
| 5. | Savitha, Rani and Chulbul do wholesale trade in readymade garments. They got their godown insured for Rs five lakh only by 'Bajaj Allianz General Insurance Co.A few days after getting the insurance, the godown caught fire and the goods worth Rs. three lac only were destroyed. They succeeded in getting compensation of their loss from the Insurance co.The firm sold off the half burnt goods and got Rs 20000 only. Who will be the claimant of this amount, the firm or the insurance Co.? Also explain the principle of insurance applicable here in this case? | 3 |
| 6. | Soumya is a techno savvy person and uses different types of digital payment methods to make payments for purchases. She uses Aadhaar card to carry out financial transactions on a Micro-ATM by furnishing just their Aadhaar number and verifying it with the help of their fingerprint/iris scan so that she need not have to mention their bank account details to carry out those transactions. She went to a departmental store to made payment using her debit card at the checkout counter. She uses Google pay to pay her taxi fare. She got Amazon gift card as birthday gift from her parents which she used it to buy a Bluetooth speaker from Amazon. | 4 |

| | | |
|-----|--|---|
| | Identify the types of digital payment used to make different purchases. | |
| 7. | <p>The owner of 'Rakhi Fertilizers', Mohan das opened a current account in the Punjab national Bank'. The customer can often withdraw money from the current account only up to the amount deposited in it. One day he needed money more than the amount deposited/balance in the account. He was worried about how to arrange the money. He needed this amount for about a day or two. One of his friends told him that the customers having a current account in the bank can get the permission to withdraw money more than the amount deposited after making an agreement with the bank.</p> <p>Identify this facility provided by the bank and explain it with example.</p> | 4 |
| 8. | <p>Rajesh goes to state bank of India to open his savings account there. On visiting the bank he learns that there is some account available which is better than the savings account. The specialty of this account is that as when the deposited amount in the account exceeds a certain amount, the amount is excess get transferred into the fixed deposit. The interest earned on the fixed deposit is more than that on the savings account. This account serves the purpose of both the savings account and fixed deposit. Rajesh gets this account opened.</p> <p>Identify this account and explain it.</p> | 5 |
| 9. | What do you mean about parcel and speed post? | 6 |
| 10. | <p>Explain the following briefly:</p> <ol style="list-style-type: none"> Subrogation Bank draft Multiple option deposit Bank over draft Fire insurance | 6 |