



MCQ on Digital Banking

- Q.1 What is SoftPOS?
- A. A traditional point-of-sale terminal
  - B. A mobile application-based solution
  - C. An online payment gateway
  - D. A physical card reader

ANS: B

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- Q.2 How can merchants self-onboard for SoftPOS?
- A. By visiting the bank branch
  - B. By submitting a physical application form
  - C. By downloading the "Indian Bank SoftPoS" mobile application and providing identification/address details, bank account information, and uploading KYC documents
  - D. By sending an email to the bank's customer support

ANS: C

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- Q.3 What information does the QR Code for a merchant contain?
- A. Random numbers
  - B. Details of the customer's bank account
  - C. Details of the merchant's bank account or pointers to it
  - D. Customer's personal identification number (PIN)

ANS: C

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- Q.4 How do customers initiate payments using the QR Code system?
- A. By entering the merchant's bank account manually
  - B. By scanning the QR Code with their Mobile Payment App
  - C. By sending a text message to the merchant
  - D. By making a phone call to the bank

ANS: B

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- Q.5 How do Small Merchants with monthly inward credit less than Rs.1 lakh through UPI get onboarded for UPI QR under IB Small Merchant Solution?
- A. By manual registration at the bank's headquarters
  - B. By creating a VPA/Static UPI QR through IB Small Merchant App
  - C. By sending an email to the bank
  - D. By visiting any bank branch

ANS: B





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- A. Enter the sale details
- B. Impress their fingerprint for biometric authentication
- C. Share their ATM PIN
- D. Provide a written signature

ANS: B

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Q.13 What is IB Collect / IB Collect Services primarily known for among the listed collection products?

- A. Offline collection through cash payments
- B. Payment Gateway Services
- C. Collection of generic fees
- D. Utility payments through a dedicated mobile app

ANS: B

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Q.14 What payment modes are supported by IB Collect/IB Collect Plus for online fund collection?

- A. Cash and cheques
- B. Credit/Debit cards, Internet banking, UPI, and wallets
- C. Only bank transfers
- D. Only mobile payments

ANS: B

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Q.15 What does the term "card not present" transaction mean in the context of IB Collect/IB Collect Plus?

- A. Transaction made without a physical card
- B. Transaction made with a virtual card
- C. Transaction conducted at an ATM
- D. Transaction made using a physical card

ANS: A

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Q.16 How does the bank determine the service provider for each merchant in terms of Payment Gateway Services?

- A. By random selection
- B. Based on the highest quote/cost (H1)
- C. Based on the lowest quote/cost (L1) from competitive quotations
- D. By preference of the bank's CEO

ANS: C

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- Q.17 What is the role of General Manager (DBD) in the empanelment of service providers for gateway services?
- A. Initiating the process of empanelment      B. Approving the empanelment of service providers
- C. Providing technical support to service providers      D. Conducting market research for new service providers

ANS: B

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- Q.19 What technology does FASTag use for making toll payments?
- A. Magnetic stripe technology      B. Near Field Communication (NFC)
- C. Radio Frequency Identification (RFID)      D. Bluetooth technology

ANS: C

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- Q.20 Why has the Government of India mandated the use of FASTag at toll plazas?
- A. To increase traffic at toll plazas      B. To promote manual toll collections
- C. To reduce traffic congestion      D. To discourage electronic payments

ANS: C

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- Q.21 How many beneficiaries can Retail net banking and Corporate customers add in a day?
- A. 5      B. 10
- C. 15      D. No limit

ANS: B

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- Q.22 What is the duration for beneficiary activation in Net banking and Mobile Banking after addition?
- A. 1 hour      B. 2 hours
- C. 4 hours      D. 6 hours

ANS: C

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- Q.23 What does the Indian Bank prioritize as its most important asset?
- A. Technology      B. Customer trust
- C. Financial resources      D. Employee skills



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ANS: B

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- Q.25 Under what circumstances will the Indian Bank reveal customer information to external organizations?
- A. Anytime upon request
  - B. Only if customers have authorized it
  - C. As part of routine business operations
  - D. Never

ANS: B

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- Q.26 What is the bank's approach to facilitating relevant offers from reputable companies?
- A. It is mandatory for all customers
  - B. It is not allowed
  - C. It may facilitate offers jointly/tied up with the bank
  - D. It is done without customer consent

ANS: C

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- Q.27 What does Indian Bank ensure in terms of customer data protection from malicious activities/hacking attempts?
- A. Frequent data sharing with external entities
  - B. Continuous assessment to ensure customer privacy
  - C. No measures are taken
  - D. Occasional data breaches

ANS: B

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- Q.28 Who is eligible to be issued a Debit Card according to the bank's criteria?
- A. Only minors
  - B. Only visually challenged customers
  - C. Individuals with savings bank, current accounts, and other specified categories
  - D. Only non-resident account holders

ANS: C

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- Q.29 What should branches do if a Basic Savings Bank Deposit Account (BSBDA) holder chooses not to have a Debit Card?
- A. Forcefully issue the Debit Card
  - B. Educate the customer about the benefits of Debit Cards



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- C. Provide the Debit Card without customer consent
- D. Close the BSBDA account

ANS: B

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Q.31 Which accounts are ineligible for Debit Card issuance?

- A. Accounts with cash credit/loan facilities
- B. Accounts under litigation/dispute
- C. Joint accounts operated by multiple signatories
- D. All of the above

ANS: D

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Q.32 What conditions may lead to the withdrawal of Debit Card facilities for an account?

- A. Change of residence
- B. Unsatisfactory conduct or disciplinary action initiated/pending for suspended employees
- C. Routine account maintenance
- D. Customer request

ANS: B

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Q.33 What is a co-branded debit card?

- A. A card issued exclusively by non-banking entities
- B. A card with logos from multiple entities, including our bank and non-banking entities
- C. A card issued only by educational institutions
- D. A card featuring only the bank's logo

ANS: B

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Q.34 What is one of the key considerations before issuing co-branded debit cards?

- A. Customer preferences
- B. The popularity of the partner entity
- C. Evaluating risks, including reputation risk
- D. Current market trends

ANS: C

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Q.35 What is the role of the non-bank entity in a co-branding arrangement for debit cards?



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- A. Full control over card issuance
- B. Limited to marketing/distribution or providing access to cardholders
- C. Handling all risk mitigation measures
- D. Authorizing card features

ANS: B

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Q.37 What role should the non-banking entity play in the tie-up arrangement for co-branded debit cards?

- A. Full control over card operations
- B. Limited to customer service
- C. Limited to marketing/distribution or providing access to cardholders
- D. Deciding card network associations

ANS: C

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Q.38 Bank issues General Purpose Credit Cards in association with

- A. Rupay
- B. Visa
- C. both
- D. none of these

ANS: C

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Q.39 Banks with net worth of Rs. \_\_\_\_\_ Crores and above can undertake credit card business for which no prior approval of RBI is required.

- A. 100 crore
- B. 50 crore
- C. 75 crore
- D. none of these

ANS: A

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Q.40 what risk is associated on issue of CO Branded Pre paid cards?

- A. credit risk
- B. market risk
- C. reputation risk
- D. All of these

ANS: C

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Q.41 What is type of Internet Banking facility provided for PVT/Public LTD.?

- A. Retail net banking
- B. Corporate net banking
- C. Both
- D. none of these



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ANS: B

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Q.43 who will be the owner of Credit Card Policy and took All business related decision including fixing of credit card limits?

- A. CO:RAD
- B. CO:DBD
- C. CO:ITD
- D. none of these

ANS: A

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Q.44 Bank has withdrawn for further issue of card?

- A. VISA Global Classic card
- B. Global Gold Card
- C. Domestic Bharat Card
- D. none of these

ANS: A

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Q.45 No Credit cards should be issued to the customers whose credit cards were before closed under One Time Settlement

- A. TRUE
- B. FALSE
- C. can not say
- D. none of these

ANS: A

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Q.46 Credit Card holders are given the option of revolving credit by paying at least Minimum Amount Due as indicated in the Billing Statement mailed to them

- A. TRUE
- B. FALSE
- C. can not say
- D. none of these

ANS: A

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Q.47 Whether a) Delinquency level 1 is considered as overdue?

- A. TRUE
- B. FALSE
- C. can not say
- D. none of these

ANS: A

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- Q.49 In case of Delinquency Level 4 & above amount outstanding will be treated as\_\_?
- A. not construed as overdue  
B. only the Minimum Amount due is treated as overdue  
C. Entire Balance amount is treated as overdue and classified as NPA  
D. none of these

ANS: C

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- Q.50 Credit Card receivables are classified as Unsecured / Clean Advances and the Accounting Standards and Disclosure Norms pertaining to such advances are relevant and applicable to Credit Card Receivables also
- A. TRUE  
B. FALSE  
C. can not say  
D. none of these

ANS: A

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- Q.51 As per RBI Guidelines, name of the Grievance Redressal Officer (ABM of CO:CCC) shall be furnished in the monthly Billing Statements. The complaints / grievances received would be resolved as per the Bank's Customer Grievances and Redressal Mechanism Polic
- A. TRUE  
B. FALSE  
C. can not say  
D. none of these

ANS: A

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- Q.52 \_\_\_\_\_ is a mobile application based solution, which enable merchants to accept cash, card, QR and UPI transaction on his own mobile phone rather than physical POS
- A. soft pos  
B. Digital pos  
C. onlinepos  
D. none of these

ANS: A

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- Q.53 IB Small Merchant App\_\_\_\_\_ can request for self-on-board and creation of UPI Merchant QR using IB Small Merchant app and the request is approved by Zones/Branches
- A. monthly inward credit less than Rs.1 lakh through UPI  
B. monthly inward credit less than Rs.1 lakh through any channel  
C. monthly inward credit greater than Rs.1 lakh through UPI  
D. none of these



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ANS: A

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- Q.55 Aadhaar Pay also known as BHIM AADHAAR Pay is developed in association with \_\_\_\_\_
- A. UIDAI
  - B. NPCI
  - C. Both
  - D. none of these

ANS: C

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- Q.56 Merchants can Collect funds through various online and offline collection products
- A. Multi Utility Payments (MUP)
  - B. IB V Collect
  - C. IB Collect
  - D. All of these

ANS: D

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- Q.57 Retail customers can purchase FASTag through following modes
- A. Online Purchase through our Bank's website. FASTag will be delivered at doorstep
  - B. Visiting Bank's Branch. Branches are facilitated to generate the challan
  - C. both
  - D. none of these

ANS:

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- Q.58 FASTag Customers. Both Individual and Corporate Customers can use the app for services like \_\_\_\_\_
- A. Wallet Balance Enquiry
  - B. View Registered Vehicles
  - C. Wallet Recharge
  - D. All of these

ANS: D

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- Q.59 For internet banking terms and conditions for operations and transaction related guidelines will be issued by the \_\_\_\_\_ Department of the Bank
- A. DBD
  - B. BOD
  - C. ITD
  - D. none of these

ANS: B

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MCQ on Digital Banking

- Q.67 Right Click and Menu Bar disabled to avoid copying/ duplication of the HTML source codes
- A. TRUE
  - B. FALSE
  - C. can not say
  - D. none of these

ANS: A

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- Q.68 Our Bank uses digital certificate with \_\_\_\_\_ facility to ensure security of online transactions and confidentiality of the data of Internet Banking Customers.
- A. RSA 5048 bit encryption
  - B. RSA 2048 bit encryption
  - C. RSA 3048 bit encryption
  - D. none of these

ANS: B

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- Q.69 \_\_\_\_\_ facility is being availed from the Internet Service Provider to avoid disruptions to the net banking services due to Denial of Service attack as enhanced security measure.
- A. DOS
  - B. Brute-force
  - C. Juice jacking
  - D. none of these

ANS: A

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- Q.70 URL Hashing is done using SHA2" or higher standards with SALT hashing to encrypt all URL requests from the Customers Browser to the Internet Banking Server
- A. TRUE
  - B. FALSE
  - C. can not say
  - D. none of these

ANS: A

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- Q.71 Password encryption using SHA2 or higher version with Salt Hash Algorithm before transmission
- A. TRUE
  - B. FALSE
  - C. can not say
  - D. none of these

ANS: A

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- Q.73 In Internet banking Automatic Unlocking of locked User IDs every day at\_\_\_\_\_
- A. 5:00 AM and 5:00 PM. B. 7:00 AM and 7:00 PM.  
C. 8:00 AM and 8:00 PM. D. none of these

ANS: A

- Q.74 Session timings of \_\_\_\_\_ for Active Session and \_\_\_\_\_ for Idle Time Out for Internet Banking and 2 minutes for IndOASIS
- A. 20 minutes and 10 minutes B. 10 minutes and 20 minutes  
C. 10 minutes and 10 minutes D. none of these

ANS: A

- Q.75 Session timings \_\_\_\_\_ for IndOASIS
- A. 2 minutes B. 5 minutes  
C. 10 minutes D. none of these

ANS: A

- Q.76 As per the annual information return u/s 285 BA of IT ACT details of payments to credit cards aggregating to \_\_\_\_\_ or more in cash or Rs.10.00 lacs or more by any other mode in a FY should be submitted to RBI on annual basis. Credit Card Centre will submit t
- A. Rs.1.00 lac B. Rs.5.00 lac  
C. Rs.10.00 lac D. none of these

ANS: A

- Q.77 Bank will provide customers the following facilities for enabling card not present (domestic and international) transactions\_\_\_\_\_
- A. facility to switch on / off and set / modify the daily transaction limits (within the overall card limit provided by the bank) for all types of transactions alerts or information or status, etc., through SMS or e-mail will be provided, as and when there is any change in status of the card
- B. the above facilities will be provided on a 24x7 basis through multiple channels—Mobile Banking, Internet banking and ATMs
- C. D. All of these

ANS: D



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- Q.79 Facility Transfer Funds without adding Beneficiary Accounts (funds transfer to other customer's accounts within Indian Bank and IMPS) up to\_\_\_\_\_
- A. 10000 B. 15000  
C. 25000 D. none of these

ANS: C

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- Q.80 In internet banking forced Password Change during the First Login attempt and forced password change every \_\_\_\_\_ (both Login & Transaction passwords).
- A. 150 days B. 180 days  
C. 200 days D. none of these

ANS: B

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- Q.81 Debit cards can not be issued to the following categories of customers:
- A. Non-resident account holders B. Kisan Credit Card customers.  
C. Mudra account customers D. none of these

ANS: D

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- Q.82 IndoOASIS application complies with the RBI Guidelines. The Application is protected by \_\_\_\_\_
- A. SSC certificate. B. SSL certificate.  
C. SSD certificate. D. none of these

ANS: B

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- Q.83 All cards will be issued with Green PIN in normal course. However, branches can request for paper PIN mailer if there is no ATM available near the branch for setting Green PIN.
- A. TRUE B. FALSE  
C. can not say D. none of these

ANS: A

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- Q.85 Indian Bank is issuing debit cards by defining the daily withdrawal / usage limit at the
- A. CARD level.
  - B. BIN level.
  - C. can not say
  - D. none of these

ANS: B

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- Q.86 PPIs issued in the country are classified under \_\_\_\_\_
- A. Closed System PPIs
  - B. Semi-closed System PPIs
  - C. Open System PPIs
  - D. All of these

ANS: D

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- Q.87 Our Bank is issuing only \_\_\_\_\_ in the form of RuPay Prepaid Cards (IB Cash Card), which can be used in any ATM and POS terminals connected to the RuPay network of NPCI.
- A. Closed System PPIs
  - B. Semi-closed System PPIs
  - C. Open System PPIs
  - D. All of these

ANS: C

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- Q.88 Card Tokenization involves a process in which a unique token masks sensitive card details. Thereafter, in lieu of actual card details, this token is used to perform card transactions in contactless mode at Point Of Sale (POS) terminals, Quick Response (QR)
- A. TRUE
  - B. FALSE
  - C. can not say
  - D. none of these

ANS: A

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