Roll No:
Date: __/__/____

St. Claret College

Autonomous, Bengaluru

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UG END SEMESTER EXAMINATION-MAY 2026
BBA II SEMESTER
BM 2825: INSURANCE ADVISOR

TIME: 3 hours. **MAX. MARKS: 80**

This paper contains TWO printed pages and FOUR parts

Instructions:
1. **Verify and ensure that the question paper is completely printed.**
2. **Any discrepancies or questions about the exam paper must be reported to the COE within 1 hour after the examination.**
3. **Students must check the course title and course code before answering the questions.**

PART-A

Answer ALL questions. Each answer carries one mark. **[10 x1= 10]**

1. Which type of insurance provides protection only for a specific period?
   a) Endowment Plan b) ULIP c) Term Insurance d) Whole Life Policy

2. Which of the following is a general insurance?
   a) Life insurance b) Health Insurance c) Endowment policy d) Whole life policy

3. What is the main objective of insurance?
   a) Earning profit b) Risk transfer c) Tax evasion d) Investment only

4. Who regulates the insurance sector in India?
   a) RBI b) SEB c) IRDAI d) Ministry of Finance

5. Which document contains the terms and conditions of an insurance contract?
   a) Invoice b) Policy Document c) Receipt d) Proposal Form

6. ULIP stands for:
   a) Universal Life Investment Plan
   b) Unit Linked Insurance Plan
   c) Unified Life Insurance Policy
   d) Unit Level Insurance Plan

7. The person who buys the insurance policy is called:
   a) Insurer b) Agent c) Insured d) Nominee

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8. The premium depends on:
   a) Risk involved b) Age and Health c) Sum assured d) All of the above

9. An insurance advisor must possess:
   a) Selling skills b) Technical knowledge & ethics c) communication skills d) No qualifications

10. The risk that can result in loss or no loss is called:
    a) Pure risk b) Speculative risk c) Financial risk d) Static risk

PART-B

Answer any three questions. Each answer carries eight marks. **[3 x 8= 24]**

11. Explain the steps in quoting premium for chosen insurance products.
12. Describe the Standard Operating Procedure for Claim Processing in Insurance Policies.
13. Outline the steps for Assisting with Scheduling Medical Check-up Appointments.
14. Differentiate between life insurance and general insurance.
15. Discuss about the Banking Industry and its sub-sectors.

PART-C

Answer any three questions. Each answer carries twelve marks. **[3 x 12 = 36]**

16. Explain the steps for Assisting Customers with Application Forms and Handling Queries
17. What is the significance of building and maintaining long-term customer relationships in the insurance industry, and how does it contribute to an agent's success?
18. Outline the standard procedure followed by Insurance Companies from the initial application process to policy issuance and claims management.
19. Describe detailed features of products and services offered by the insurance companies
20. Discuss effective approaches and techniques to analyze customer's profile and perform customer segmentation based on financial and non-financial parameters.

PART-D

Answer the following question. Answer carries ten marks. **[1x 10 =10]**

Ravi, a 30-year-old software engineer in Bangalore, earns a monthly salary of Rs. 70,000 and is the sole earning member of his family, which includes his wife and a young child. Having recently taken a home loan, he is concerned about securing his family's financial future and is considering purchasing an insurance policy. He is confused between three options: a Term Insurance Plan that offers high coverage of Rs. 1 crore at a low premium but no maturity benefit, an Endowment Plan that provides moderate coverage with savings and maturity benefits but at a higher premium, and a Unit Linked Insurance Plan (ULIP) that combines insurance with investment and offers market-linked returns with moderate to high risk. Ravi's dilemma lies in balancing his financial responsibilities, affordability of premium, risk appetite, and long-term goals such as his child's education. After analyzing the options, it becomes evident that term insurance is most suitable for his situation as it provides maximum financial protection at a low cost, which is crucial given his dependents and liabilities. Endowment plans, though safer, offer lower coverage, while ULIPs involve higher risk and require market knowledge. Therefore, Ravi decides to opt for a term insurance plan to ensure adequate financial security for his family and plans to invest separately in other financial instruments for wealth creation.

Question: How do financial responsibilities influence insurance decisions?