

Candidates must write the Code on the title page of the answer-book.

Roll No.

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- Please check that this question paper contains 4 printed pages.
- Code number given on the right hand side of the question paper should be written on the title page of the answer-book by the candidate.
- Please check that this question paper contains 36 questions.
- **Please write down the Serial Number of the question before attempting it.**
- 15 minutes time has been allotted to read this question paper. The question paper will be distributed at 10.15 a.m. From 10.15 a.m. to 10.30 a.m., the students will read the question paper only and will not write any answer on the answer-book during this period.

## **COMPUTERS AND LIFE INSURANCE ADMINISTRATION**

**(Theory) Paper II**

*Time allowed : 3 hours*

*Maximum Marks : 80*

**Note :**

- Part A relates to Computers and Part B relates to Life Insurance Administration.*
- Answer both the parts.*
- Attempt all questions.*
- Marks for questions are given against each.*

## PART A

### (COMPUTERS)

1. FUP Field in a Policy Master File is of 11. Find out the due date of Last Premium Paid in case Mode of Payment is Half Yearly. 1
2. What do you mean by the term DATA ? 1
3. What is a 'Sequential File' ? 1
4. When should a back-up be created ? 1
5. Relational is one of the DBMS software packages. Name the other two. 1
6. How is Policy Master File normally stored ? 2
7. Briefly mention as to what do you know about 'Commission Billing'. 2
8. Explain as to how life insurance is different from ordinary savings. 2
9. In Data Operations, which file organisation would be used ? Discuss with the help of an example. 2
10. Routine Data Processing activities can be extended to generate Management Information System. Explain in context with LIC working. 2
11. Briefly describe the working of STAR NETWORK. 2
12. Why is the information relating to Agents introducing policies not stored in Policy Master File ? 3

## PART B

### (LIFE INSURANCE ADMINISTRATION)

13. What do you mean by 'Product Planning' ? 1
14. What is the purpose of preparing a Trial Balance ? 1
15. What is the minimum age to become an insurance agent ? 1

16. What do you mean by the term 'Decentralisation' ? 1
17. Marketing deals with making \_\_\_\_\_ and \_\_\_\_\_ available to meet customer's needs to his satisfaction. Fill in the blanks. 1
18. Describe the main functions of Branch Accounts Section of a Divisional office of LIC. 2
19. Name the promoters of LIC Housing Finance Ltd. 2
20. Distinguish between Direct Taxes and Indirect Taxes. 2
21. Expand the term ZTC and state its main functions. 2
22. Write shortly as to what you know about 'SEGMENTATION'. 2
23. Briefly discuss the compliance to Audit and Inspection Reports. 2
24. What is a Budget Control Register ? State its importance. 2
25. Which is an image builder of the organisation ? 2
26. Personal selling occupies a very important place in the promotional mix strategy of life insurance organisation. Explain. 2
27. Marketing segment leads to new product development. Justify the statement with reference to LIC. 2
28. Elaborate the need for diversification in LIC of India. 3
29. Mention any two important types of service offered by LIC in Post-Sale Service. 3
30. Mention the need for 'Prospecting' for an insurance agent. Who can qualify so as to be a Prospect for insurance ? 3
31. Write formulae of the following : 3
- (i) NB Cost Ratio
  - (ii) Renewal Expense Ratio
  - (iii) Overall Expense Ratio

32. Mention Categories of Assesseees under Income Tax Act. 3
33. Describe in detail the various types of accounts maintained by Banking Section of a branch office of LIC of India. 5
34. A branch office of LIC of India is a basic unit of growth and profit. Elaborate fully. 5
35. LIC is a multi-dimensional organisation. Justify in detail. 5
36. In salesmanship, what do you mean by 'Pre-Approach' and 'Approach' ? Explain the stages with importance of each of the two. 5