

Question 1: A person call consumer, when he/she purchase product for _____ purpose.

- Resale
- Personal
- Production
- None of the given

Question 2: SBP (State Bank of Pakistan) has issued guidelines for which type of customer complaints?

- Complaints regarding financial losses
- Complaints regarding damages to the businesses
- Complaints regarding delayed response of the banks
- All of the given options

Question 3: Which of the following customer interface refers to all the knowledge that is collected from and utilized on behalf of the customers?

- Fulfillment and Support
- Information and Insight
- Relationship Dynamics
- Pricing Structure

Question 4: Other name of consumer banking is _____.

- Customer banking
- Retail banking
- Whole sale banking
- None of the given

Question 5: Which of the following is not the outcome of the best implemented Business Model?

- efficient
- unique
- strategic fit
- ineffectiveness

Question 6: Which kind of document is required from the customer to determine their true identity?

- Attested photocopy of CNIC
- Attested copy of service card
- A thumb impression on the signature card
- Nature of the document required depends upon the type of the customer