Roll No. | | | | | | | |

Series SHC **Code No. 186**

- Please check that this question paper contains 3 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 35 questions.
- Please write down the serial number of the question before attempting it.

COMPUTERS AND LIFE INSURANCE ADMINISTRATION (Theory) Paper II

Time allowed : 3 hours *Maximum Marks: 80*

***Note**:*

(i) Part A relates to Computers and Part B relates to Life Insurance Administration.

(ii) Answer both the parts.

(iii) Attempt all questions.

(iv) Marks for questions are given against each.

PART A
(Computers)

1. What is 'Normalisation' in DBMS ? 1

2. What is FIELD ? 1

3. What does FUP = 06 99 indicate when mode of premium payment is half yearly ? 1

4. What do you understand by the term DATA ? 1

5. What is the term 'Rectangle' in context with storage of Data ? 1

6. Calculate FUP, if yearly premium due on 15.03.2005 stands paid. 1

7. State the method of Access and Media usable in sequential file organisation. 2

8. Explain the need for computers in insurance industry. 2

9. What is meant by 'Father Back-up' and 'Grandfather Back-up' ? 2

10. What are 'Acturial Techniques' ? 2

11. Why is information related to agents, introducing policies, not stored in Policy Master File ? 3

12. Mention three important characteristics of information to be used in decision-making. 3

PART B
(Life Insurance Administration)

13. Describe constitution of the Executive Committee of LIC of India. 1

14. A person of unsound mind can become an insurance agent. (State True or False) 1

15. Which type of taxes can be covered under the head 'Direct Taxes' ? 1

16. State the primary goal of all promotions. 1

17. State the purpose of keeping Budget Control Register. 1

18. Fill in the blank :

Renewal Cost Ratio = $\frac{\text{_____} \times 100}{\text{Renewal Premium}}$ 1

19. What were the main recommendations given by Era Sezhiyan Committee for better servicing to the policyholders of LIC of India ? 2

20. Who are the persons to comprise Divisional Management Committee ? State its main purpose. 2

21. What can be the essentials for a person to qualify as a prospect ? 2

22. Briefly mention as to why servicing possesses an important place in insurance marketing. 2

23. Write a short note on Product Image. 2

24. Describe briefly what is 'Bank Account No. 4' used by LIC branch offices. 2

25. Name the promoters of LIC Housing Finance Ltd. 2

26. Explain the role played by LIC of India in the matter of professionalisation of its Agency Force. 3

27. Describe the role of a Development Officer of LIC of India. 3

28. What do you understand by Surplus Funds ? How do these funds arise and how are these dealt with by a branch office of LIC ? 3

29. Give an analysis of various marked differences between accounts of a Life Insurance Company and other company accounts. 3

30. Describe the role of LIC of India in diversified field. 3

31. What is Mutual Fund ? How is LIC Mutual Fund different from other Mutual Funds ? 5

32. Describe some important areas of investment by LIC which helps to achieve the welfare of general public. 5

33. What is meant by 'PR' ? How are PR activities organised ? Name any five tools of PR. 5

34. Describe how Performance Planning is made in LIC of India working. 5

35. The computation of life insurance premiums is quite complex and has led to general criticism about higher premium rates. Explain fully how you will satisfy the general insuring public to meet with such criticism. 5