

- 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)

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|----|---|---|
| 1. | Define the term 'Information'. | 1 |
| 2. | What does FUP = 0698 denote, when the mode of payment is yearly ? | 1 |
| 3. | What is 'Field' ? | 1 |
| 4. | What is a 'View' of a File ? | 1 |
| 5. | Fill in the blank :
Three types of File organization are _____ , Indexed Sequential Organization and Random (Relative) Organization. | 1 |
| 6. | Relational is one of the DBMS software packages. Name the other two. | 1 |
| 7. | State the method of Access and Media usable in Sequential File organization. | 2 |

8. Explain why the information relating to the agents introducing policies is not stored in the Policy Master Records themselves. 2
9. Write a short note on 'Commission Billing'. 2
10. Briefly explain the need for computers in the Insurance Industry. 2
11. What is Backing-up-data File ? What is need for back-ups to be taken ? Also tell what do you mean by 'Father Back-up'. 3
12. Mention three important characteristics of Information to be used in decision-making. 3

PART B
(Life Insurance Administration)

13. State the constitution of the Board of LIC of India. 1
14. What are the tools of selling life insurance ? 1
15. What is the minimum age to become an insurance agent ? 1
16. What is the primary goal of all promotions ? 1
17. Name any two sections of Accounts department of a branch office of LIC. 1
18. Give the importance of After-Sale Service in life insurance industry. 2
19. What do you know about 'Era Sezhiyan Committee' ? 2
20. Give a short description of 'Need for separate PR department'. 2
21. Briefly give the function and constitution of the 'Executive Committee' of LIC of India. 2
22. Give an account of investment activity in LIC which is an image builder of the organisation. 2
23. Mention the factors to be taken care of by any PR department. 2
24. Write a short note on Bank A/c No. 2 used by a branch office of LIC of India. 2
25. What do you mean by 'Surplus Funds' ? How do these funds arise ? 2
26. Briefly describe 'LIC Housing Finance Ltd.'. 2
27. 'Life insurance is always sold never bought.' Justify the statement. 3
28. Mention the traits of a successful salesman. 3
29. What is a Trial Balance ? How is this prepared ? 3
30. Mention the need for diversification in LIC. 3

- 31.** Describe how poor PR activities hamper the growth of business. 5
- 32.** Describe how Performance Planning is made in LIC working. 5
- 33.** Describe in detail the various types of accounts maintained by Banking Section of a branch office of LIC. 5
- 34.** What is a Mutual Fund ? How is LIC Mutual Fund different from other mutual funds ? 5
- 35.** Explain clearly the terms 'Life Assured', 'Proposer' and 'Policyholder'. Can Life Assured and Policyholder be the same person ? 5