

FINAL TERM EXAMINATION
Spring 2010
BNK603- Consumer Banking

1. Role of groups in [credit risk](#) management (3)
2. To whom the credit risk [department gives support](#) (3)
3. Attributes of an [effective ERM](#) report (5)
4. 20/20 customer [experience](#) (5)
5. Give reasons of trend in declining [in client relations](#)hip with bank and the solutions (5)
6. Change [Management in service](#) design
7. Recovery / Collection process
8. Documentation [of housing finance](#)
9. Responsibilities of Regional Credit Administration Department?
10. Alternative [Face to Face Business](#)?
11. What is on [demand business](#)?

www.vchowk.com