

IC-38 EXAM

QUESTION BANK PDF
FOR LIFE INSURANCE
CORPORATION AGENT



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IC 38 Question Bank PDF for Life Insurance Corporation AGENT

Q1: Which among the following is the regulator for the insurance industry in India?

- I. Insurance Authority of India
- II. Insurance Regulatory and Development Authority of India**
- III. Life Insurance Corporation of India
- IV. General Insurance Corporation of India

Q2: Which among the following is a secondary burden of risk?

- I. Business interruption cost
- II. Goods damaged cost
- III. Setting aside reserves as a provision for meeting potential losses in the future**
- IV. Hospitalisation costs as a result of heart attack

Q3: Which among the following is a method of risk transfer?

- I. Bank FD
- II. Insurance**
- III. Equity shares
- IV. Real estate

Q4: Which among the following scenarios warrants insurance?

- I. The sole bread winner of a family might die untimely**
- II. A person may lose his wallet
- III. Stock prices may fall drastically
- IV. A house may lose value due to natural wear and tear

Q5: Which of the below insurance scheme is run by an insurer and not sponsored by the Government?

- I. Employees State Insurance Corporation
- II. Crop Insurance Scheme
- III. Jan Arogya**
- IV. All of the above

Q6: Risk transfer through risk pooling is called

- I. Savings
- II. Investments
- III. Insurance**
- IV. Risk mitigation

Q7: The measures to reduce chances of occurrence of risk are known as

- I. Risk retention
- II. Loss prevention**
- III. Risk transfer
- IV. Risk avoidance

Q8: By transferring risk to insurer, it becomes possible _____.

- I. To become careless about our assets
- II. To make money from insurance in the event of a loss



III. To ignore the potential risks facing our assets

IV. **To enjoy peace of mind and plan one's business more effectively**

Q9: Origins of modern insurance business can be traced to

I. Bottomry

II. **Lloyds**

III. Rhodes

IV. Malhotra Committee

Q10: In insurance context „risk retention“ indicates a situation where

I. Possibility of loss or damage is not there

II. Loss producing event has no value

III. Property is covered by insurance

IV. **One decides to bear the risk and its effects**

Q11: Which of the following statement is true?

I. Insurance protects the asset

II. Insurance prevents its loss

III. Insurance reduces possibilities of loss

IV. **Insurance pays when there is loss of asset**

Q 12: Out of 400 houses, each valued at Rs. 20,000, on an average 4 houses get burnt every year resulting in a combined loss of Rs. 80,000. What should be the annual contribution of each house owner to make good this loss?

I. Rs.100/-

II. **Rs.200/-**

III. Rs.80/-

IV. Rs.400/-

Q13: Which of the following statements is true?

I. Insurance is a method of sharing the losses of a „few“ by „many“

II. Insurance is a method of transferring the risk of an individual to another individual

III. **Insurance is a method of sharing the losses of a „many“ by a few**

IV. Insurance is a method of transferring the gains of a few to the many

Q14: Why do insurers arrange for survey and inspection of the property before acceptance of a risk?

I. **To assess the risk for rating purposes**

II. To find out how the insured purchased the property

III. To find out whether other insurers have also inspected the property

IV. To find out whether neighbouring property also can be insured

Q15: Which of the below option best describes the process of insurance?

I. Sharing the losses of many by a few

II. **Sharing the losses of few by many**

III. One sharing the losses of few

IV. Sharing of losses through subsidy

Q16: What is meant by customer lifetime value?

I. Sum of costs incurred while servicing the customer over his lifetime

II. Rank given to customer based on business generated



III. Sum of economic benefits that can be achieved by building a long term relationship with the customer

IV. Maximum insurance that can be attributed to the customer

Q17 : Identify the scenario where a debate on the need for insurance is not required.

I. Property insurance

II. Business liability insurance

III. Motor insurance for third party liability

IV. Fire insurance

Q18: As per the Consumer Protection Act, 1986, who cannot be classified as a consumer?

I. Hires goods / services for personal use

II. A person who buys goods for resale purpose

III. Buys goods and services for a consideration and uses them

IV. Uses the services of another for a consideration

Q19 : What does not go on to make a healthy relationship?

I. Attraction

II. Trust

III. Communication

IV. Scepticism

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Q20: Which among the following is not an element of active listening?

I. Paying good attention

II. Being extremely judgemental

III. Empathetic listening

IV. Responding appropriately

Q21 : Which among the following is not a characteristic of ethical behaviour?

I. Making adequate disclosures to enable the clients to make an informed decision

II. Maintaining confidentiality of client's business and personal information

III. Placing self-interest ahead of client's interests

IV. Placing client's interest ahead of self interest

Q 22-----is not a tangible good.

I. House

II. Insurance

III. Mobile Phone

IV. A pair of jeans

Q23 _____ is not an indicator of service quality.

I. Cleverness

II. Reliability

III. Empathy

IV. Responsiveness

Q24 : In India _____ insurance is mandatory.

I. Motor third party liability

II. Fire insurance for houses



- III. Travel insurance for domestic travel
- IV. Personal accident

Q 25: One of the methods of reducing insurance cost of an insured is _____

- I. Reinsurance
- II. Deductible**
- III. Co-insurance
- IV. Rebate

Q 26 : A customer having complaint regarding his insurance policy can approach IRDA through

- I. IGMS
- II. District Consumer Forum
- III. Ombudsman
- IV. IGMS or District Consumer Forum or Ombudsman

Q 27: Consumer Protection Act deals with:

- I. Complaint against insurance companies
- II. Complaint against shopkeepers
- III. Complaint against brand
- IV. Complaint against insurance companies, brand and shopkeepers**

Q 28 : _____ has jurisdiction to entertain matters where value of goods or services and the compensation claim is up to 20 lakhs

- I. High Court
- II. District Forum**
- III. State Commission
- IV. National Commission

Q 29 : In customer relationship the first impression is created:

- I. By being confident
- II. By being on time
- III. By showing interest
- IV. By being on time, showing interest and being confident**

Q 30 :Select the correct statement:

- I. Ethical behaviour is impossible while selling insurance
- II. Ethical behaviour is not necessary for insurance agents
- III. Ethical behaviour helps in developing trust between the agent and the insurer**
- IV. Ethical behaviour is expected from the top management only

Q 31: Active Listening involves:

- I. Paying attention to the speaker
- II. Giving an occasional nod and smile
- III. Providing feedback
- IV. Paying attention to the speaker, giving an occasional nod and smile and providing feedback**



Q32 :The _____ has jurisdiction to entertain complaints, where value of the goods or services and the compensation claimed is up to Rs.20 lakhs.

- I. District Forum
- II. State Commission
- III. Zilla Parishad
- IV. National Commission

Q 34 :Expand the term IGMS.

- I. Insurance General Management System
- II. Indian General Management System
- III. **Integrated Grievance Management System**
- IV. Intelligent Grievance Management System

Q 35: Which of the below consumer grievance redressal agencies would handle consumer disputes amounting between Rs. 20 lakhs and Rs. 100 lakhs?

- I. District Forum
- II. **State Commission**
- III. National Commission
- IV. Zilla Parishad

Q36 : Which among the following cannot form the basis for a valid consumer complaint?

- I. Shopkeeper charging a price above the MRP for a product
- II. **Shopkeeper not advising the customer on the best product in a category**
- III. Allergy warning not provided on a drug bottle
- IV. Faulty products

Q 37 :Which of the below will be the most appropriate option for a customer to lodge an insurance policy related complaint?

- I. Police
- II. Supreme Court
- III. **Insurance Ombudsman**
- IV. District Court

Q 38: Which of the below statement is correct with regards to the territorial jurisdiction of the Insurance Ombudsman?

- I. Insurance Ombudsman has National jurisdiction
- II. Insurance Ombudsman has State jurisdiction
- III. Insurance Ombudsman has District jurisdiction
- IV. **Insurance Ombudsman operates only within the specified territorial limits**

Q 39 :How is the complaint to be launched with an insurance ombudsman?

- I. **The complaint is to be made in writing**
- II. The complaint is to be made orally over the phone
- III. The complaint is to be made orally in a face to face manner
- IV. The complaint is to be made through newspaper advertisement

Q 38: What is the time limit for approaching an Insurance Ombudsman?

- I. Within two years of rejection of the complaint by the insurer
- II. Within three years of rejection of the complaint by the insurer
- III. **Within one year of rejection of the complaint by the insurer**
- IV. Within one month of rejection of the complaint by the insurer



Q 39 :Which among the following is not a pre-requisite for launching a complaint with the Ombudsman?

- I. The complaint must be by an individual on a „Personal Lines“ insurance
- II. The complaint must be lodged within 1 year of the insurer rejecting the complaint
- III. Complainant has to approach a consumer forum prior to the Ombudsman**
- IV. The total relief sought must be within an amount of Rs.20 lakhs.

Q 40: Are there any fee / charges that need to be paid for lodging the complaint with the Ombudsman?

- I. A fee of Rs 100 needs to be paid
- II. No fee or charges need to be paid**
- III. 20% of the relief sought must be paid as fee
- IV. 10% of the relief sought must be paid as fee

Q41 :Which among the following is an example of coercion?

- I. Ramesh signs a contract without having knowledge of the fine print
- II. Ramesh threatens to kill Mahesh if he does not sign the contract**
- III. Ramesh uses his professional standing to get Mahesh to sign a contract
- IV. Ramesh provides false information to get Mahesh to sign a contract

Q 42: Which among the following options cannot be insured by Ramesh?

- I. Ramesh"s house
- II. Ramesh"s spouse
- III. Ramesh"s friend**
- IV. Ramesh"s parents

Q 43 :Which element of a valid contract deals with premium?

- I. Offer and acceptance
- II. Consideration**
- III. Free consent
- IV. Capacity of parties to contract

Q 44 _____ relates to inaccurate statements, which are made without any fraudulent intention.

- I. Misrepresentation**
- II. Contribution
- III. Offer
- IV. Representation

Q 45 _____ involves pressure applied through criminal means.

- I. Fraud
- II. Undue influence
- III. Coercion**
- IV. Mistake

Q46 :Which among the following is true regarding life insurance contracts?

- I. They are verbal contracts not legally enforceable
- II. They are verbal which are legally enforceable
- III. They are contracts between two parties (insurer and insured) as per requirements of Indian Contract Act, 1872**
- IV. They are similar to wager contracts



Q 47 :Which of the below is not a valid consideration for a contract?

- I. Money
- II. Property
- III. Bribe**
- IV. Jewellery

Q 48 : Which of the below party is not eligible to enter into a life insurance contract?

- I. Business owner
- II. Minor**
- III. House wife
- IV. Government employee

Q 49 :Which of the below action showcases the principle of “Uberrima Fides”?

- I. Lying about known medical conditions on an insurance proposal form
- II. Not revealing known material facts on an insurance proposal form
- III. Disclosing known material facts on an insurance proposal form**
- IV. Paying premium on time

Q 50: Which of the below is not correct with regards to insurable interest?

- I. Father taking out insurance policy on his son
- II. Spouses taking out insurance on one another
- III. Friends taking out insurance on one another**
- IV. Employer taking out insurance on employees

Q 51 :When is it essential for insurable interest to be present in case of life insurance?

- I. At the time of taking out insurance**
- II. At the time of claim
- III. Insurable interest is not required in case of life insurance
- IV. Either at time of policy purchase or at the time of claim

Q 52 : Find out the proximate cause for death in the following scenario?

Ajay falls off a horse and breaks his back. He lies there in a pool of water and contracts pneumonia. He is admitted to the hospital and dies because of pneumonia.

- I. Pneumonia
- II. Broken back
- III. Falling off a horse**
- IV. Surgery

Q 53 :Can a complaint be launched against a private insurer?

- I. Complaints can be launched against public insurers only
- II. Yes, complaint can be launched against private insurers**
- III. Complaint can be launched against private insurers only in the Life Sector
- IV. Complain can be launched against private insurers only in the Non-Life Sector

Q54 :How does diversification reduce risks in financial markets?

- I. Collecting funds from multiple sources and investing them in one place
- II. Investing funds across various asset classes**
- III. Maintaining time difference between investments
- IV. Investing in safe assets



Q 55 :Which of the below is not an element of the life insurance business?

- I. Asset
- II. Risk
- III. Principle of mutuality
- IV. Subsidy**

Q 56 : Who devised the concept of HLV?

- I. Dr. Martin Luther King
- II. Warren Buffet
- III. Prof.Hubener**
- IV. George Soros

Q 57 : Which of the below mentioned insurance plans has the least or no amount of savings element?

- I. Term insurance plan**
- II. Endowment plan
- III. Whole life plan
- IV. Money back plan

Q 58 : Which among the following cannot be termed as an asset?

- I. Car
- II. Human Life
- III. Air**
- IV. House

Q 59 :Which of the below cannot be categorised under risks?

- I. Dying too young
- II. Dying too early
- III. Natural wear and tear**
- IV. Living with disability

Q 60 : which statement is correct ?

- I. Life insurance policies are contracts of indemnity while general insurance policies are contracts of assurance
- II. Life insurance policies are contracts of assurance while general insurance policies are contracts of indemnity**
- III. In case of general insurance the risk event protected against is certain
- IV. The certainty of risk event in case of general insurance increases with time

Q 61 :Which among the following methods is a traditional method that can help determine the insurance needed by an individual?

- I. Human Economic Value
- II. Life Term Proposition
- III. Human Life Value**
- IV. Future Life Value

Q 62 :Which of the below is the most appropriate explanation for the fact that young people are charged lesser life insurance premium as compared to old people?

- I. Young people are mostly dependant
- II. Old people can afford to pay more
- III. Mortality is related to age**
- IV. Mortality is inversely related to age



Q 63 :Which of the below is not an advantage of cash value insurance contracts?

- I. Safe and secure investment
- II. Inculcates saving discipline
- III. Lower yields**
- IV. Income tax advantages

Q 64 Which of the below is an advantage of cash value insurance contracts?

- I. Returns subject to corroding effect of inflation
- II. Low accumulation in earlier years
- III. Lower yields
- IV. Secure investment

Q65 : Which among the following would you recommend in order to seek protection against unforeseen events?

- I. Insurance**
- II. Transactional products like bank FD"s
- III. Shares
- IV. Debentures

Q 66 : When is the best time to start financial planning?

- I. Post retirement
- II. As soon as one gets his first salary**
- III. After marriage
- IV. Only after one gets rich

Q 67 :Which among the following is not an objective of tax planning?

- I. Maximum tax benefit
- II. Reduced tax burden as a result of prudent investments
- III. Tax evasion**
- IV. Full advantage of tax breaks

Q 68 :An individual with an aggressive risk profile is likely to follow wealth _____ investment style.

- I. Consolidation
- II. Gifting
- III. Accumulation**
- IV. Spending

Q 69: Which among the following is a wealth accumulation product?

- I. Bank Loans
- II. Shares**
- III. Term Insurance Policy
- IV. Savings Bank Account

Q 70 : Savings can be considered as a composite of two decisions. Choose them from the list below.

- I. Risk retention and reduced consumption
- II. Gifting and accumulation
- III. Spending and accumulation
- IV. Postponement of consumption and parting with liquidity**



Q71 :During which stage of life will an individual appreciate past savings the most?

- I. Post retirement
- II. Earner
- III. Learner
- IV. Just married

Q 72 :What is the relation between investment horizon and returns?

- I. Both are not related at all
- II. Greater the investment horizon the larger the returns
- III. Greater the investment horizon the smaller the returns
- IV. Greater the investment horizon more tax on the returns

Q 73 : Which among the following can be categorised under transactional products?

- I. Bank deposits
- II. Life insurance
- III. Shares
- IV. Bonds

Q 74 :Which among the following can be categorised under contingency products?

- I. Bank deposits
- II. Life insurance
- III. Shares
- IV. Bonds

Q 75 :Which of the below can be categorised under wealth accumulation products?

- I. Bank deposits
- II. Life insurance
- III. General insurance
- IV. Shares

Q 76 :_____ is a rise in the general level of prices of goods and services in an economy over a period of time.

- I. Deflation
- II. Inflation
- III. Stagflation
- IV. Hyperinflation

Q77 : Which of the below is not a strategy to maximise discretionary income?

- I. Debt restructuring
- II. Loan transfer
- III. Investment restructuring
- IV. Insurance purchase

Q 78 : Which among the following is an intangible product?

- I. Car
- II. House
- III. Life insurance
- IV. Soap

Q 79 :The premium paid for whole life insurance is _____ than the premium paid for term assurance.

- I. Higher
- II. Lower
- III. Equal
- IV. Substantially higher



Q 80 : _____ life insurance pays off a policyholder's mortgage in the event of the person's death.

- I. Term
- II. Mortgage**
- III. Whole
- IV. Endowment

Q 81 :The _____ the premium paid by you towards your life insurance, the _____ will be the compensation paid to the beneficiary in the event of your death.

- I. Higher, Higher**
- II. Lower, Higher
- III. Higher, Lower
- IV. Faster, Slower

Q 82 :Which of the below option is correct with regards to a term insurance plan?

- I. Term insurance plans come with life-long renewability option
- II. All term insurance plans come with a built-in disability rider
- III. Term insurance can be bought as a stand-alone policy as well as a rider with another policy**
- IV. There is no provision in a term insurance plans to convert it into a whole life insurance plan

Q 83 : In decreasing-term insurance, the premiums paid _____ over time.

- I. Increase
- II. Decrease
- III. Remain constant**
- IV. Are returned

Q 84 : Using the conversion option present in a term policy you can convert the same to _

- I. Whole life policy**
- II. Mortgage policy
- III. Bank FD
- IV. Decreasing term policy

Q 85 : What is the primary purpose of a life insurance product?

- I. Tax rebates
- II. Safe investment avenue
- III. Protection against the loss of economic value of an individual's productive abilities**
- IV. Wealth accumulation

Q 86 : Who among the following is best advised to purchase a term plan?

- I. An individual who needs money at the end of insurance term
- II. An individual who needs insurance and has a high budget
- III. An individual who needs insurance but has a low budget**
- IV. An individual who needs an insurance product that gives high returns

Q 87 : Which of the below statement is incorrect with regards to decreasing term assurance?

- I. Death benefit amount decreases with the term of coverage
- II. Premium amount decreases with the term of coverage**
- III. Premium remains level throughout the term
- IV. Mortgage redemption plans are an example of decreasing term assurance plans



Q 88 :Which among the following is a non-traditional life insurance product?

- I. Term assurance
- II. Universal life insurance**
- III. Endowment insurance
- IV. Whole life insurance

Q89 :Which of the below statement is incorrect?

- I. Variable life insurance is a temporary life insurance policy**
- II. Variable life insurance is a permanent life insurance policy
- III. The policy has a cash value account
- IV. The policy provides a minimum death benefit guarantee

Q 90 :What does inter-temporal allocation of resources refer to?

- I. Postponing allocation of resources until the time is right
- II. Allocation of resources over time**
- III. Temporary allocation of resources
- IV. Diversification of resource allocation

Q 91 :Which among the following is a limitation of traditional life insurance products?

- I. Yields on these policies is high
- II. Clear and visible method of arriving at surrender value
- III. Well defined cash and savings value component
- IV. Rate of return is not easy to ascertain**

Q 92 : Where was the Universal Life Policy introduced first?

- I. USA**
- II. Great Britain
- III. Germany
- IV. France

Q 93 : Who among the following is most likely to buy variable life insurance?

- I. People seeking fixed return
- II. People who are risk averse and do not dabble in equity
- III. Knowledgeable people comfortable with equity**
- IV. Young people in general

Q 94 :Which of the below statement is true regarding ULIP"s?

- I. Value of the units is determined by a formula fixed in advance
- II. Investment risk is borne by the insurer**
- III. ULIP"s are opaque with regards to their term, expenses and savings components
- IV. ULIP"s are bundled products

Q 95 : All of the following are characteristics of variable life insurance EXCEPT:

- I. Flexible premium payments**
- II. Cash value is not guaranteed
- III. Policy owner selects where savings reserve is invested
- IV. Minimum Death benefit is guaranteed

Q 96 :Which of the below is correct with regards to universal life insurance?

Statement I: It allows policy owner to vary payments

Statement II: Policy owner can earn market based rate of return on cash value



- I. I is true
- II. II is true
- III. I and II are true**
- IV. I and II are false

Q 97 : All of the following is true regarding ULIP's EXCEPT:

- I. Unit holder can choose between different kind of funds
- II. Life insurer provides guarantee for unit values**
- III. Units may be purchased by payment of a single premium or via regular premium payments.
- IV. ULIP policy structure is transparent with regards to the insurance expenses component

Q 98 : As per IRDAI norms, an insurance company can provide which of the below non-traditional savings life insurance products are permitted in India?

Choice I: Unit Linked Insurance Plans

Choice II: Variable Insurance Plans

- I. I only
- II. II only
- III. I and II both**
- IV. Neither I nor II

Q 99 : What does unbundling of life insurance products refers to?

- I. Correlation of life insurance products with bonds
- II. Correlation of life insurance products with equities
- III. Amalgamation of protection and savings element
- IV. Separation of the protection and savings element**

Q100: Which among the following is a non-traditional life insurance product?

- I. Term assurance
- II. Universal life insurance**
- III. Endowment insurance
- IV. Whole life insurance

Q101 : What is the objective behind Mortgage Redemption Insurance?

- I. Facilitate cheaper mortgage rates
- II. Provide financial protection for home loan borrowers**
- III. Protect value of the mortgaged property
- IV. Evade eviction in case of default

Q102: The sum assured under keyman insurance policy is generally linked to which of the following?

- I. Keyman income
- II. Business profitability**
- III. Business history
- IV. Inflation index

Q103: Mortgage redemption insurance (MRI) can be categorised under _____.

- I. Increasing term life assurance
- II. Decreasing term life assurance**
- III. Variable life assurance
- IV. Universal life assurance



Q104 : Which of the below losses are covered under keyman insurance?

- I. Property theft
- II. Losses related to the extended period when a key person is unable to work**
- III. General liability
- IV. Losses caused due to errors and omission

Q105 : A policy is effected under the MWP Act. If the policyholder does not appoint a special trustee to receive and administer the benefits under the policy, the sum secured under the policy becomes payable to the _____.

- I. Next of kin
- II. Official Trustee of the State**
- III. Insurer
- IV. Insured

Q 106 : Mahesh ran a business on borrowed capital. After his sudden demise, all the creditors are doing their best to go after Mahesh's assets. Which of the below assets is beyond the reach of the creditors?

- I. Property under Mahesh's name
- II. Mahesh's bank accounts
- III. Term life insurance policy purchased under Section 6 of MWP Act**
- IV. Mutual funds owned by Mahesh

Q 107 : Which of the below option is true with regards to MWP Act cases?

Statement I: Maturity claims cheques are paid to policyholders

Statement II: Maturity claims cheques are paid to trustees

- I. I is true
- II. II is true**
- III. Both I and II are true
- IV. Neither I nor II is true

Q 108 : Which of the below option is true with regards to MWP act cases?

Statement I: Death claims are settled in favour of nominees

Statement II: Death claims are settled in favour of trustees

- I. I is true
- II. II is true**
- III. Both I and II are true
- IV. Neither I nor II is true

Q 109: Ajay pays insurance premium for his employees. Which of the below insurance premium will not be treated deductible as compensation paid to employee?

Choice I: Health insurance with benefits payable to employee

Choice II: Keyman life insurance with benefits payable to Ajay

- I. I only
- II. II only**
- III. Both I and II
- IV. Neither I nor II

Q 110 : The practice of charging interest to borrowers who pledge their property as collateral but leaving them in possession of the property is called _____.

- I. Security
- II. Mortgage**
- III. Usury
- IV. Hypothecation



Q 111 :Which of the below policy can provide protection to home loan borrowers?

- I. Life Insurance
- II. Disability Insurance
- III. Mortgage Redemption Insurance**
- IV. General Insurance

Q 112 :What does a policy lapse mean?

- I. Policyholder completes premium payment for a policy
- II. Policyholder discontinues premium payment for a policy**
- III. Policy attains maturity
- IV. Policy is withdrawn from the market

Q113 :Who bears the investment risk in case of ULIPs?

- I. Insurer
- II. Insured**
- III. State
- IV. IRDA

Q114 : What does the term “premium” denote in relation to an insurance policy?

- I. Profit earned by the insurer
- II. Price paid by an insured for purchasing the policy**
- III. Margins of an insurer on a policy
- IV. Expenses incurred by an insurer on a policy

Q 115 :Which of the below is not a factor in determining life insurance premium?

- I. Mortality
- II. Rebate**
- III. Reserves
- IV. Management expenses

Q 116 :What is a policy withdrawal?

- I. Discontinuation of premium payment by policyholder
- II. Surrender of policy in return for acquired surrender value**
- III. Policy upgrade
- IV. Policy downgrade

Q 117 : Which of the below is one of the ways of defining surplus?

- I. Excessive liabilities
- II. Excessive turnover
- III. Excess value of liabilities over assets
- IV. Excess value of assets over liabilities**

Q 118 :Which of the below is not a component of ULIP premiums?

- I. Policy allocation charge
- II. Investment risk premium
- III. Mortality charge
- IV. Social security charge**



Q 119 :Life insurance companies may offer rebate to the buyer on the premium that is payable on the basis of _____.

- I. **Sum assured chosen by the buyer**
- II. Type of policy chosen by the buyer
- III. Term of the plan chosen by the buyer
- IV. Mode of payment (cash, cheque, card) chosen by the buyer

Q 120 :Interest rates are one of the important components used while determining the premium. Which of the below statement is correct with regards to interest rates?

- I. Lower the interest rate assumed, lower the premium
- II. Higher the interest rate assumed, higher the premium
- III. **Higher the interest rate assumed, lower the premium**
- IV. The interest rates don't affect premiums

Q 121 : Which of the below statement is correct?

- I. Business strain is the difficulty faced by the companies in securing new business
- II. Business strain arises at the end of the policy term.
- III. Business strain arises because of excess premium
- IV. **Business strain arises because of excess expenses at the new business stage .**

Q 122 :With regards to valuation of assets by insurance companies, _____ is the value at which the life insurer has purchased or acquired its assets.

- I. Discounted future value
- II. **Discounted present value**
- III. Market value
- IV. Book value

Q 123 : In case of _____, a company expresses the bonus as a percentage of basic benefit and already attached bonuses.

- I. Reversionary bonus
- II. **Compound bonus**
- III. Terminal bonus
- IV. Persistency bonus

Q 124 :Which of the below statement is correct with regards to endowment assurance plan?

- I. It has a death benefit component only
- II. It has a survival benefit component only
- III. **It has both a death benefit as well as a survival component**
- IV. It is similar to a term plan

Q 125 : Which of the below is an example of an endowment assurance plan?

- I. Mortgage Redemption Plan
- II. Credit Life Insurance Plan
- III. **Money Back Plan**
- IV. Whole Life Plan

Q126 :During the _____ period, if the policyholder has bought a policy and does not want it, he / she can return it and get a refund.

- I. Free evaluation
- II. Free look
- III. Cancellation
- IV. Free trial



Q 127 :Which of the below is an example of standard age proof?

- I. Ration card
- II. Horoscope
- III. Passport**
- IV. Village Panchayat certificate

Q 128 :Which of the below can be attributed to moral hazard?

- I. Increased risky behaviour following the purchase of insurance**
- II. Increased risky behaviour prior to the purchase of insurance
- III. Decreased risky behaviour following the purchase of insurance
- IV. Engaging in criminal acts post being insured

Q 129 :Which of the below features will be checked in a medical examiner's report?

- I. Emotional behaviour of the proposer
- II. Height, weight and blood pressure**
- III. Social status
- IV. Truthfulness

Q 130 : A _____ is a formal legal document used by insurance companies that provides details about the product.

- I. Proposal form
- II. Proposal quote
- III. Information docket
- IV. Prospectus**

Q 131 :The application document used for making the proposal is commonly known as the.

- I. Application form
- II. Proposal form**
- III. Registration form
- IV. Subscription form

Q 132 :From the below given age proof documents, identify the one which is classified as non-standard by insurance companies.

- I. School certificate
- II. Identity card in case of defence personnel
- III. Ration card**
- IV. Certificate of baptism

Q 133: Money laundering is the process of bringing _____ money into an economy by hiding its _____ origin so that it appears to be legally acquired.

- I. Illegal, illegal**
- II. Legal, legal
- III. Illegal, legal
- IV. Legal, illegal

Q 134 :In case the policyholder is not satisfied with the policy, he / she can return the policy within the free-look period i.e. within _____ of receiving the policy document.

- I. 60 days
- II. 45 days
- III. 30 days
- IV. 15 days**



Q 135 :Which of the below statement is correct with regards to a policy returned by a policyholder during the free look period?

- I. The insurance company will refund 100% of the premium
- II. The insurance company will refund 50% of the premium
- III. The insurance company will refund the premium after adjusting for proportionate risk premium for the period on cover, medical examination expenses and stamp duty charges**
- IV. The insurance company will forfeit the entire premium

Q 136 :Which of the below is not a valid address proof?

- I. PAN Card**
- II. Voter ID Card
- III. Bank passbook
- IV. Driving licence

Q 137 :What does a first premium receipt (FPR) signify? Choose the most appropriate option.

- I. Free look period has ended
- II. It is evidence that the policy contract has begun**
- III. Policy cannot be cancelled now
- IV. Policy has acquired a certain cash value

Q 138 :Which of the following documents is an evidence of the contract between insurer and insured?

- I. Proposal form
- II. Policy document**
- III. Prospectus
- IV. Claim form

Q 139 :If complex language is used to word a certain policy document and it has given rise to an ambiguity, how will it generally be construed?

- I. In favour of insured**
- II. In favour of insurer
- III. The policy will be declared as void and the insurer will be asked to return the premium with interest to the insured
- IV. The policy will be declared as void and the insurer will be asked to return the premium to the insured without any interest

Q 140 :Select the option that best describes a policy document.

- I. It is evidence of the insurance contract**
- II. It is evidence of the interest expressed by the insured in buying an insurance policy from the company
- III. It is evidence of the policy (procedures) followed by an insurance company when dealing with channel partners like banks, brokers and other entities
- IV. It is an acknowledgement slip issued by the insurance company on payment of the first premium

Q 141 :Which of the below statement is correct?

- I. The proposal form acceptance is the evidence that the policy contract has begun
- II. The acceptance of premium is evidence that the policy has begun
- III. The First Premium Receipt is the evidence that the policy contract has begun**
- IV. The premium quote is evidence that the policy contract has begun



Q 142 : For the subsequent premiums received by the insurance company after the first premium, the company will issue _____.

- I. Revival premium receipt
- II. Restoration premium receipt
- III. Reinstatement premium receipt
- IV. Renewal premium receipt**

Q 143 : What will happen if the insured person loses the original life insurance policy document?

- I. The insurance company will issue a duplicate policy without making any changes to the contract**
- II. The insurance contract will come to an end
- III. The insurance company will issue a duplicate policy with renewed terms and conditions based on the current health declarations of the life insured
- IV. The insurance company will issue a duplicate policy without making any changes to the contract, but only after a Court order.

Q 144 : Which of the below statement is correct?

- I. The policy document has to be signed by a competent authority but need not be compulsorily stamped according to the Indian Stamp Act.
- II. The policy document has to be signed by a competent authority and should be stamped according to the Indian Stamp Act.**
- III. The policy document need not be signed by a competent authority but should be stamped according to the Indian Stamp Act.
- IV. The policy document neither needs to be signed by a competent authority nor it needs to be compulsorily stamped according to the Indian Stamp Act.

Q 145 : Which of the below forms the first part of a standard insurance policy document?

- I. Policy schedule**
- II. Standard provisions
- III. Specific policy provisions
- IV. Claim procedure

Q 146 : In a standard insurance policy document, the standard provisions section will have information on which of the below?

- I. Date of commencement, date of maturity and due date of last premium
- II. Name of nominee
- III. The rights and privileges and other conditions, which are applicable under the contract**
- IV. The signature of the authorised signatory and policy stamp

Q 147 : “A clause precluding death due to pregnancy for a lady who is expecting at the time of writing the contract” will be included in which section of a standard policy document?

- I. Policy schedule
- II. General provisions
- III. Standard provisions
- IV. Specific policy provisions**

Q 148 : Under what circumstances would the policyholder need to appoint an appointee?

- I. Insured is minor**
- II. Nominee is a minor
- III. Policyholder is not of sound mind
- IV. Policyholder is not married



Q 149 : Which of the below statement is false with regards to nomination?

- I. Policy nomination is not cancelled if the policy is assigned to the insurer in return for a loan
- II. Nomination can be done at the time of policy purchase or subsequently
- III. Nomination can be changed by making an endorsement in the policy
- IV. A nominee has full rights on the whole of the claim**

Q 150 : In order for the policy to acquire a guaranteed surrender value, for how long must the premiums be paid as per law?

- I. Premiums must be paid for at least 2 consecutive years
- II. Premiums must be paid for at least 3 consecutive years**
- III. Premiums must be paid for at least 4 consecutive years
- IV. Premiums must be paid for at least 5 consecutive years

Q 151 : When is a policy deemed to be lapsed?

- I. If the premiums are not paid on due date
- II. If the premiums are not paid before the due date
- III. If the premium has not been paid even during days of grace**
- IV. If the policy is surrendered

Q 152 : Which of the below statement is correct with regards to grace period of an insurance policy?

- I. The standard length of the grace period is one month.
- II. The standard length of the grace period is 30 days.
- III. The standard length of the grace period is one month or 30 days.
- IV. The standard length of the grace period is one month or 31 days.**

Q 153 : What will happen if the policyholder does not pay the premium by the due date and dies during the grace period?

- I. The insurer will consider the policy void due to non-payment of premium by the due date and hence reject the claim
- II. The insurer will pay the claim and waive off the last unpaid premium
- III. The insurer will pay the claim after deducting the unpaid premium**
- IV. The insurer will pay the claim after deducting the unpaid premium along with interest which will be taken as 2% above the bank savings interest rate

Q 154 : During the revival of a lapsed policy, which of the below aspect is considered most significant by the insurance company? Choose the most appropriate option.

- I. Evidence of insurability at revival**
- II. Revival of the policy leading to increase in risk for the insurance company
- III. Payment of unpaid premiums with interest
- IV. Insured submitting the revival application within a specified time frame

Q 155 : For an insurance policy nomination is allowed under _____ of the Insurance Act, 1938.

- I. Section 10
- II. Section 38
- III. Section 39**
- IV. Section 45



Q 156 : Which of the below statement is incorrect with regards to a policy against which a loan has been taken from the insurance company?

- I. The policy will have to be assigned in favour of the insurance company
- II. The nomination of such policy will get cancelled due to assignment of the policy in favour of the insurance company**
- III. The nominee's right will be affected to the extent of the insurer's interest in the policy
- IV. The policy loan is usually limited to a percentage of the policy's surrender value

Q 157 : Which of the below statement is incorrect with regards to assignment of an insurance policy?

- I. In case of Absolute Assignment, in the event of death of the assignee, the title of the policy would pass to the estate of the deceased assignee.
- II. The assignment of a life insurance policy implies the act of transferring the rights, title and interest in the policy (as property) from one person to another.
- III. It is necessary that the policyholder must give notice of assignment to the insurer.
- IV. In case of Absolute Assignment, the policy vests absolutely with the assignee till maturity, except in case of death of the insured during the policy tenure, wherein the policy reverts back to the beneficiaries of the insured.**

Q 158 : Which of the below alteration will be permitted by an insurance company?

- I. Splitting up of the policy into two or more policies**
- II. Extension of the premium paying term
- III. Change of the policy from with profit policy to without profit policy
- IV. Increase in the sum assured

Q 159 : Which of the following cases is likely to be declined or postponed by a life insurer?

- I. Healthy 18 year old
- II. An obese person
- III. A person suffering from AIDS**
- IV. Housewife with no income of her own

Q160 : Which of the following is an example of moral hazard?

- I. Stunt artist dies while performing a stunt
- II. A person drinking copious amounts of alcohol because he is insured**
- III. Insured defaulting on premium payments
- IV. Proposer lying on policy document

Q 161 : Why is hereditary history of importance in medical underwriting?

- I. Rich parents have healthy kids
- II. Certain diseases can be passed on from parents to children**
- III. Poor parents have malnourished kids
- IV. Family environment is a critical factor

Q 162 : Which of the following denotes the underwriter's role in an insurance company?

- I. Process claims
- II. Decide acceptability of risks**
- III. Product design architect
- IV. Customer relations manager

Q 163 : Which of the following is not an underwriting decision?

- I. Risk acceptance at standard rates
- II. Declinature of risk
- III. Postponement of risk
- IV. Claim rejection**



Q 164 : Which of the following is not a standard age proof?

- I. Passport
- II. School leaving certificate
- III. Horoscope**
- IV. Birth certificate

Q165 :Which of the following condition will affect a person's insurability negatively?

- I. Daily jogs
- II. Banned substance abuse**
- III. Lazy nature
- IV. Procrastination

Q 166 :Under what method of underwriting does an underwriter assign positive rating points for all negative or adverse factors (negative points for any positive or favourable factors)?

- I. Judgment
- II. Arbitrary
- III. Numerical rating**
- IV. Single step

Q 167 :Under risk classification, _____ consist of those whose anticipated mortality corresponds to the standard lives represented by the mortality table.

- I. Standard lives**
- II. Preferred risks
- III. Sub-standard lives
- IV. Declined lives

Q 168 :Amruta is pregnant. She has applied for a term insurance cover. Which of the below option will be the best option to choose for an underwriter to offer insurance to Amruta? Choose the most likely option.

- I. Acceptance at ordinary rates
- II. Acceptance with extra premium
- III. Decline the proposal
- IV. Acceptance with a restrictive clause**

Q 169 :Which of the below insurance proposal is not likely to qualify under non-medical underwriting?

- I. Savita, aged 26 years, working in an IT company as a software engineer
- II. Mahesh, aged 50 years, working in a coal mine**
- III. Satish, aged 28 years, working in a bank and has applied for an insurance cover of Rs. 1 crore
- IV. Pravin, aged 30 years, working in a departmental store and has applied for an endowment insurance plan for a tenure of 10 years

Q 170 :Sheena is suffering from acute diabetes. She has applied for an insurance plan. In this case the underwriter is most likely to use _____ for underwriting. Choose the most appropriate option.

- I. Judgment method**
- II. Numerical method
- III. Any of the above method since an illness like diabetes does not play a major role in the underwriting process
- IV. Neither of the above method as diabetes cases are rejected outright



Q171 : Santosh has applied for a term insurance policy. His anticipated mortality is significantly lower than standard lives and hence could be charged a lower premium. Under risk classification, Santosh will be classified under _____.

- I. Standard lives
- II. Preferred risks**
- III. Substandard lives
- IV. Declined lives

Q 172 : Which of the below statement best describes the concept of claim? Choose the most appropriate option.

- I. A claim is a request that the insurer should make good the promise specified in the contract
- II. A claim is a demand that the insurer should make good the promise specified in the contract**
- III. A claim is a demand that the insured should make good the commitment specified in the agreement
- IV. A claim is a request that the insured should make good the promise specified in the agreement

Q 173 : Given below is a list of policies. Identify under which type of policy, the claim payment is made in the form of periodic payments?

- I. Money-back policy**
- II. Unit linked insurance policy
- III. Return of premium policy
- IV. Term insurance policy

Q 174 : Mahesh has bought a life insurance policy with a critical illness rider. He has made absolute assignment of the policy in favour of Karan. Mahesh suffers a heart attack and there is a claim of Rs. 50,000 under the critical illness rider. To whom will the payment be made in this case?

- I. Mahesh
- II. Karan**
- III. The payment will be shared equally by Mahesh and Karan
- IV. Neither of the two because Mahesh has suffered the heart attack but the policy is assigned in favour of Karan.

Q 175 : Praveen died in a car accident. The beneficiary submits documents for death claim. Which of the below document is an additional document required to be submitted in case of accidental death as compared to natural death.

- I. Certificate of burial or cremation
- II. Treating physician's certificate
- III. Employer's certificate
- IV. Inquest Report**

Q 176 : Which of the below death claim will be treated as an early death claim?

- I. If the insured dies within three years of policy duration**
- II. If the insured dies within five years of policy duration
- III. If the insured dies within seven years of policy duration
- IV. If the insured dies within ten years of policy duration

Q 177 : Given below are some events that will trigger survival claims. Identify which of the below statement is incorrect?

- I. Claim paid on maturity of a term insurance policy**



- II. An instalment payable upon reaching the milestone under a money-back policy
- III. Claim paid for critical illnesses covered under the policy as a rider benefit
- IV. Surrender value paid on surrender of an endowment policy by the policyholder

Q 178 : A payment made under a money-back policy upon reaching a milestone will be classified under which type of claim?

- I. Death claim
- II. Maturity claim
- III. **Periodical survival claim**
- IV. Surrender claim

Q 179 : Shankar bought a 10 year Unit Linked Insurance Plan. If he dies before the maturity of the policy which of the below will be paid?

- I. Lower of sum assured or fund value
- II. **Higher of sum assured or fund value**
- III. Premiums paid will be returned with 2% higher interest rate as compared to a bank's savings deposit
- IV. Surrender value

Q 180 : Based on classification of claims (early or non-early), pick the odd one out?

- I. Ramya dies after 6 months of buying a term insurance plan
- II. Manoj dies after one and half years of buying a term insurance plan
- III. David dies after two and half years of buying a term insurance plan
- IV. **Pravin dies after five and half years of buying a term insurance plan**

Q 181 : Given below is a list of documents to be submitted for a normal death claim by all beneficiaries in the event of death of life insured. Pick the odd one out which is additionally required to be submitted only in case of death by accident.

- I. **Inquest report**
- II. Claim form
- III. Certificate of burial or cremation
- IV. Hospital's certificate

Q 182 : As per IRDAI (Protection of Policyholders Interests) Regulations, 2002, a claim under a life policy shall be paid or be disputed, within 30 days from the date of receipt of all relevant papers and clarifications required.

- I. 7 days
- II. 15 days
- III. **30 days**
- IV. 45 days

Q 183 : As per guidelines, an insurance company has to process an insurance proposal within _____.

- I. 7 days
- II. 15 days
- III. 30 days
- IV. 45 days

Q 184 : In case the premium payment is made by cheque, then which of the below statement will hold true?

- I. The risk may be assumed on the date on which the cheque is posted
- II. The risk may be assumed on the date on which the cheque is deposited by the insurance company
- III. The risk may be assumed on the date on which the cheque is received by the insurance company
- IV. The risk may be assumed on the date on which the cheque is issued by the proposer



Q 185 :Which of the below statement is correct with regards to a warranty?

- I. A warranty is a condition which is implied without being stated in the policy
- II. A warranty is a condition expressly stated in the policy
- III. A warranty is a condition expressly stated in the policy and communicated to the insured separately and not as part of the policy document
- IV. If a warranty is breached, the claim can still be paid if it is not material to the risk

Q 186 :If certain terms and conditions of the policy need to be modified at the time of issuance, it is done by setting out the amendments through _____.

- I. Warranty
- II. Endorsement
- III. Alteration
- IV. Modifications are not possible

Q 187 :Which of the below statement is correct with regards to renewal notice?

- I. As per regulations there is a legal obligation on insurers to send a renewal notice to insured, 30 days before the expiry of the policy
- II. As per regulations there is a legal obligation on insurers to send a renewal notice to insured, 15 days before the expiry of the policy
- III. As per regulations there is a legal obligation on insurers to send a renewal notice to insured, 7 days before the expiry of the policy
- IV. As per regulations there is no legal obligation on insurers to send a renewal notice to insured before the expiry of the policy

Q 188 : Though the duration of cover for pre-hospitalization expenses would vary from insurer to insurer and is defined in the policy, the most common cover is for _____ pre-hospitalization.

- I. Fifteen days
- II. Thirty days
- III. Forty Five days
- IV. Sixty days

Q 189 :As per IRDA guidelines, a _____ grace period is allowed for renewal of individual health policies.

- I. Fifteen days III. Forty Five days
- II. Thirty days IV. Sixty days

Q 190 :Which of the below statement is correct with regards to a hospitalization expenses policy?

- I. Only hospitalization expenses are covered
- II. **Hospitalization as well as pre and post hospitalization expenses are covered**
- III. Hospitalization as well as pre and post hospitalization expenses are covered and a lumpsum amount is paid to the family members in the event of insured's death
- IV. Hospitalization expenses are covered from the first year and pre and post hospitalization expenses are covered from the second year if the first year is claim free.

Q191 :Identify which of the below statement is correct?

- I. **Health insurance deals with morbidity**
- II. Health insurance deals with mortality
- III. Health insurance deals with morbidity as well as mortality



IV. Health insurance neither deals with morbidity or mortality

Q 192 :Which of the below statement is correct with regards to cashless service provided in health insurance?

- I. It is an environment friendly go-green initiative started by insurance companies to promote electronic payments so that circulation of physical cash notes can be reduced and trees can be saved.
- II. Service is provided free of cost to the insured and no cash is to be paid as the payment is made by the Government to the insurance company under a special scheme
- III. All payments made by insured have to be made only through internet banking or cards as cash is not accepted by the insurance company
- IV. The insured does not pay and the insurance company settles the bill directly with the hospital**

Q 193 :Identify the correct full form of PPN with regards to hospitals in health insurance.

- I. Public Preferred Network
- II. Preferred Provider Network**
- III. Public Private Network
- IV. Provider Preferential Network

Q 194 :Identify which of the below statement is incorrect?

- I. An employer can take a group policy for his employees
- II. A bank can take a group policy for its customers
- III. A shopkeeper can take a group policy for its customers**
- IV. A group policy taken by the employer for his employees can be extended to include the family members of the employees

Q 195 :Underwriting is the process of _____.

- I. Marketing insurance products
- II. Collecting premiums from customers
- III. Risk selection and risk pricing**
- IV. Selling various insurance products

Q 196 :The principle of utmost good faith in underwriting is required to be followed by

- I. The insurer
- II. The insured
- III. Both the insurer and the insured**
- IV. The medical examiners

Q 197 :Insurable interest refers to _____.

- I. Financial interest of the person in the asset to be insured**
- II. The asset which is already insured
- III. Each insurer's share of loss when more than one company covers the same loss
- IV. The amount of the loss that can be recovered from the insurer

Q 198 :Which of the following statements about medical underwriting is incorrect?

- I. It involves high cost in collecting and assessing medical reports.
- II. Current health status and age are the key factors in medical underwriting for health insurance.
- III. Proposers have to undergo medical and pathological investigations to assess their health risk profile.
- IV. Percentage assessment is made on each component of the risk.**

Q 199 :



1) In a group health insurance, any of the individual constituting the group could anti-select against the insurer.

2) Group health insurance provides coverage only to employer-employee groups.

- I. Statement 1 is true and statement 2 is false
- II. Statement 2 is true and statement 1 is false
- III. Statement 1 and statement 2 are true
- IV. **Statement 1 and statement 2 are false**

Q 200 :Which of the following factor does not affect the morbidity of an individual?

- I. Gender
- II. **Spouse job**
- III. Habits
- IV. Residence location

Q 201 According to the principle of indemnity, the insured is paid for_____.

- I. **The actual losses to the extent of the sum insured**
- II. The sum insured irrespective of the amount actually spent
- III. A fixed amount agreed between both the parties
- IV. The actual losses irrespective of the sum assured

Q 202 :The first and the primary source of information about an applicant, for the underwriter is his_____.

- I. Age proof documents
- II. Financial documents
- III. Previous medical records
- IV. **Proposal form**

Q 203 :The underwriting process is completed when_____.

- I. All the critical information related to the health and personal details of the proposer are collected through the proposal form
- II. All the medical examinations and tests of the proposer are completed
- III. **The received information is carefully assessed and classified into appropriate risk categories**
- IV. The policy is issued to the proposer after risk selection and pricing.

Q 204 :Which of the following statements about the numerical rating method is incorrect?

- I. Numerical rating method provides greater speed in the handling of a large business with the help of trained personnel.
- II. **Analysis of difficult or doubtful cases is not possible** on the basis of numerical points without medical referees or experts.
- III. This method can be used by persons without any specific knowledge of medical science.
- IV. It ensures consistency between the decisions of different underwriters

Q 205 :Who among the following is not a stakeholder in insurance claim process?

- I. Insurance company shareholders
- II. Human Resource Department
- III. **Regulator**
- IV. TPA



Q 206 : Which of the following document is maintained at the hospital detailing all treatment done to an in-patient?

- I. Investigation report
- II. Settlement sheet
- III. Case paper**
- IV. Hospital registration certificate

Q 207 : The amount of provision made for all claims in the books of the insurer based on the status of the claims is known as _____.

- I. Pooling
- II. Provisioning
- III. Reserving**
- IV. Investing

Q 208 : Which of the following documents are not required to be submitted for Permanent Total Disability claim?

- I. Duly completed Personal Accident claim form signed by the claimant.
- II. Attested copy of First Information Report if applicable.
- III. Permanent disability certificate from a civil surgeon or any equivalent competent doctors certifying the disability of the insured.
- IV. Fitness certificate from the treating doctor certifying that the insured is fit to perform his normal duties.**

Q 209 : _____ are paid upfront by Assistance Company and later claimed from insurance company.

- I. Bail bond cases**
- II. Personal accident claims
- III. Overseas travel insurance claims
- IV. Untenable claims

Q 210 : Who among the following is considered as primary stakeholder in insurance claim process?

- I. Customers**
- II. Owners
- III. Underwriters
- IV. Insurance agents/brokers

Q 211 : Girish Saxena's insurance claim was denied by insurance company. In case of a denial, what is the option available to Girish Saxena, apart from the representation to the insurer?

- I. To approach Government
- II. To approach legal authorities**
- III. To approach insurance agent
- IV. Nothing could be done in case of case denial

Q 212 : During investigation, of a health insurance claim presented by Rajiv Mehto, insurance company finds that instead of Rajiv Mehto, his brother Rajesh Mehto had been admitted to hospital for treatment. The policy of Rajiv Mehto is not a family floater plan. This is an example of _____ fraud.

- I. Impersonation**
- II. Fabrication of documents
- III. Exaggeration of expenses

IV. Outpatient treatment converted to in-patient / hospitalization

Q213 : Under which of the following condition, is domiciliary hospitalization is covered in a health insurance policy?

I. The condition of the patient is such that he/she can be removed to the Hospital/Nursing Home , but prefer not to

II. The patient cannot be removed to Hospital/Nursing Home for lack of accommodation therein

III. The treatment can be carried out only in hospital/Nursing home

IV. Duration of hospitalization is exceeding 24 hours

Q214 : Which of the following codes capture the procedures performed to treat the illness?

I. ICD

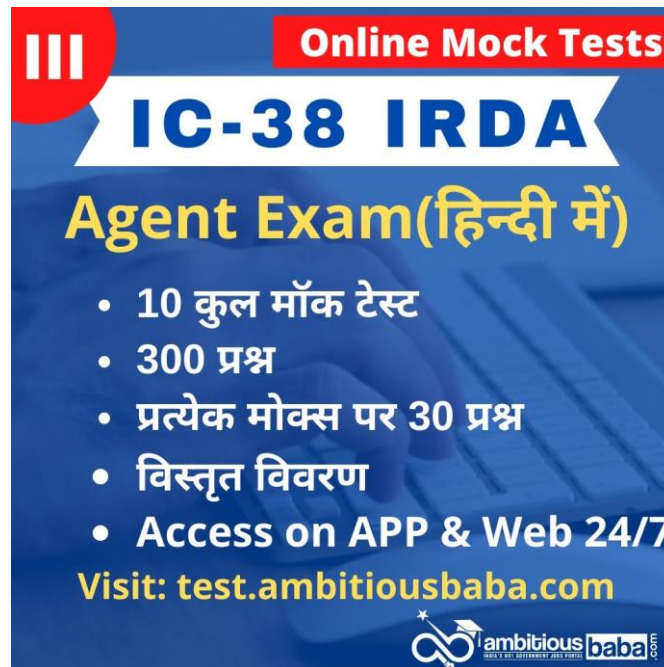
II. DCI

III. CPT (Current Procedure Terminology)

IV. PCT

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