

SECTION-1 COMMON CHAPTERS

CHAPTER 1 INTRODUCTION OF INSURANCE

1. 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

2. 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

3. Which among the following is a method of risk transfer?

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

4. 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

5. 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

6. Risk transfer through risk pooling is called _____.

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

7. The measures to reduce chances of occurrence of risk are known as _____.

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

8. 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

9. Origins of modern insurance business can be traced to _____.

- I. Bottomry
- II. Lloyds
- III. Rhodes
- IV. Malhotra Committee

10. 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

11. 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

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/-

13. 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

14. 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

15. 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

CHAPTER 2 CUSTOMER SERVICE

1. 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

2. 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

3. 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

4. What does not go on to make a healthy relationship?

- I. Attraction
- II. Trust
- III. Communication

IV. Scepticism

5. 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

6. 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

7. _____ is not a tangible good.

I. House

II. Insurance

III. Mobile Phone

IV. A pair of jeans

8. _____ is not an indicator of service quality.

I. Cleverness

II. Reliability

III. Empathy

IV. Responsiveness

9. In India _____ insurance is mandatory.

I. Motor third party liability

II. Fire insurance for houses

III. Travel insurance for domestic travel

IV. Personal accident

10. One of the methods of reducing insurance cost of an insured is _____

I. Reinsurance

II. Deductible

III. Co-insurance

IV. Rebate

11. 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

12. 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

13. _____ 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

14. 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

15. 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

16. 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

CHAPTER 3 GRIEVANCE REDRESSAL MECHANISM

1. 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

2. Expand the term IGMS.

I. Insurance General Management System

II. Indian General Management System

III. Integrated Grievance Management System

IV. Intelligent Grievance Management System

3. 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

4. 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

5. 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

6. 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

7. 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

8. 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

9. 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.

10. 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

11. 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. Complaint can be launched against private insurers only in the Non-Life Sector

CHAPTER 4 REGULATORY ASPECTS OF INSURANCE AGENTS

1. The validity of pass certificate issued by the Examining Body for the purpose of seeking appointment as an agent with any insurer for the first time.

- I. One month
- II. Five months
- III. Ten months
- IV. Twelve months**

2. What is the Minimum qualification to become an agent?

- I. Eighth standard pass
- II. Tenth standard pass**
- III. Twelfth standard pass
- IV. Degree pass

3. A composite Agents is

- I. Life Insurance Agent
- II. Non- Life Insurance Agent
- III. Both Life and Non- Life Insurance agent**
- IV. None of the any one

4. IRDA came into force from

- I. 1998
- II. 1999**
- III. 2000

IV. 2001

5. Appointment of Insurance Agent regulations came into force

I. April 1, 2016

II. March 1, 2016

III. May 1, 2016

IV. June 1, 2016

CHAPTER 5 LEGAL PRINCIPLES OF AN INSURANCE CONTRACT

1. 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

2. 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

3. Which element of a valid contract deals with premium?

I. Offer and acceptance

II. Consideration

III. Free consent

IV. Capacity of parties to contract

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

I. Misrepresentation

II. Contribution

III. Offer

IV. Representation

5. _____ involves pressure applied through criminal means.

I. Fraud

II. Undue influence

III. Coercion

IV. Mistake

6. 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

7. Which of the below is not a valid consideration for a contract?

I. Money

II. Property

III. Bribe

IV. Jewellery

8. 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

9. 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

10. 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

11. 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

12. 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

SECTION 2 LIFE SECTION

CHAPTER 6 WHAT LIFE INSURANCE INVOLVES

1. 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

2. Which of the below is not an element of the life insurance business?

I. Asset

II. Risk

III. Principle of mutuality

IV. Subsidy

3. Who devised the concept of HLV?

I. Dr. Martin Luther King

II. Warren Buffet

III. Prof. Hubener

IV. George Soros

4. 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

5. Which among the following cannot be termed as an asset?

I. Car

II. Human Life

III. Air

IV. House

6. 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

7. In the following which 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

8. 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

9. 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

10. 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

11. 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**

CHAPTER 7 FINANCIAL PLANNING

1. 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

2. 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

3. 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

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

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

5. Which among the following is a wealth accumulation product?

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

6. 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

7. During which stage of life will an individual appreciate past savings the most?

I. Post retirement

II. Earner

III. Learner

IV. Just married

8. 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

9. Which among the following can be categorised under transactional products?

I. Bank deposits

II. Life insurance

III. Shares

IV. Bonds

10. Which among the following can be categorised under contingency products?

I. Bank deposits

II. Life insurance

III. Shares

IV. Bonds

11. Which of the below can be categorised under wealth accumulation products?

I. Bank deposits

II. Life insurance

III. General insurance

IV. Shares

12. _____ 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

13. Which of the below is not a strategy to maximise discretionary income?

I. Debt restructuring

II. Loan transfer

III. Investment restructuring

IV. Insurance purchase

CHAPTER 8 LIFE INSURANCE PRODUCTS –I

1. Which among the following is an intangible product?

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

2. The premium paid for whole life insurance is _____ than the premium paid for term assurance.

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

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

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

4. 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

5. 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

6. In decreasing-term insurance, the premiums paid _____ over time.

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

7. 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

8. 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

9. 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

10. 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

11. 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

12. 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

CHAPTER 9 LIFE INSURANCE PRODUCTS –II

1. 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

2. 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

3. 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

4. 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

5. Where was the Universal Life Policy introduced first?

I. USA

- II. Great Britain
- III. Germany
- IV. France

6. 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

7. 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

8. 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

9. 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

10. All of the following is true regarding ULIP's except:

I. Unit holder can choose between different kinds 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

11. 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

12. 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

CHAPTER 10 APPLICATIONS OF LIFE INSURANCE

1. 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

2. The sum assured under key man insurance policy is generally linked to which of the following?

I. Key man income

II. Business profitability

III. Business history

IV. Inflation index

3. 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

4. Which of the below losses are covered under key man 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

5. 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

6. 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

7. 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

8. 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

9. 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: Key man life insurance with benefits payable to Ajay

I. I only

II. II only

III. Both I and II

IV. Neither I nor II

10. 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

11. 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

CHAPTER 11 PRICING AND VALUATION IN LIFE INSURANCE

1. 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

2. Who bears the investment risk in case of ULIPs?

I. Insurer

II. Insured

III. State

IV. IRDA

3. 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

4. Which of the below is not a factor in determining life insurance premium?

I. Mortality

II. Rebate

III. Reserves

IV. Management expenses

5. 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

6. 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

7. 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

8. 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

9. 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

10. 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

11. 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

12. 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

CHAPTER 12 DOCUMENTATION – PROPOSALSTAGE

1. 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

2. Which of the below is an example of standard age proof?

I. Ration card

II. Horoscope

III. Passport

IV. Village Panchayat certificate

3. 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

4. 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

5. 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

6. 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

7. 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

8. 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

9. 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

10. 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

11. Which of the below is not a valid address proof?

I. PAN Card

II. Voter ID Card

III. Bank passbook

IV. Driving licence

CHAPTER 13 DOCUMENTATION – POLICY CONDITION -I

1. 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

2. 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

3. 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

4. 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

5. 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

6. 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

7. 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.

8. 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.

9. 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

10. 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

11. “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

CHAPTER 14 DOCUMENTATION -POLICY CONDITION-II

1. 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

2. 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

3. 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

4. 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

5. 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.

6. 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

7. 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

8. 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

9. 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

10. 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.

11. 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

CHAPTER 15 UNDERWRITING

1. 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

2. 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 inured

III. Insured defaulting on premium payments

IV. Proposer lying on policy document

3. Why is heredity 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

4. 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

5. 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

6. Which of the following is not a standard age proof?

I. Passport

II. School leaving certificate

III. Horoscope

IV. Birth certificate

7. Which of the following condition will affect a person's insurability negatively?

I. Daily jogs

II. Banned substance abuse

III. Lazy nature

IV. Procrastination

8. 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

9. 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

10. 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

11. 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

12. 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

13. 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

CHAPTER 16 PAYMENTS UNDER A LIFE INSURANCE POLICY

1. 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

2. 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

3. 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.

4. 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

5. 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

6. 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 installment 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

7. 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

8. 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

9. 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

10. 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

11. 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

SECTION 3 HEALTH SECTION

CHAPTER 17 INTRODUCTION TO HEALTH INSURANCE

1. Health insurance is designed to handle which of the following risks?

- I. Mortality
- II. **Morbidity**
- III. Infinity
- IV. Serendipity

2. Who cannot be covered under a family floater policy?

- I. Children
- II. Spouse
- III. Parents-in-law
- IV. **Maternal uncle**

3. As per IRDA regulations issued in February 2013, what is the grace period allowed beyond the expiry date of the policy, for renewal?

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

4. Moral hazard by health insurance companies can result in _____.

- I. Community rating
- II. **Adverse selection**
- III. Abuse of health insurance
- IV. Risk pooling

5. _____ is an insured who undergoes treatment after getting admitted in a hospital.

- I. **Inpatient**
- II. Outpatient
- III. Day patient
- IV. House patient

CHAPTER 18 INSURANCE DOCUMENTATION

1. 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

2. 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

3. 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

4. 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

5. 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

CHAPTER 19 HEALTH INSURANCE PRODUCTS

1. 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

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

I. Fifteen days

II. **Thirty days**

III. Forty Five days

IV. Sixty days

3. 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 lump sum 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.

4. 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

5. 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**

6. 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

7. 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

CHAPTER 20 HEALTH INSURANCE UNDERWRITING

1. 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
2. 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
3. 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
4. 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.
5. Which of the following statement is correct regarding health insurance?
 - 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

6. Which of the following factor does not affect the morbidity of an individual?

I. Gender

II. Spouse job

III. Habits

IV. Residence location

7. 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

8. 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

9. 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.

10. 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.

CHAPTER 21 HEALTH INSURANCE CLAIMS

1. Who among the following is not a stakeholder in insurance claim process?

I. Insurance company shareholders

II. Human Resource Department

III. Regulator

IV. TPA

2. 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

3. 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

4. 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.

5. _____ 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

6. Who among the following is considered as primary stakeholder in insurance claim process?

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

7. 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

8. 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

9. 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

10. Which of the following codes capture the procedures performed to treat the illness?

I. ICD

II. DCI

III. CPT

IV. PCT

-END-