



SJA Learning

Bank Exams with Swarnakshi

JAIIB · PAPER 4

Retail Banking & Wealth Management

7-Day Crash Course

The last week before the paper, planned day by day.

FREE SAMPLE · the plan, the contents, one full unit with its revision sheet, one case study and the exam-day page

- ✓ 350 chapter-wise MCQs covering all 30 units — 500 exam-pattern questions in the book
- ✓ Answer, why it's right and why every other option is wrong — under each question
- ✓ 10 case studies with 50 case-based questions
- ✓ Day 7: a full-length 100-question mock on the exam pattern
- ✓ A revision sheet opening every unit — facts, trap pairs, numbers, definitions, syllabus map — plus the 60 most-asked facts, the textbook-versus-current-law table, the formula sheet, an A-Z glossary and an exam-day plan

How to use this book

This is a one-week finishing course for **JAIIB RBWM**. Every question is from the SJA question bank, picked to cover every unit of the syllabus at exam level — about 20% easy, the rest moderate and tough — and every answer is explained: why the right option is right and why each of the others is wrong. Where the current rule differs from the textbook, the explanation says so with a **Law update, Sep 2026** tag.

Your 7-day plan

Day	What you study	MCQs	Time
Day 1	Module A · Module B — Units 1-7 (7 chapters)	71	3-3½ h
Day 2	Module B — Units 8-11 (4 chapters)	68	3-3½ h
Day 3	Module B · Module C — Units 12-17 (6 chapters)	66	3-3½ h
Day 4	Module C · Module D — Units 18-24 (7 chapters)	75	3-3½ h
Day 5	Module D · Home Loans — Units 25-30 (6 chapters)	70	3-3½ h
Day 6	10 case studies · re-try the questions you marked	50	2 h
Day 7	Full-length mock in exam conditions (2 hours), then the answers and explanations	100	3 h

Work each question honestly. Cover the green answer block with a card, choose your option, then read the whole explanation — the “why the others are wrong” lines are where most marks are won. Tick the questions you got wrong; Day 6 has time to re-try them.

Each unit opens with a one-page revision sheet — the facts the paper tests in that unit, the pairs examiners love to swap, the numbers to remember, one-line definitions and a syllabus map showing which questions test which section (and one fact to keep for every section the questions do not reach). Read it before the questions — about five minutes — and again on the evening before the exam.

Day 7 is the real rehearsal. 100 questions, 2 hours, no notes, no breaks — just like the exam (JAIIB has no negative marking, so attempt everything). Pass mark: 50 in the paper, or 45 with an aggregate of 50% across the papers in one attempt. Check your answers only after the clock stops.

Doubt about a question? Every question carries a code (top right, e.g. **RBWM-1-2**). Quote it when you write to SJA Learning, or search it in the SJA Mock Centre. © SJA Learning — this free sample may be shared as it is.

Contents

Before you start

The facts this paper asks most

Numbers this paper tests

Textbook versus current law

The formulas RBWM asks

Syllabus map — units, weights, pages

Day 1

Module A — Retail Banking

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Unit 2 · Retail Banking: Role within the Bank Operations (6 Qs)

Unit 3 · Applicability and Distinction (Retail vs Corporate) (9 Qs)

Unit 4 · Branch Profitability (8 Qs)

Module B — Retail Products and Recovery

Unit 5 · Customer Requirements (9 Qs)

Unit 6 · Product Development Process (13 Qs)

Unit 7 · Credit Scoring (15 Qs)

Day 2

Module B — Retail Products and Recovery

Unit 8 · Important Retail Liability Products (18 Qs)

Unit 9 · Important Retail Asset Products (18 Qs)

Unit 10 · Credit and Debit Cards (18 Qs)

Unit 11 · Remittance Products (14 Qs)

Day 3

Module B — Retail Products and Recovery

Unit 12 · Digitisation of Retail Banking Products (11 Qs)

Unit 13 · Uses of AI and Technology in Retail Banking (8 Qs)

Unit 14 · Recovery of Retail Loans (18 Qs)

Unit 15 · Management Information Systems (5 Qs)

Unit 16 · Securitization (14 Qs)

Module C — Support Services Marketing of Banking Services and Products

Unit 17 · Marketing - An Introduction (10 Qs)

Day 4

Module C — Support Services Marketing of Banking Services and Products

Unit 18 · Delivery Channels in Retail Banking (17 Qs)

Unit 19 · Delivery Models (9 Qs)

Unit 20 · Customer Relationship Management in Retail Banking (11 Qs)

Unit 21 · Service Standards for Retail Banking (8 Qs)

Unit 22 · Marketing Information Systems - A Longitudinal Analysis (5 Qs)

Module D — Wealth Management

Unit 23 · Importance of Wealth Management (11 Qs)

Unit 24 · Investment Management (14 Qs)

Day 5

Module D — Wealth Management

Unit 25 · Tax Planning (15 Qs)

Unit 26 · Other Financial Services Provided by Banks (14 Qs)

Home Loans — Home Loans

Unit 27 · Lender's Appraisal Procedure (10 Qs)

Unit 28 · Housing Finance and Tax Planning (13 Qs)

Unit 29 · Mortgage Advice (9 Qs)

Unit 30 · Valuation of Real Property (9 Qs)

Day 6 — Case studies

Day 7 — Full-length mock

Day 7 — Answer key, answers and explanations

At the back

A–Z glossary · Exam day (in this sample) · Day 7 answer grid · score bands

Units 1-7

7 chapters · 71 questions · about 3–3½ hours

Module A — Retail Banking

UNIT 1 · REVISION SHEET

Retail Banking: Introduction

Module A · exam weight **Medium** · 11 questions in this chapter (Q1–Q11) · 56 in the SJA bank

The facts this unit is tested on

1. Retail = consumer/personal banking for individuals + small businesses; mass-market, volume-driven; many customers/small tickets; RBI splits Individuals into Mass Retail and CLASS Retail (= private banking for HNIs).
2. Six characteristics: large base, small tickets, WIDE risk dispersal, standardised products, technology-driven, mass marketing.
3. Advantages (R-I-C-S-C): less risk, more income/spreads, customer loyalty, stability, cross-selling; constraints: monitoring burden, high servicing cost, unsecured-loan delinquencies (PL + credit cards), tech dependence, attrition, bank-run risk.
4. Evolution: pre-1960s class banking → StanChart/Grindlays pioneers (late 70s–80s) → Citibank credit cards (early 1980s) → PSBs (SBI/IOB/BOI/BOB/Andhra) in the 1980s → new-gen private banks early 1990s → digital 2010s.
5. Capgemini 2016 cluster: 63% customers use fintech; 96% executives see digital shift but 13% ready; 36% see fast fintech growth; 40% good experience; 65% view fintech as partner.
6. RBI 2021 data: retail share of advances 28.06% (24.18→26.33→28.06); housing >52% of retail; retail growth ~29.6%; total credit growth just 5.4%; ATMs ~2.13 lakh (173% of branches); mobile banking 4x; credit cards +31.77%; UPI QR 925.22 lakh; BCG: retail = ~60% of world banking revenue.
7. Prerequisites: EFFICIENT DELIVERY (most important), direct banking (fastest-growing; online households CAGR 20%+), product appropriateness, fair pricing, scoring models, consumer protection.
8. Challenges: pricing ('poor subsidising the rich'), inadequate MIS, KYC/AML penalties, multi-risk management, disruptive-tech frauds (SIM swap etc.), inclusion (credit penetration ~10%; 95% breaches = human error).
9. Growth reasons: young professionals, A.T. Kearney 2nd-most-attractive destination, 70% under 35, rates 16–18% → 7.5–9%, tenures 5–7 → 15/30 years, 300mn households/400mn middle class.
10. Future six: digital banking, blockchain (no third party, decentralised, FASTER settlement), AI (–22% cost by 2030), cyber security, instant payments (FedNow, SEPA Instant, ISO 20022), Big Tech via PSD2 — partner, don't fight.

Don't confuse

- Retail vs Wholesale** — Individuals/small tickets vs firms/large tickets
- Mass retail vs Class retail** — General public vs HNI private banking
- Wide dispersal vs Concentration** — Retail's risk trait vs the NOT-characteristic
- Advantage vs Constraint** — Loyalty/spreads vs defaults/servicing cost
- Secured vs Unsecured** — Low vs high delinquency loans
- StanChart/Grindlays vs Citibank** — Retail pioneers vs credit-card first
- PSBs 1980s vs Private banks 1990s** — Nurture vs acceleration phases
- 63% vs 65%** — Fintech users vs partner-view banks
- 96% vs 13%** — Digital believers vs ready systems
- 28.06% vs 52%+** — Retail share of advances vs housing share of retail
- 2.13 lakh vs 173%** — ATM count vs ATM-to-branch ratio
- Efficient delivery vs Direct banking** — Top prerequisite vs fastest channel
- ~10% vs 95%** — Credit penetration vs human-error breaches
- 22% vs 200%** — AI cost cut vs mobile-registration jump
- FedNow vs SEPA Instant** — US vs EU instant payments
- PSD2 vs ISO 20022** — Open-banking access vs messaging standard
- APIs vs BaaS** — Integration interface vs the service model on top

Numbers to remember

Mobile banking growth over 2019–2021	Grew more than 4x
India's retail-scope statistics include	300M households; 90%+ household savings
India's population below 35 years of age	70%
Loan-tenure change fuelling retail growth	5–7 years extended to 15/30
Credit cards were first launched in India by	Citibank (early 1980s)

Retail loan rates fell from 16–18% (1995-96) to about	7.5% to 9%
RBI data (2021): retail loans' share of total advances	28.06%
Big Tech's ability to offer bank-like services flows from	PSD2
Per the 2021 RBI data set, which growth pairing is correct	Credit cards +31.8%, micro ATMs +49%
Cross-border instant-payment interoperability is enabled by	ISO 20022
New-generation private banks (HDFC, ICICI, Axis) arrived in the	Early 1990s
Capgemini 2016: the share of banks viewing fintech as a PARTNER	65%

One-line definitions

Retail banking — Banking for individuals and small businesses — small-ticket deposits, loans, cards and payments delivered through many channels.

Wholesale banking — Large-ticket services to corporates, institutions and governments — the opposite pole to retail.

Mass retail and class retail — Standardised products for the general public, versus customised products for affluent and high-net-worth customers.

Secured and unsecured retail loan — A loan backed by an asset (home, car, gold) versus one resting only on

Syllabus map — where the questions come from

Section of the unit	Bank Qs	In this chapter / one fact to keep
Retail Banking ki Characteristics (Vishesh)	3	Q11
Retail Banking ke Advantages (Faayde)	5	Q2, Q10
Retail Banking ki Constraints (Seem /	4	Q3, Q4
Retail Banking ka Evolution (Vikaas ki Kahani)	12	Q5
Prerequisites for Success of Retail Banking	3	Q6
Challenges for Retail Banking	7	Q7
Future of Retail Banking	14	Q8, Q9

Most-tested sections of this unit in the SJA bank: Future of Retail Banking (14) · Retail Banking ka Evolution (Vikaas ki Kahani) (12) · Challenges for Retail Banking (7) · Retail Banking ke Advantages (Faayde) (5).

the borrower's income and credit history (personal loan, card).

Wide dispersal — Retail's defining advantage — many small exposures spread over customers and places, so no single default hurts much.

Direct banking — Serving customers without branches, through phone, internet and mobile — the model foreign banks pioneered in India.

ISO 20022 — The global standard for structured, data-rich payment messages adopted by NEFT, RTGS and SWIFT.

In a nutshell

Retail banking's SIX characteristics: large customer base, small ticket size, WIDE DISPERSAL OF RISK, standardised products, technology driven, mass marketing. The advantages spell R-I- C-S-C: Risk less, Income more (spreads), Customer loyalty, Stable model, Cross-selling.

In a nutshell

The six future trends: digital banking growth (FIS: 200% new registrations, 85% traffic), blockchain (faster/cheaper/decentralised), AI & data science (22% cost cut by 2030), cyber security (95% human error), payment innovations (instant payments, FedNow ≤\$25,000, SEPA Instant 10 sec, ISO 20022), Big Tech rise (PSD2).

Retail Banking: Introduction

RBWM-1-2

Q1

Easy

Retail Banking is primarily a ____ model:

- (a) Single large-transaction driven (b) Mass-market / volume driven
(c) Government-funded (d) Export-import driven

Answer (b) Mass-market / volume driven

Why it's right Retail banking earns through VOLUME: lakhs of small customers each doing small transactions. No single customer matters much; the crowd is the business. So it is a mass-market, volume-driven model.

Why the others are wrong

- (a) A few large transactions describe WHOLESALE (corporate) banking — the mirror image of retail.
- (c) Retail banking is a commercial business funded by deposits, not by government.
- (d) Export-import finance is trade finance for firms, not the mass-market individual business.

RBWM-1-8

Q2

Easy

Retail banking's advantages include:

- (a) Lower risk (large client base) (b) Higher income (better spreads)
(c) Strong customer loyalty (d) All of the above

Answer (d) All of the above

Why it's right Retail banking enjoys all three blessings at once: risk is SPREAD across lakhs of borrowers (one default barely dents the book), spreads (margins) are FATTER than corporate lending, and customers rarely switch banks — loyalty. All three together make (d) the answer.

Why the others are wrong

- (a) Lower risk from a large client base is TRUE but only one of the three listed advantages.
- (b) Higher income from better spreads is true, but partial.
- (c) Strong customer loyalty is true, but again only one leg of the set.

RBWM-1-12

Q3

Moderate

A 'bank run' occurs when:

- (a) The bank earns big profits (b) RBI raises policy rates
(c) Customers rush to withdraw at once (d) New customers rush to join

Answer (c) Customers rush to withdraw at once

Why it's right A bank run is panic in action: depositors lose confidence and RUSH to withdraw their money at the same time — and since banks lend most deposits out, no bank can pay everyone at once.

Why the others are wrong

- (a) Big profits would REASSURE depositors — the opposite of a run.
- (b) An RBI rate rise is monetary policy; it does not send depositors queuing to withdraw.
- (d) New customers rushing to JOIN is growth, not panic.

Retail banking constraints include:

- (a) Difficult monitoring and tracking
(b) Relatively high cost of servicing
(c) Delinquencies in unsecured loans
(d) All of the above

Answer (d) All of the above

Why it's right Volume banking has a three-headed cost: monitoring lakhs of tiny accounts is hard, servicing each small customer is relatively expensive, and the unsecured corner keeps throwing up defaults. All three listed items are real constraints — 'all of the above'.

Why the others are wrong

- (a) Difficult monitoring is a real constraint but only one of three listed.
- (b) High servicing cost is true, but partial.
- (c) Unsecured-loan delinquency is true, but only one head of the problem.

Total ATMs of Scheduled Commercial Banks in 2021:

- (a) 1.2 lakh
(b) About 2.13 lakh
(c) 2.02 lakh
(d) 9.25 lakh

Answer (b) About 2.13 lakh

Why it's right Count of ATM machines: by 2021, Scheduled Commercial Banks together ran about 2.13 lakh ATMs across India — the network that made cash available beyond branch walls.

Why the others are wrong

- (a) 1.2 lakh is far below the 2021 network — India had crossed 2 lakh ATMs years earlier.
- (c) 2.02 lakh is the PREVIOUS year's count — the adjacent-year trap.
- (d) 9.25 lakh is nearer the count of PoS terminals or BC touchpoints, not ATMs.

A credit scoring model is:

- (a) A marketing gimmick technique
(b) An RBI penalty measure
(c) A statistical behaviour predictor
(d) A deposit scheme type

Answer (c) A statistical behaviour predictor

Why it's right A credit scoring model is STATISTICS applied to lending: it studies thousands of past borrowers and predicts, from your data, how likely YOU are to repay. A behaviour predictor, not a gimmick.

Why the others are wrong

- (a) Scoring is risk science built on repayment data, not a marketing device.
- (b) RBI imposes penalties on BANKS for breaches; a score assesses a BORROWER.
- (d) A deposit scheme is a liability product; scoring belongs to the lending side.

Q7**Tough**

RBWM-1-29

India's credit penetration through the banking system is about:

- (a) About 10% (b) About 30%
(c) About 50% (d) About 70%

Answer (a) About 10%

Why it's right Only about TEN percent of Indians access credit through the banking system — a strikingly low penetration. The exam loves this number because it is the 'headroom story': huge untapped market ahead.

Why the others are wrong

- (b) 30% overstates India's bank-credit penetration three-fold — the point of the statistic is how LOW it is.
- (c) 50% would mean half the population borrows from banks, far from reality.
- (d) 70% is a developed-economy level, not India's.

Q8**Moderate**

RBWM-1-37

API integration is making ____ the new norm:

- (a) Cash banking (b) Experiential banking
(c) Branch banking (d) Manual ledger banking

Answer (b) Experiential banking

Why it's right With APIs stitching services together invisibly, banking is becoming EXPERIENTIAL — you experience payments inside a cab app or a shopping app without ever 'going to the bank'. Seamless experience is the new norm.

Why the others are wrong

- (a) Cash banking is the legacy mode APIs are displacing, not the new norm.
- (c) Branch banking is the physical model being bypassed by embedded, app-based services.
- (d) Manual ledgers vanished with core banking — not a norm APIs create.

Q9**Tough**

RBWM-1-40

The US Federal Reserve's announced instant payment service:

- (a) UPI (b) SEPA Instant
(c) FedNow (d) IMPS

Answer (c) FedNow

Why it's right The US Federal Reserve's instant-payment service is FedNow — America's answer to the always-on payment rails the world is building.

Why the others are wrong

- (a) UPI is INDIA's instant-payment system (NPCI), planted for a patriotic reflex pick.
- (b) SEPA Instant is EUROPE's instant credit-transfer scheme.
- (d) IMPS is India's earlier instant system (2010), not a Federal Reserve service.

Housing loans' proportion in the retail segment exceeds:

- (a) 60% (b) 75%
(c) 50% (d) 45%

Answer (c) 50%

Why it's right The textbook's Check-Your-Progress question repeats this — 52%+, so 'more than 50%'.

Why the others are wrong

- (a) 60% overstates housing's share — the textbook figure is just over 52%.
- (b) 75% is far above the housing share of retail credit.
- (d) 45% understates it — housing exceeds half of retail advances.

Products in retail banking are typically:

- (a) Fully customised per client (b) Standardised
(c) Negotiated individually (d) Bespoke like private banking

Answer (b) Standardised

Why it's right Retail products are STANDARDISED — the same savings account, the same card, the same home-loan scheme for everyone. Standardisation is what makes serving lakhs of customers cheap and fast.

Why the others are wrong

- (a) Full customisation per client is PRIVATE banking for HNIs — the opposite end from mass retail.
- (c) Individual negotiation suits corporate clients, not lakhs of standard accounts.
- (d) Bespoke service is the private-banking model; retail runs on uniform products.

End of the Unit 1 sample. In the full book Day 1 continues with Units 2–7 (60 more questions), and Days 2–5 cover the rest of the syllabus the same way.

Case studies

10 cases · 50 questions · then re-try the questions you ticked on Days 1–5

Read the whole case once, then answer its five questions one by one — exactly how the case-based questions in the paper work.

Case 1 · Is the Andheri branch profitable? NIM, ROA, leverage and the branch ratio grid

Module A · Unit 1, Unit 4 · about 9 minutes

The bank's annual figures (₹ crore): interest earned 900, interest paid 600, net income after tax 120, total assets 9,000 at the start of the year and 11,000 at the end, capital 800. The Andheri retail branch reports: CASA 30% of deposits, credit-deposit ratio 85%, gross NPA 4% of advances, cash holding 2% of deposits. Its manager proposes an across-the-board 10% cost cut to lift profitability, and asks why customers with three products stay so much longer.

Must-know before this case

- U1 Retail = consumer/personal banking for individuals + small businesses; mass-market, volume-driven; many customers/small tickets; RBI splits Individuals into Mass Retail and CLASS Retail (= private banking for HNIs).
- U1 Six characteristics: large base, small tickets, WIDE risk dispersal, standardised products, technology-driven, mass marketing.
- U1 Advantages (R-I-C-S-C): less risk, more income/spreads, customer loyalty, stability, cross-selling; constraints: monitoring burden, high servicing cost, unsecured-loan delinquencies (PL + credit cards), tech dependence, attrition, bank-run risk.
- U4 Frame: BR Act 1949 governs; Imperial Bank → SBI 1955; nationalisation 14 (1969) + 6 (1980); Narasimham reforms; 12 PSBs now; four risks — credit, liquidity, market, operational.
- U4 Profit ladder: gross (sales – COGS) → operating (– operating expenses) → net (– taxes & interest); 'netted profit' is invented; profit = absolute, profitability = relative efficiency; profit ≠ profitable.

C1.1

RBWM-C01-1

The bank's net interest margin and return on assets are:

- (a) NIM 3.3%, ROA 1.1%
- (b) NIM 2.7%, ROA 1.3%
- (c) NIM 33%, ROA 13%
- (d) NIM 3.0% (NII 300 ÷ average assets 10,000), ROA 1.2% (120 ÷ 10,000)

Answer (d) NIM 3.0% (NII 300 ÷ average assets 10,000), ROA 1.2% (120 ÷ 10,000)

Why it's right NII = interest received – interest paid = 900 – 600 = 300. Average assets = (9,000 + 11,000) ÷ 2 = 10,000. NIM = 300 ÷ 10,000 = 3%; ROA = net income ÷ average assets = 120 ÷ 10,000 = 1.2%.

Why the others are wrong

- (a)/(b) Use opening or closing assets instead of the average.
- (c) Misplaced decimals.

With capital of ₹800 crore, the leverage and return on equity are:

- (a) Leverage 8; ROE 9.6%
- (b) Leverage 12.5; ROE 15% (ROA × leverage)
- (c) Leverage 11.25; ROE 13.5%
- (d) Leverage 20; ROE 24%

Answer (b) Leverage 12.5; ROE 15% (ROA × leverage)

Why it's right Leverage = average assets ÷ capital = 10,000 ÷ 800 = 12.5; ROE = ROA × leverage = 1.2% × 12.5 = 15%. High leverage magnifies both return and risk — at 20:1 a 5% fall in asset values wipes out capital (Lehman ran 30+ before its 2008 collapse).

Why the others are wrong

- (a)/(c)/(d) Inconsistent with the average-assets and capital figures.

Against the branch ratio grid, the Andheri branch is off-target on:

- (a) Nothing — all ratios are healthy
- (b) CASA (30% vs the >35% benchmark), NPA (4% vs <3%), cash holding (2% vs <1% of deposits); the CD ratio of 85% is above the ~70% guide
- (c) CASA only
- (d) NPA only

Answer (b) CASA (30% vs the >35% benchmark), NPA (4% vs <3%), cash holding (2% vs <1% of deposits); the CD ratio of 85% is above the ~70% guide

Why it's right The branch grid: NPA below 3%, CD ratio around 70%, CASA above 35%, cash holding below 1% of deposits. Remedies: push CASA, recover NPAs (notices, SARFAESI, OTS), cut idle cash, grow fee income (insurance, MF, demat, LC).

Why the others are wrong

- (a)/(c)/(d) Three ratios miss the grid and the CD ratio is stretched.

The manager's across-the-board 10% cost cut is:

- (a) The recommended efficiency strategy
- (b) Required by the RBI
- (c) Effective only for PSBs
- (d) A recipe for disaster — efficiency comes from business realignment, channel optimisation, process costs, staff productivity (technology alone is not enough), vendor SLAs and relationship pricing, not blanket cuts

Answer (d) A recipe for disaster — efficiency comes from business realignment, channel optimisation, process costs, staff productivity (technology alone is not enough), vendor SLAs and relationship pricing, not blanket cuts

Why it's right Across-the-board cuts damage service quality and revenue; profitability improvement is targeted — bundling, 360-degree customer view, segmentation, moments-of-truth cross-selling and co-branding (ICICI-HPCL, SBI-Maruti).

Why the others are wrong

- (a)/(b)/(c) Blanket cuts are the textbook's example of what NOT to do.

Why do customers with three products stay longer?

- (a) They pay lower charges
- (b) Wallet share deepens loyalty: one product $\approx$ 18 months' relationship, two $\approx$ 4 years, three $\approx$ almost 7 years — which is why cross-selling to existing customers (about 5 $\times$ cheaper than acquisition) is the core retail strategy
- (c) Regulation prevents them from leaving
- (d) They are all HNIs

Answer (b) Wallet share deepens loyalty: one product $\approx$ 18 months' relationship, two $\approx$ 4 years, three $\approx$ almost 7 years — which is why cross-selling to existing customers (about 5 $\times$ cheaper than acquisition) is the core retail strategy

Why it's right The 18-month / 4-year / 7-year wallet-share ladder (which 73% of bankers reportedly miss) explains the emphasis on cross-selling; retail's advantages are less risk, better spreads, loyalty, stability and cross-selling (R-I-C-S-C).

Why the others are wrong

- (a) Lower charges are not the reason — the longer stay comes from the depth of the relationship (wallet share), not from fee discounts.
- (c) No regulation stops a customer from moving to another bank; staying is the customer's choice.
- (d) Multi-product customers are not necessarily HNIs — the effect comes from the number of products held, in every segment.

Exam day — Retail Banking & Wealth Management

The paper

- 100 questions, 100 marks, 2 hours — 72 seconds a question on average.
- No negative marking: never leave a question blank. A guess is worth 25%; a blank is worth nothing.
- Pass mark 50 out of 100 in each paper — or 45 with an aggregate of 50% across the papers in one attempt. Credits are kept for passed papers within the time limit.
- Questions come as knowledge recall (most), numericals (AFM heavily), case-based sets and 'which is NOT correct' stems — read every NOT and EXCEPT twice.

Order of attack

- Pass 1 (about 60 minutes): answer everything you know on sight; mark the doubtful ones and move on. Do not let one question eat three minutes.
- Pass 2 (about 40 minutes): the marked questions — numericals, case sets, long stems. Eliminate two options, then choose.
- Pass 3 (last 15 minutes): fill every blank. Check that every question has an answer saved. Do not change answers on a whim — change only when you find a fact.
- Textbook versus current law: if the stem says currently / at present / latest, use the current figure; if it names the old scheme or year, the textbook figure. If only one appears in the options, that is the answer.

The evening before

- Re-read the revision sheets (one page a unit) — the facts, the trap pairs and the numbers. Skip the questions.
- Read the Top-60 facts and the numbers page once more; then stop. No new material after 9 p.m.
- Pack: admit card (printed), the original photo ID named on it, two pens, and whatever else the admit card tells you to carry; a water bottle if allowed. Confirm the centre address and travel time.
- Sleep seven hours. A tired brain misreads NOT questions.

At the centre

- Reach 45 minutes early; the gate closes before the start time. Phones and smart watches stay outside.
- Read the on-screen instructions and the navigation (mark for review, clear response, submit) before the clock starts.
- Keep an eye on the timer at Q25, Q50 and Q75 — you should be at or past 30, 60 and 90 minutes.
- If the screen or system fails, call the invigilator at once; lost time is added back.

How RBWM asks

- Concept pairs: retail vs wholesale, SBU vs departmental, mass vs class, finance lease vs operating lease, discretionary vs non-discretionary PMS, equity vs mortgage REIT, old vs new tax regime — the question is usually 'which statement is correct about the difference'.
- Numbers: LTV slabs, UPI/IMPS/RTGS limits, PPI ₹2 lakh, ATM free transactions 5/3/5, failed-transaction ₹100 a day, zero-liability 3 working days (till 2026) / 5 calendar days (2027), MRR 5–10%, PMS ₹50 lakh, REIT 90% distribution, Sec. 24(b) ₹2 lakh, Sec. 80C ₹1.5 lakh.
- Models and acronyms: 7 Ps, SERVQUAL, Maslow, CRM stages, MKIS subsystems, AI examples (SIA, Eva) — a list question wants the one that does not belong.
- Home-loan units (27–30) carry small calculations — EMI split, LTV, capital gains, years' purchase, sinking fund. Keep the formula sheet in mind.

DAY 7 OF 7

Full-length mock — JAIIB RBWM

100 questions · 2 hours · in the full book

That's the free sample

The full **JAIIB RBWM — 7-Day Crash Course** (Paper 4) holds:

Days 1-5: 350 chapter-wise MCQs covering all 30 units, each unit opening with its revision sheet — every answer explained, including why each wrong option is wrong.

Day 6: 10 case studies with 50 questions.

Day 7: a full-length 100-question mock on the exam pattern, with the answer key and every explanation.

Before and after: the 60 facts this paper asks most, the numbers page, the textbook-versus-current-law table, the formula sheet and the syllabus map at the front; an A-Z glossary, the exam-day page you have just read, a Day-7 answer grid and score bands with a weak-module finder at the back.

Get it at sjalearning.in/products/7-day-crash-course.html — one paper, or all four papers together.

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