

CRB Practice Test Questions and Answers

1. What is upselling?

- A) Encouraging cheaper alternatives.
- B) Avoiding customer upgrades.
- C) Offering a premium product instead of a basic one
- D) Refusing product suggestions.

2. What is Know Your Customer (KYC)?

- A) A way to promote products.
- B) A requirement to verify the identity of customers
- C) An annual sales report.
- D) A mobile banking feature.

3. What is cross-selling in banking?

- A) Selling services to competitors.
- B) Offering unrelated products randomly.
- C) Offering additional relevant products or services
- D) Requesting referrals from the customer.

4. What does overdraft protection do?

- A) Eliminates account fees
- B) Provides insurance for deposits
- C) Covers transactions exceeding the account balance
- D) Increases monthly interest

Answers: 1-C 2-B 3-C 4-C

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