



CERTIFICATE EXAMINATION IN CREDIT CARDS FOR BANKERS

Rules & Syllabus

Banks have set up specialized departments to attend to functions relating to credit cards. Though banks offer some training to their staff to impart essential knowledge to handle these functions as per their requirements, there is a need for an educational programme considering the area of knowledge essential for such activities.

The course aims to provide a comprehensive coverage of the various guidelines / standards / guidance notes issued by RBI / IBA / International bodies etc.

OBJECTIVE

To provide in depth knowledge and understanding of all related areas in credit card business and to develop the professional competence of employees of banks.

ELIGIBILITY

- (i) Employee of any Bank / Financial Institutions
- (ii) Graduate of a recognized university or its equivalent

EXAMINATION FEES / REGISTRATION FEES

	For Members	For Non-Members
First attempt	₹1,124/- *	₹1,685/- *
Subsequent each attempt	₹1,124/- *	₹1,685/- *

* Inclusive of 12.36% Service Tax.

MEDIUM OF EXAMINATION

Examination will be conducted in English only.

PATTERN OF EXAMINATION

Question Paper will contain approximately 120 objective type multiple choice questions, carrying 100 marks including questions based on case study / case lets.

DURATION OF EXAMINATION

Examination will be of two hours duration.

PERIODICITY AND EXAMINATION CENTRES

- (i) The examination will be conducted normally twice a year in June and December on a Sunday.
- (ii) The examination will be held in online mode only. A list of examination centre will be provided in the online examination application form.

PASSING CRITERIA

The candidate has to secure 50% or more marks in the examination to pass, i.e. 50 marks out of 100.

PPROCEDURE FOR APPLYING FOR EXAMINATION

Application for examination should be made online from the Institute's website www.iibf.org.in. No physical form will be accepted by the Institute with effect from 1st January, 2013.

PROOF OF IDENTITY

Non-members applying for Institute's exams / courses are required to submit a copy of any one of the following documents along with Examination Application Form. Forms without the same shall be liable to be rejected.

- 1) Photo i/card issued by Employer or
- 2) PAN Card or
- 3) Driving License or
- 4) Election Voter's i/card or
- 5) Passport

STUDY MATERIAL

The Institute has developed a courseware to cover the syllabus. Candidates are advised to make full use of the courseware and also the updates put on the IIBF website from time to time. However, as banking and finance fields are dynamic, rules and regulations witness rapid changes. Hence, candidates should keep themselves updated on latest developments by going through Master Circulars issued by RBI, visiting the websites of organizations like RBI, SEBI, BIS etc.

The Institute has published study books to facilitate study and will be available at outlets / showrooms / distributors of M/s. Taxmann Publication Pvt. Ltd. The price of each book and detail list of outlets is mentioned below.

Candidates may purchase directly from outlets / showrooms / distributors of the above.

Candidates who purchase book/s directly from outlets of publishers will be offered a discount of 20% on the cost price of the book. Candidates desirous of purchasing book/s by post will not be offered any discount. However the postage will be borne by publishers. Candidates would be required to send their indent to publishers' outlet along with a Demand Draft for the cost of book/s. The Demand Draft should be drawn in favor of M/s. Taxmann Publication Pvt. Ltd. **(No cheques will be accepted).**

Candidates are requested not to send any request for the purchase of book/s to the Institute's Zonal Offices / Corporate Office.

Name of the Book	Price
Credit Card (Know your banking - II), 2005	₹120/-

Jaina Book Agency

649-A, Girgaum Road, Dhobi Talao,

Mumbai - 400 002

Tel. : 22012143, 22018485

Asia Law House

Shop No. 10, Aiyangar Plaza,

Between UTI & Central Bank

Bank Street Kothi,

Hyderabad - 500 095

Tel. : 24742324

Standard Book Distributors

104, Labh Complex, 12-B,

Sattar Taluka Society,

Opp.Old High Court Rd.,

Ahmedabad - 380 014

Tel. : 7540731,7540732

Student Book Centre

527, Kalbadevi Road,

Opp. Edward Cinema,

Mumbai - 400 002

Tel. : 22050510, 22080668

Commercial House

149, Rajendra Market,

Opp. Tis Hazari Court, Delhi - 110 054

Tel. : 23947862, 23947863

Book Corporation

4, R. N. Mukherjee Road,

Kolkata - 700 001

Tel. : 22101089, 22206669, 31000405

Student Agencies (I) Pvt. Ltd.

102, Konark Shram,

Behind Everest Building,

156, Tardeo Road, Mumbai - 400 034

Tel. : 2351334-37

C. Sitaraman & Co.,

37, Royapettah High Road,

Chennai-600 014

Tel. : 28111516, 28117069, 28113950

Law Point

6C, R. N. Mukherjee Road,

Opp. Birla Building, Stephen House,

Kolkata - 700 011

Tel. : 22101821

Krishna Law House

35-36, Gokhale Market,

Opp. Tis Hazari Court, Delhi -110 054

Tel. : 23969866, 23919317

Book Corporation

108, Nandan Complex,

Near Mithkhali Rly. Crossing,

Mithakhali, Ahmedabad - 380006

Tel. : 6465385

Puliani & Puliani

Ground Floor, Sujatha Complex,

1st Cross Gandhinagar,

Bangalore - 560 009

Tel. : 2265500, 2254052

Modern Law House

1/1, A. D. A. Flat,

(Near Bishop Johnson School),

M. G. Marg, Allahabad - 211001

Tel. : 2560700, 2560616

Arora Law Agency

Shivala Road, Hussainpura, Amritsar - 143 001

Tel. : 2584548

Commercial Book House

LG-2, 23, Aakarshan Bhawan,

Anasari Road, Darya Ganj,

New Delhi - 110 002

Tel. : 23267860

M/s. Taxmann Publication Pvt. Ltd.

35, Bodke Building, M.G. Road,

Opp. Mulund Railway Station,

Mulund (West), Mumbai - 400 080

Tel. : 022-25934807/32516684/25644807

E-mail: nileshbhanushali@taxmann.com

M/s. Taxmann Publication Pvt. Ltd.

59/32, New Rohtak Road, New Delhi - 110 005

Tel. : 011-45562222

E-mail: sales@taxmann.com

M/s. Taxmann Publication Pvt. Ltd.

7, Abhinav Arcade, Ground Floor,

Nr. Bank of Baroda, Pritam Nagar,

Paldi, Ahmedabad - 380 007

Cell : 9909984900

E-mail: bdurgaprasad@taxmann.com

SYLLABUS

The details of the prescribed syllabus which is indicative are furnished below. However, keeping in view the professional nature of examinations, all matters falling within the realm of the subject concerned will have to be studied by the candidate as questions can be asked on all relevant matters under the subject. Candidates appearing for the Examination should particularly prepare themselves for answering questions that may be asked on the latest developments taking place under the various subjects of the said examination although those topics may not have been specifically included in the syllabus. The Institute also reserves to itself the right to vary the syllabus / rules / fee structure from time to time. Any alterations made will be notified from time to time. Further, questions based on current developments in banking and finance may be asked.

Candidates are advised to refer to financial news papers / periodicals more particularly "IIBF VISION" and "BANK QUEST" published by the Institute.

SYLLABUS

Introduction to bankcards - types of cards- charge cards, debit cards, credit cards, co branded cards, smart cards etc.

Credit card organisation - appraisal and sanction of limits - credit card billing cycle - profitability - marketing - credit process - administrative support functions

Credit process - general credit policies - credit application - credit decision process - determining credit worthiness - credit scoring method - automated processing of applications - credit review - monitoring warning signals- risk analysis

Production function - production characteristics - account set up - card production - card production scheduling - statement production - payment processing etc.

Customer Service - collections - merchant establishments - turnover commission - outsourcing, call centres / DSAs - care and cautions

Credit card frauds - preventive measures - recovery process - legal and regulatory issues

Cross selling - objectives and benefits to banks

Global framework for Smart card payments

COURSES OF IIBF

A. Flagship Courses

- ☞ JAIB
- ☞ CAIB
- ☞ Diploma in Banking & Finance

B. Specialised Post Graduate Diploma Courses (for Member* and Non-Members**)

- ☞ Diploma in Treasury, Investment and Risk Management
- ☞ Diploma in Banking Technology
- ☞ Diploma in International Banking and Finance
- ☞ Diploma in Urban Co-operative Bank
- ☞ Diploma in Commodity Derivatives for Bankers
- ☞ Diploma for Micro Finance Professionals in collaboration with Sa-Dhan
- ☞ Advanced Wealth Management Course
- ☞ Diploma in Home Loan Advising

C. Specialised Certificate Courses (for Member* and Non-Members**)

- ☞ Certificate in Trade Finance
- ☞ Certified Information System Banker
- ☞ Certificate in Anti-Money Laundering / Know Your Customer
- ☞ Certificate in Quantitative Methods for Bankers
- ☞ Certificate in Credit Cards for Bankers
- ☞ Certificate Examination in Banking Oriented Paper in Hindi
- ☞ Certificate Examination in SME Finance for Bankers
- ☞ Certificate Examination in Customer Service & Banking Codes and Standards
- ☞ Certificate Examination in Basics of Banking / Credit Cards for employee of IT Companies
- ☞ Certificate Course for Business Correspondents / Business Facilitators
- ☞ Certificate Examination for Debt Recovery Agents
- ☞ Certificate Examination in IT Security
- ☞ Certificate Examination in Rural Banking Operations for RRB Staff
- ☞ Certificate Examination in Prevention of Cyber Crimes and Fraud Management
- ☞ Certificate Examination in Foreign Exchange Facilities for Individuals
- ☞ Certificate Examination in Microfinance

D. Management Courses

- ☞ Advanced Management Program in collaboration with SIES - Mumbai, Welinkar-Mumbai, IMI-Delhi, IPE-Hyderabad.
- ☞ Project Finance Management Blended Course with IFMR, Chennai
- ☞ CAIB linked MBA with IGNOU.

Educational support :

- ☞ Publishing specific courseware for each paper / examination and Workbooks etc.
- ☞ Tutorials through Accredited Institutions, Virtual Classes, e-learning through Portal, Contact Classes or Campus Training - Model Questions and subject updates on the net

Other activities :

- ☞ Research, Seminars, Conferences, Lectures, etc.
- ☞ Publications of books, Daily e-newsletter, monthly newsletter and quarterly journal
- ☞ Training & Consultancy and Financial Education

* Members are employees of Banks and Financial Institutions who have enrolled as members of IIBF.

** Non-Members are eligible candidates for each course / examination without IIBF Membership.

The Syllabi, Rules / Regulations, Examination Forms and other information pertaining to the examinations are available with Institute's Offices at Mumbai, Chennai, New Delhi, Kolkata and also at such other centers / offices as may be notified from time to time. The same is also available at our website www.iibf.org.in.

ADDRESSES FOR CONTACT

Corporate Office :

Indian Institute of Banking & Finance
Kohinoor City, Commercial-II, Tower-1, 2nd Floor,
Kiroli Road, Kurla (West), Mumbai - 400 070
Tel : 022-2503 9746 / 9604 / 9907 Fax : 022-2503 7332
E-mail : iibgen@bom5.vsnl.net.in

Northern Zonal Office :

Indian Institute of Banking & Finance
109-113, Vikrant Towers, 1st Floor,
4, Rajendra Place, New Delhi - 110 008
Tel. : 91-011-2575 2191/92
Fax : 91-011-2575 2193
E-mail : iibnz@iibf.org.in

Southern Zonal Office :

Indian Institute of Banking & Finance
No.94, Jawaharlal Nehru Road,
(100 Feet Road), Opp. Hotel Ambica
Empire, Vadapalani, Chennai - 600 026
Tel. : 044-2472 2990/2472 7961
Fax : 044-2472 6966
E-mail : iibsz@iibf.org.in

Western Zonal Office :

Indian Institute of Banking & Finance
191-F, Maker Towers, 19th Floor,
Cuffe Parade, Mumbai - 400 005
Tel. : 022-2218 3302 / 2218 5134
Fax : 022-2218 0845
E-mail : iibwz@iibf.org.in

Eastern Zonal Office :

Indian Institute of Banking & Finance
408, 'Anandlok', 'A' Block, 4th Floor,
227, Acharya J. C. Bose Road,
Kolkata - 700 020
Tel. : 033-2280 9681/82/83
Fax : 033-2280 9680
E-mail : iibez@iibf.org.in