

Name _____

Apple FCU: S.R.C.U. Branch Quiz

1. Does a customer who is under 18 years of age need a parent signature to open a checking account?
A. Yes B. No
2. What is the suffix for a Savings Account?
A. 007 B. 017 C. 000 D. What is a suffix?
3. What is the suffix for a Checking Account?
A. 007 B. 017 C. 000 D. This is the wrong answer.
4. What is the amount the customer must have in his/her savings account at all times?
A. \$100.00 B. \$9.99 C. \$5.00 D. No minimum balance is required.
5. What is the maximum amount a person can withdraw from the branch in one day?
A. \$10 B. \$20 C. \$30 D. No limit!
6. What is the maximum amount a person can deposit?
A. \$10 B. \$20 C. \$30 D. No limit!
7. Where do you log in New Account or Deposit Transactions?
A. Transaction Log B. Cash/Withdrawal Log C. Employee Log
D. No need to log!
8. Are you allowed to play games on the computer?
A. Yes B. No C. As long as no one is watching
9. What color copy of the deposit slip do we give the customer?
A. Pink B. Yellow C. White D. What is a deposit slip?

10. What color copy of the deposit slip verifies that the main branch has received the money?
- A. Pink B. Yellow C. White D. I should've been listening!
11. Are you allowed to do your own transactions?
- A. Yes B. No C. A is not a good answer
12. What do you do when the telephone rings?
- A. Panic and run away screaming!
- B. Leave it ringing because the person will eventually hang up
- C. Let the teacher supervisor answer it
- D. Answer it stating the place and your name (Ex. "Lancer Branch, Raheel speaking, how may I help you?")
13. Are only FBLA members allowed to join the credit union?
- A. Yes B. No C. B is a very good answer
14. What is important to look for when a person is depositing a check?
- A. The amount written
- B. Signature on the bottom
- C. Endorsement and account number on the back
- D. All of the Above.
15. Is it OK to eat in front of a customer?
- A. Yes B. No. C. **NO!!!**
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