

Revision For BRMs

Exam Questions and Answers.

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List of Courses For Revision

1. How To Identify Fake Money.
2. Sexual Harassment Policy.
3. A Step By Step User Guide For The Moniepoint Savings Plan.
4. How To Initiate Bulk Transfers.
5. How To Close A Moniepoint Account.
6. Fraud policy.
7. Disciplinary Hearing Policy.
8. Understanding AML Basics.

Please visit: learning.Moniepoint.com and relearn the above courses

Learning Check: How To Identify Fake Money

QUESTION 1 OF 5

A colleague reports a suspicious transaction involving a customer who repeatedly deposits small amounts of cash. What money laundering scheme does this scenario most likely represent?

Choose only ONE best answer.

A. Smurfing

B. Trade-Based Laundering

C. Shell Companies

D. Iridescent Band

QUESTION 2 OF 5

Which technology can be used to detect counterfeit notes?

Choose only ONE best answer.

A. UV Lights

B. Magnifying Glass

C. Detecting Pen

D. All of the above

QUESTION 3 OF 5

What is the definition of counterfeit money?

Choose only ONE best answer.

A. Imitation of genuine money

B. Legitimate currency

C. Real currency

D. Virtual currency

QUESTION 4 OF 5

A cashier unknowingly accepts a counterfeit banknote that lacks a clear watermark and has an irregular thread. The customer left quickly. What should the cashier do?

Choose only ONE best answer.

A. Report to authorities immediately

B. Inform colleagues but take no further action

C. Discard the note discreetly

D. Use the note for another transaction

QUESTION 5 OF 5

What is one of the common features of counterfeit notes?

Choose only ONE best answer.

- A. Genuine holograms
- B. Raised printing
- C. Windowed metallic security thread
- D. Reduced paper quality**

Learning Check: Sexual Harassment

QUESTION 1 OF 5

An employee witnesses sexual harassment but is uncomfortable using the incident form. What is an alternative reporting method mentioned in the policy?

Choose only ONE best answer.

- A. Speaking with a colleague
- B. Disciplinary Committee
- C. Sending an email to HRBP**
- D. Speaking with the offender

QUESTION 2 OF 5

A Moniepoint employee faces retaliation for reporting sexual harassment. What disciplinary action is appropriate?

Choose only ONE best answer.

A. Prevention Training

B. Final warning

C. Query/First Warning

D. Disciplinary Committee and Termination of Contract

QUESTION 3 OF 5

A worker experiences unwanted physical contact, including patting and hugging. What is the appropriate disciplinary action?

Choose only ONE best answer.

A. Disciplinary Committee and Termination of Contract

B. Query/First Warning

C. Final warning

D. Prevention Training

QUESTION 4 OF 5

An employee faces offensive comments and jokes about their private life. What disciplinary action is likely for such verbal conduct?

Choose only ONE best answer.

A. Final warning

B. Query/First Warning

C. Disciplinary Committee and Termination of Contract

D. Prevention Training

QUESTION 5 OF 5

A colleague repeatedly sends sexually explicit messages to another employee. What type of harassment does this represent?

Choose only ONE best answer.

A. Physical conduct

B. Verbal conduct

C. Non-verbal conduct

D. Retaliation

Learning Check: Flexible Savings Saving Plan

QUESTION 1 OF 5

What is the duration range for the Flexible Saving Plan?

Choose only ONE best answer.

A. One month to 6 months

B. 9 months

C. Customized per user choice, one month to 12 months

D. Customized per user choice, one month to 9 months

QUESTION 2 OF 5

What is the interest rate for the Flexible Saving Plan?

Choose only ONE best answer.

A. 6% per annum

B. 9% per annum

C. 12% per annum

D. 15% per annum

QUESTION 3 OF 5

How do you extend a savings plan in the Flexible Savings Plan?

Choose only ONE best answer.

- A. Make an initial deposit
- B. Choose "Manually"
- C. Savings roll over**
- D. Withdraw the amount

QUESTION 4 OF 5

What is the last step before your saving journey begins in the Flexible Savings Plan?

Choose only ONE best answer.

- A. Edit the provided data
- B. Choose "Manually"
- C. Accept privacy policy**
- D. Make an initial deposit

QUESTION 5 OF 5

How frequently can you withdraw from the Flexible Savings Plan without penalties?

Choose only ONE best answer.

- A. Once a week
- B. Twice a month
- C. Four times monthly**
- D. Unlimited withdrawals

Learning Check: How To Initiate a Bulk Transfer

QUESTION 1 OF 5

What does the status "Pending" indicate during the bulk transfer process?

Choose only ONE best answer.

- A. The transfer has been completed successfully.
- B. There was an error with the file upload.
- C. The transfer is awaiting approval.**
- D. None of the above.

QUESTION 2 OF 5

How can you monitor the progress of bulk transfers?

Choose only ONE best answer.

A. Access the bulk transfer dashboard and view the status of each transfer.

B. Download the excel template again.

C. Resolve errors in the uploaded file.

D. None of the above.

QUESTION 3 OF 5

You have initiated a bulk transfer and uploaded the excel template. What is the next step?

Choose only ONE best answer.

A. Resolve any errors in the uploaded file.

B. Click on the "Proceed" button to begin the bulk transfer process.

C. View the status of each transfer.

D. Download the excel template again.

QUESTION 4 OF 5

What happens if there is an error with the uploaded file during the bulk transfer process?

Choose only ONE best answer.

A. The transfer proceeds as scheduled.

B. The error message is displayed with an option to resolve it.

C. The transfer is automatically canceled.

D. None of the above.

QUESTION 5 OF 5

What action should you take if there is an error with the uploaded file during the bulk transfer process?

Choose only ONE best answer.

A. Ignore the error and proceed with the transfer.

B. Contact customer support for assistance.

C. Resolve the error displayed with an option to do so.

D. Cancel the transfer and start over.

Learning Check: How To Close A Moniepoint Account

QUESTION 1 OF 5

If a user wants to request the closure of their account and does not have access to the App, what should they do?
Choose only ONE best answer.

- A. Ignore the request
- B. Reach out through the BRM or any customer support channel**
- C. Wait for automatic closure
- D. Visit the nearest branch in person

QUESTION 2 OF 5

What is the consequence of closing an account, according to the video demonstration?
Choose only ONE best answer.

- A. The action is reversible
- B. The customer will receive a monetary reward
- C. The customer will be able to access any remaining balance
- D. The action is not reversible**

QUESTION 3 OF 5

In the back office, how can a back office administrator search for an account to be closed?

Choose only ONE best answer.

- A. By clicking on the profile icon
- B. By scrolling down to configurations
- C. By searching for the account using the username**
- D. By visiting the nearest branch

QUESTION 4 OF 5

What information must be checked to ensure an account can be closed without any issues?

Choose only ONE best answer.

- A. Customer's current address
- B. Pending transfers**
- C. Number of accounts in total
- D. Customer's social media activity

QUESTION 5 OF 5

What action should a user take after submitting an account closure request to ensure its completion?

Choose only ONE best answer.

- A. Wait for automatic closure
- B. Check for email confirmation**
- C. Perform face verification again
- D. Reach out to customer support

Learning Check: Fraud Policy

QUESTION 1 OF 5

In Moniepoint's branch in Lagos, Chinedu, a Business Relationship Manager (BRM), receives a complaint from a business owner regarding unauthorized transactions from their account. The State Coordinator, Ngozi, suspects fraudulent activity and initiates an investigation.

What action should Ngozi take as the State Coordinator upon receiving the complaint?

Choose only ONE best answer.

- A. Immediately terminate Chinedu's contract
- B. Consult with the State Compliance Officer and begin an investigation**
- C. Ignore the complaint until further evidence is presented
- D. Issue a warning letter to the business owner

QUESTION 2 OF 5

If Chinedu is found guilty of manipulating a business owner to send their OTP, what is the consequence according to Moniepoint's Fraud Policy?

Choose only ONE best answer.

- A. Legal action taken against Chinedu
- B. A warning issued to Chinedu by the State Coordinator
- C. Termination of Chinedu's contract**
- D. Forfeiture of Chinedu's most active dashboard

QUESTION 3 OF 5

What action should Ngozi take if Chinedu fails to respond to the query within the stipulated timeframe?

Choose only ONE best answer.

- A. Ignore Chinedu's non-response
- B. Extend the response timeframe for Chinedu
- C. Consider Chinedu's non-response as a violation**
- D. Consult with the Regional Manager for further instructions

QUESTION 4 OF 5

Who is responsible for reviewing Chinedu's response to the query and determining if further action is necessary?

Choose only ONE best answer.

- A. The State Coordinator and the Regional Manager
- B. Chinedu's direct supervisor
- C. The State Coordinator in conjunction with the HRBP**
- D. The Business Owner

QUESTION 5 OF 5

Chinedu is found to be involved in corruption and bribery, what will be the consequence?

Choose only ONE best answer.

- A. A written warning issued to Chinedu
- B. Suspension of Chinedu's duties pending further investigation
- C. Forfeiture of Chinedu's commission for one month
- D. Termination of Chinedu's contract**

Learning Check: Disciplinary Policy

QUESTION 1 OF 5

A State Coordinator has noticed repeated instances of rude behavior towards Business Owners by one of the Business Relationship Managers (BRMs).

What is the appropriate initial step according to the Disciplinary Policy?

Choose only ONE best answer.

A. Issue a final written warning immediately.

B. Schedule a disciplinary meeting with the BRM to discuss their misconduct.

C. Suspend the BRM from work.

D. Terminate the employment of the BRM.

QUESTION 2 OF 5

Despite receiving a final written warning, a Business Relationship Manager (BRM) continues to engage in severe offensive behavior towards colleagues.

What action should be taken next as per the Disciplinary Policy?

Choose only ONE best answer.

A. Issue another final written warning.

B. Schedule a disciplinary meeting with the BRM.

C. Suspend the BRM from work.

D. Terminate the employment of the BRM.

QUESTION 3 OF 5

A Business Relationship Manager (BRM) receives a query from their State Coordinator regarding an alleged breach of conduct.

What is the appropriate action for the BRM according to the Disciplinary Policy?

Choose only ONE best answer.

A. Ignore the query as it is not formal.

B. Provide a written response within 48 hours.

C. Refuse to respond until the Disciplinary Committee hearing.

D. Request immediate termination of employment.

QUESTION 4 OF 5

During a Disciplinary Hearing, a BRM feels that their rights have been violated.

What should the BRM do according to the Disciplinary Policy?

Choose only ONE best answer.

A. Express their frustration and leave the hearing.

B. Contact the HRBP to file a complaint.

C. Accept the decision of the Disciplinary Committee.

D. Refuse to participate further in the process.

QUESTION 5 OF 5

A BRM feels unfairly treated during a Disciplinary Hearing.

What recourse does the BRM have according to the Disciplinary Policy?

Choose only ONE best answer.

A. Take immediate legal action against the company.

B. Request an appeal within 72 hours of the hearing.

C. Publicly criticize the company's disciplinary procedures.

D. Disregard the decision and continue with regular duties.

Understanding AML Basics

QUESTION 1 OF 7

What are the benefits of Anti Money Laundering compliance?

Choose only ONE best answer.

A. Boosting profits

B. Avoiding CBN sanctions

C. Encouraging money laundering

D. Promoting terrorism financing

QUESTION 2 OF 7

What are the consequences of non-compliance to AML laws and regulations?

Choose only ONE best answer.

- A. Imprisonment for a term of not less than four years but not more than fourteen years
- B. A fine not less than five times the value of the proceeds of the crime
- C. a) and b)**
- D. Avoiding CBN sanctions

QUESTION 3 OF 7

What are the consequences of Tipping Off?

Choose only ONE best answer.

- A. Up to 3 years imprisonment
- B. Fines of N500,000 to N1,000,000
- C. A five-year professional ban
- D. All of the above**

QUESTION 4 OF 7

What does CFT aim to prevent?

Choose only ONE best answer.

- A. Money laundering
- B. Financing of illegal activities
- C. Financing of terrorist organizations**
- D. Fraudulent transactions

QUESTION 5 OF 7

How does money laundering impact financial institutions' reputation?

Choose only ONE best answer.

- A. Enhances trust and confidence
- B. Protects against regulatory scrutiny
- C. Erodes trust and confidence**
- D. Boosts market competition

QUESTION 6 OF 7

What is the primary goal of AML regulations?

Choose only ONE best answer.

- A. Facilitate money laundering
- B. Prevent funding of illegal activities**
- C. Increase anonymity in financial transactions
- D. Promote terrorism financing

QUESTION 7 OF 7

What measures can microfinance institutions take to mitigate risks associated with money laundering?

Choose only ONE best answer.

- A. Engaging in illicit financial transactions
- B. Calling out suspicious activities on social media
- C. Conducting ongoing due diligence**
- D. Providing anonymous accounts