IBC TELLER TRAINING PRACTICE TEST (SAMPLE)

STUDY GUIDE

SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

1. **Who is on the $1.00 bill?**
   - A. Thomas Jefferson
   - B. Abraham Lincoln
   - C. Benjamin Franklin
   - D. George Washington

2. **Which speed key is associated with mortgage payments?**
   - A. Speed key for loan payments
   - B. Speed key for savings deposit
   - C. Speed key for mortgage payments
   - D. Speed key for previous transactions

3. **For a check payable to two parties with 'or' or '/', what endorsement is allowed?**
   - A. Either payee may endorse, and must include T-bar or account number
   - B. Both must endorse
   - C. Neither can endorse
   - D. Only the maker can endorse

4. **Which of the following is NOT listed as a reason for refusing a check?**
   - A. Post/ stale dated
   - B. Proper endorsements
   - C. Stop payment
   - D. Non-customer with a transit check

5. **Whose image is used in the watermark on the $10 bill?**
   - A. Andrew Jackson
   - B. Alexander Hamilton
   - C. Ulysses S. Grant
   - D. Benjamin Franklin

6. For a check payable to two parties with 'and,' what endorsement is required?

A. Both named payees must endorse and include both T-bars or account numbers

B. Only one endorsement is needed

C. The bank endorses

D. Endorsement not required

7. Which speed key is used for an on-us check?

A. Speed key for checking deposit

B. Speed key for on us check

C. Speed key for savings withdrawal

D. Speed key for transit check

8. What happens if funds are not available for a check?

A. IBC credits the customer if funds are available; otherwise charges a returned check fee

B. The customer receives a cash bonus

C. The check is canceled

D. The check is reissued free

9. If a third party check is presented, what action should you take?

A. Refuse the check or obtain officer approval and note the officer's name and extension.

B. Accept the check as normal.

C. Send the check to processing without review.

D. Ask the customer for more information.

10. What types of checks does IBC not accept for negotiation any longer

A. Traveler's checks

B. U.S. Treasury checks

C. Mexican bank checks and Canadian bank checks

D. Personal checks from customers

Answers

1. D
2. C
3. A
4. B
5. A
6. A
7. B
8. A
9. A
10. C

Explanations

1. Who is on the $1.00 bill?

A. Thomas Jefferson

B. Abraham Lincoln

C. Benjamin Franklin

D. George Washington

George Washington is on the one-dollar bill because he was the first President of the United States and a foundational figure in the nation's history. His portrait on the front has long symbolized leadership and the country's beginnings, which is why the dollar uses his image. For context, other familiar figures appear on different bills—Abraham Lincoln on the five, Thomas Jefferson on the two, and Benjamin Franklin on the hundred—helping you remember who appears on each denomination.

2. Which speed key is associated with mortgage payments?

A. Speed key for loan payments

B. Speed key for savings deposit

C. Speed key for mortgage payments

D. Speed key for previous transactions

Speed keys are shortcuts that jump straight to a specific transaction type, making teller work faster and reducing entry errors. Mortgage payments have their own dedicated key because mortgage transactions use unique fields—mortgage account number, payment amount, due date, and sometimes escrow details—that differ from other loan payments. Using the mortgage payments key pulls up the correct mortgage account quickly and routes the payment to the right loan, ensuring accuracy and speed. The general loan payments key could cover various loans but wouldn't automatically load the mortgage-specific information, while the savings deposit key is for deposits into savings accounts, and the previous transactions key reuses a past entry rather than starting a new payment. So, the speed key for mortgage payments is the best fit for handling mortgage transactions efficiently.

3. For a check payable to two parties with 'or' or '/', what endorsement is allowed?

A. Either payee may endorse, and must include T-bar or account number

B. Both must endorse

C. Neither can endorse

D. Only the maker can endorse

When a check is payable to two parties with an "or" (or a slash), either payee can present and negotiate the check on their own. That means one person's endorsement is enough to transfer the check's rights to the bank for payment or deposit. To keep the instrument secure and ensure it's deposited to the correct account, the endorsing payee should add a restrictive mark like a T-bar, or include their account number. The T-bar is a line that signals the endorsement is restricted, helping prevent unauthorized further endorsements, while the account number helps the bank route funds properly. So the best practice is that either payee may endorse, and they should include a T-bar or their account number for proper processing.

4. Which of the following is NOT listed as a reason for refusing a check?

A. Post/ stale dated

B. Proper endorsements

C. Stop payment

D. Non-customer with a transit check

Proper endorsements indicate the check has been signed and authorized for transfer, making it a valid negotiable instrument. When a check is properly endorsed, there's no reason to refuse it on the basis of endorsement quality; endorsements actually help prove who is entitled to the funds and allow the transfer to proceed. On the other hand, checks can be refused for other reasons: if a check is postdated or stale-dated, the bank may not pay it because the date indicates it isn't currently payable; a stop payment order from the account holder instructs the bank not to honor the check; and a non-customer presenting a transit check can raise risk or policy concerns, leading to refusal.

5. Whose image is used in the watermark on the $10 bill?

A. Andrew Jackson

B. Alexander Hamilton

C. Ulysses S. Grant

D. Benjamin Franklin

Watermarks are security features built into modern banknote paper that reveal a portrait when the note is held up to the light. The image in the watermark usually matches the portrait shown on the front of the note, helping you confirm authenticity. On the ten-dollar bill, the watermark is a faint image of Alexander Hamilton, visible on the right side of the note. This corresponds to Hamilton being the person pictured on the bill. Andrew Jackson is on the twenty-dollar bill, Ulysses S. Grant on the fifty, and Benjamin Franklin on the hundred. So, the watermark image on the ten-dollar bill is Alexander Hamilton.

6. For a check payable to two parties with 'and,' what endorsement is required?

A. Both named payees must endorse and include both T-bars or account numbers

B. Only one endorsement is needed

C. The bank endorses

D. Endorsement not required

When a check is payable to two people using "and," both individuals are joint payees, so both must authorize the transfer of funds. That means each payee signs the back of the check. Banks often require that both endorsements be present and may also ask to include each endorser's account number or use a T-bar mark to clearly link the endorsement to the correct accounts and prevent misrouting. This setup ensures no one can cash the check with a single signature and that the funds are credited to the intended accounts. The other options aren't correct because a single endorsement isn't enough for jointly payable checks, the bank doesn't automatically endorse on your behalf, and endorsement is required to negotiate the check.

7. Which speed key is used for an on-us check?

A. Speed key for checking deposit

B. Speed key for on us check

C. Speed key for savings withdrawal

D. Speed key for transit check

Speed keys are teller shortcuts used to route and process different types of checks and transactions quickly. An on-us check is a check drawn on the same bank where the customer has an account, so it stays inside the bank's own processing system. Using the speed key for an on-us check tells the system to handle this item as an internal item, allowing direct posting to the customer's account and typically faster funds availability since there's no external clearing involved. In contrast, a speed key for a deposit is used for adding funds to an account via cash or checks that are deposited; a transit check is drawn on another bank and must go through external clearing, requiring a different process; and a savings withdrawal isn't a check and uses a separate workflow.

8. What happens if funds are not available for a check?

A. IBC credits the customer if funds are available; otherwise charges a returned check fee

B. The customer receives a cash bonus

C. The check is canceled

D. The check is reissued free

When there aren't enough funds to cover a check, the bank cannot pay it and the item is returned. This is known as a returned item or NSF (non-sufficient funds). The depositor's account is typically charged a returned-check or NSF fee for the failed item. The choice reflects this: funds available means the transaction posts a credit, but if not available, a returned check fee is charged. The other options—getting a cash bonus, the check being canceled, or a free reissue—do not match how banks handle insufficient funds.

9. If a third party check is presented, what action should you take?

A. Refuse the check or obtain officer approval and note the officer's name and extension.

B. Accept the check as normal.

C. Send the check to processing without review.

D. Ask the customer for more information.

Handling third-party checks carries a higher fraud risk, so the right approach is to pause the transaction and involve a supervisor or officer to verify the check before proceeding. Refusing the check or obtaining officer approval and recording the officer's name and extension creates an audit trail and ensures the check's validity and compliance with bank policies. This protects both the customer and the bank from potential losses. Accepting the check as normal or sending it to processing without review bypasses essential controls, while asking for more information without escalation doesn't address the need for supervisor verification.

10. What types of checks does IBC not accept for negotiation any longer

A. Traveler's checks

B. U.S. Treasury checks

C. Mexican bank checks and Canadian bank checks

D. Personal checks from customers

Banks limit which checks they will negotiate to manage risk and processing time. Checks drawn on foreign banks—like those from Mexican or Canadian banks—often require international processing, currency conversion, and longer holds, increasing the chance of delays or funds not being collected. That's why IBC doesn't accept them for negotiation any longer. U.S. Treasury checks are guaranteed by the U.S. government and are routinely accepted, so they remain negotiable. Personal checks from customers are also standard negotiable instruments that banks typically accept, though they may include holds depending on funds availability. Traveler's checks are generally accepted too, depending on the institution and issuer, but the specific policy here targets the foreign-bank checks.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

https://ibctellertraining.examzify.com

We wish you the very best on your exam journey. You've got this!