

IBPS Clerk Prelims Mock Test 1

Customer Service Associate (CSA) - Full Syllabus Practice Material

Section	Questions	Marks	Time
English Language	30	30	20 min
Numerical Ability	35	35	20 min
Reasoning Ability	35	35	20 min
Total	100	100	60 min

Instructions

- This paper follows the latest available IBPS Clerk/CSA section counts and time limits.
- Each objective question has four options. Select the most appropriate answer.
- A penalty of one-fourth of the marks assigned to a question may apply for a wrong answer in the actual examination.
- For realistic practice, follow the separate sectional time limits shown above.
- This is independently prepared educational material, not an official IBPS paper.

Section I - English Language (30 Questions)

1. Choose the correct replacement: The committee has discussed about the proposal.
(A) has discussed the proposal
(B) has discussed on the proposal
(C) has discussed about the proposal
(D) has been discussed about the proposal
2. Choose the correct replacement: He has returned back from the training centre.
(A) has returned
(B) has been returned back
(C) has returned back
(D) has came back
3. Choose the correct replacement: One of my friend works in a public sector bank.
(A) one of my friend
(B) one from my friends
(C) one of mine friend
(D) one of my friends
4. Choose the correct replacement for the underlined part: Neither of the two assistants were present at the counter.
(A) were present
(B) was present
(C) have been present
(D) are present
5. Choose the correct replacement: Hardly had the train arrived than the passengers rushed in.
(A) and the passengers
(B) when the passengers
(C) than the passengers
(D) then the passengers
6. Choose the correct replacement: He insisted to pay the bill immediately.
(A) insisted at paying
(B) insisted for paying
(C) insisted on paying
(D) insisted to pay
7. Choose the correct replacement: This officer is senior than me in service.
(A) senior to me
(B) senior from me
(C) senior than me
(D) more senior than me
8. Choose the correct replacement: Each of the applicants have submitted the form.
(A) submit
(B) has submitted
(C) have submitted
(D) were submitting
9. Choose the correct replacement: The news about the merger are encouraging.
(A) is encouraging
(B) are encouraging
(C) were encouraging
(D) have encouraged
10. Choose the correct replacement: If I was you, I would revise the rules again.
(A) If I was you
(B) If I am you
(C) If I were you
(D) If I be you
11. The officer gave a _____ explanation of the loan procedure.
(A) hidden
(B) clear
(C) cloudy
(D) roughly
12. The cashier counted the currency notes _____.

- (A) care
 - (B) caring
 - (C) carefully
 - (D) careful
- 13.** Customers should never _____ their ATM PIN with anyone.
- (A) share
 - (B) disclose to
 - (C) divide
 - (D) scatter
- 14.** The auditor examined the records with great _____.
- (A) careless
 - (B) caringly
 - (C) care
 - (D) cares
- 15.** The customer was asked to _____ a valid identity proof.
- (A) submit
 - (B) admit
 - (C) commit
 - (D) permit
- 16.** Choose the word opposite in meaning to 'frequent'.
- (A) common
 - (B) repeated
 - (C) regular
 - (D) rare
- 17.** Choose the word nearest in meaning to 'prompt'.
- (A) late
 - (B) quick
 - (C) uncertain
 - (D) slow
- 18.** Choose the word nearest in meaning to 'mandatory'.
- (A) temporary
 - (B) compulsory
 - (C) optional
 - (D) casual
- 19.** Choose the word nearest in meaning to 'mitigate'.
- (A) increase
 - (B) measure
 - (C) ignore
 - (D) reduce
- 20.** Choose the word opposite in meaning to 'expand'.
- (A) contract
 - (B) enlarge
 - (C) develop
 - (D) extend
- 21.** Arrange the sentences: A. The server was restored. B. Customers reported failed transactions. C. The technical team identified the fault. D. Normal services resumed.
- (A) BCAD
 - (B) ABCD
 - (C) CBAD
 - (D) BACD
- 22.** Arrange the sentences: A. The bank noticed unusual login attempts. B. Access to the account was temporarily restricted. C. The customer verified recent activity. D. Normal access was restored.
- (A) ABCD
 - (B) ACBD
 - (C) ADCB
 - (D) BACD
- 23.** Arrange the sentences: A. The team collected customer feedback. B. A new queue system was introduced. C. Waiting time was reduced. D. The branch studied service delays.

- (A) ABCD
- (B) ADBC
- (C) DABC
- (D) DBAC

24. Arrange the sentences to form a coherent paragraph: A. The customer received an alert. B. He immediately blocked the card. C. An unknown transaction appeared on his account. D. He then informed the bank.

- (A) ABCD
- (B) ACBD
- (C) CABD
- (D) CBAD

25. Arrange the sentences: A. The candidate analysed mock-test errors. B. Her accuracy improved steadily. C. She revised weak topics. D. She attempted another test.

- (A) ADCB
- (B) CADB
- (C) ABCD
- (D) ACDB

PASSAGE: Financial inclusion means ensuring that useful and affordable financial services are available to all sections of society. Basic bank accounts, small loans, insurance and digital payment facilities can help families manage money more safely. Access alone is not enough; people must also understand how to use these services. Financial literacy programmes therefore explain interest, savings, fraud prevention and responsible borrowing. When access and awareness grow together, individuals are better able to plan for emergencies and long-term goals.

26. What does financial inclusion aim to provide?

- (A) Free cash to every family
- (B) Bank jobs to all citizens
- (C) Luxury products only
- (D) Affordable financial services to all sections

27. Which service is mentioned in the passage?

- (A) Insurance
- (B) School admission
- (C) Property registration
- (D) Railway booking

28. Why are financial literacy programmes important?

- (A) They guarantee high returns
- (B) They replace all banking rules
- (C) They explain how to use financial services responsibly
- (D) They remove the need for savings

29. The word 'responsible' is closest in meaning to:

- (A) careless
- (B) unlimited
- (C) temporary
- (D) careful and accountable

30. According to the passage, access should grow together with:

- (A) awareness
- (B) advertising
- (C) competition
- (D) borrowing

Section II - Numerical Ability (35 Questions)

31. What is $16 \times 7 + 11$?

- (A) 147
- (B) 123
- (C) 135
- (D) 111

32. What is $42 \div 3 + 11$?

- (A) 23
- (B) 25

- (C) 29
- (D) 27
- 33.** What is $(35 + 16) \times 4$?
 - (A) 224
 - (B) 204
 - (C) 184
 - (D) 244
- 34.** What is $\sqrt{576} + 8$?
 - (A) 38
 - (B) 35
 - (C) 29
 - (D) 32
- 35.** What is 50% of 200?
 - (A) 120
 - (B) 90
 - (C) 100
 - (D) 110
- 36.** What is $31 \times 4 + 15$?
 - (A) 165
 - (B) 139
 - (C) 152
 - (D) 126
- 37.** What is $210 \div 7 + 14$?
 - (A) 52
 - (B) 40
 - (C) 48
 - (D) 44
- 38.** What is $(61 + 16) \times 5$?
 - (A) 385
 - (B) 423
 - (C) 347
 - (D) 461
- 39.** What is $\sqrt{100} + 9$?
 - (A) 18
 - (B) 19
 - (C) 21
 - (D) 20
- 40.** What is 10% of 160?
 - (A) 16
 - (B) 15
 - (C) 17
 - (D) 18
- 41.** Find the next number: 12, 24, 36, 48, 60, ?
 - (A) 86
 - (B) 72
 - (C) 65
 - (D) 79
- 42.** Find the next number: 3, 6, 12, 24, 48, ?
 - (A) 96
 - (B) 105
 - (C) 87
 - (D) 114
- 43.** Find the next number: 4, 9, 16, 25, 36, ?
 - (A) 49
 - (B) 45
 - (C) 53
 - (D) 57

44. Find the next number: 9, 11, 14, 18, 23, ?
- (A) 31
 - (B) 29
 - (C) 27
 - (D) 33
45. Find the next number: 42, 36, 30, 24, 18, ?
- (A) 12
 - (B) 11
 - (C) 14
 - (D) 13
46. A branch processed 240 applications. If 40% were approved on the first day, how many were approved?
- (A) 105
 - (B) 114
 - (C) 87
 - (D) 96
47. An item costing Rs 600 is sold at a profit of 25%. What is the selling price?
- (A) 900
 - (B) 750
 - (C) 825
 - (D) 675
48. Find the simple interest on Rs 3000 at 6% per annum for 4 years.
- (A) 720
 - (B) 648
 - (C) 792
 - (D) 864
49. The numbers are 34, 36, 38, 40 and 42. What is their average?
- (A) 38
 - (B) 41
 - (C) 44
 - (D) 35
50. A sum of Rs 96 is divided in the ratio 3:5. What is the first share?
- (A) 33
 - (B) 36
 - (C) 42
 - (D) 39
51. 5 workers complete a task in 12 days. At the same rate, how many days will 10 workers take?
- (A) 7
 - (B) 5
 - (C) 6
 - (D) 8
52. A vehicle travels at 50 km/h for 4 hours. What distance does it cover?
- (A) 200
 - (B) 220
 - (C) 180
 - (D) 240
53. Ravi is 28 years old. What will his age be after 4 years?
- (A) 32
 - (B) 38
 - (C) 35
 - (D) 29
54. A mixture contains 20% water. How many litres of water are present in 30 litres of mixture?
- (A) 5
 - (B) 8
 - (C) 7
 - (D) 6
55. Find the area of a rectangle of length 15 m and breadth 10 m.
- (A) 135

- (B) 165
(C) 180
(D) 150
56. A branch processed 240 applications. If 40% were approved on the first day, how many were approved?
(A) 87
(B) 105
(C) 114
(D) 96
57. An item costing Rs 800 is sold at a profit of 15%. What is the selling price?
(A) 828
(B) 920
(C) 1012
(D) 1104
58. Find the simple interest on Rs 3000 at 4% per annum for 4 years.
(A) 432
(B) 528
(C) 576
(D) 480
59. The numbers are 24, 26, 28, 30 and 32. What is their average?
(A) 26
(B) 30
(C) 28
(D) 32
60. A sum of Rs 200 is divided in the ratio 6:4. What is the first share?
(A) 120
(B) 108
(C) 144
(D) 132

DATA TABLE - Number of accounts opened: Asha: 140; Farhan: 320; Gita: 260; Esha: 260; Deepa: 240.

61. How many accounts were opened by Asha and Farhan together?
(A) 480
(B) 440
(C) 460
(D) 500
62. What is the difference between the highest and lowest values?
(A) 180
(B) 160
(C) 220
(D) 200
63. What is the average number of accounts opened?
(A) 234
(B) 264
(C) 244
(D) 254
64. Approximately what percentage of the total accounts were opened by Asha?
(A) 6%
(B) 11%
(C) 21%
(D) 16%
65. What is the simplified ratio of Farhan's value to Gita's value?
(A) 320:260
(B) 16:13
(C) 13:16
(D) 17:13

Section III - Reasoning Ability (35 Questions)

- 66.** Given $F < H < A < G$, what is the relation between F and G?
- (A) equal to
 - (B) less than
 - (C) cannot be determined
 - (D) greater than
- 67.** Given $C < F < B < H$, what is the relation between C and H?
- (A) greater than
 - (B) equal to
 - (C) less than
 - (D) cannot be determined
- 68.** Given $D < A < E < C$, what is the relation between D and C?
- (A) greater than
 - (B) cannot be determined
 - (C) equal to
 - (D) less than
- 69.** Given $C < B < H < E$, what is the relation between C and E?
- (A) greater than
 - (B) equal to
 - (C) cannot be determined
 - (D) less than
- 70.** Given $F < C < E < H$, what is the relation between F and H?
- (A) equal to
 - (B) greater than
 - (C) less than
 - (D) cannot be determined
- 71.** Statements: All pens are tools. Some tools are blue. Conclusions: I. Some pens are blue. II. All pens are tools.
- (A) Only II follows
 - (B) Both follow
 - (C) Neither follows
 - (D) Only I follows
- 72.** Statements: Some banks are offices. All offices are buildings. Conclusions: I. Some banks are buildings. II. All buildings are offices.
- (A) Only II follows
 - (B) Only I follows
 - (C) Both follow
 - (D) Neither follows
- 73.** Statements: No card is cash. Some cash is currency. Conclusions: I. Some currency is cash. II. No card is currency.
- (A) Only I follows
 - (B) Both follow
 - (C) Neither follows
 - (D) Only II follows
- 74.** Statements: All clerks are employees. All employees are trained. Conclusions: I. All clerks are trained. II. Some trained people are clerks.
- (A) Only I follows
 - (B) Neither follows
 - (C) Both follow
 - (D) Only II follows
- 75.** Statements: Some loans are secured. Some secured items are costly. Conclusions: I. Some loans are costly. II. Some costly items are secured.
- (A) Neither follows
 - (B) Both follow
 - (C) Only I follows
 - (D) Only II follows
- 76.** In a code, BANK is written as EDQN. How will DEBIT be written using the same rule?
- (A) IJGNY
 - (B) FGDKV
 - (C) GHELW
 - (D) HIFMX

77. In a code, CASH is written as DBTI. How will BRANCH be written using the same rule?
(A) 283
(B) EUDQFK
(C) DTCPEJ
(D) CSBODI
78. In a code, CLERK is written as FOHUN. How will BRANCH be written using the same rule?
(A) EUDQFK
(B) GWFSHM
(C) DTCPEJ
(D) FVERGL
79. In a code, BANK is written as EDQN. How will FUND be written using the same rule?
(A) KZSI
(B) HWPF
(C) IXQG
(D) JYRH
80. In a code, LOAN is written as MPBO. How will CARD be written using the same rule?
(A) FDUG
(B) ECTF
(C) DBSE
(D) 564
81. A person walks 5 km north and then 4 km east. What is the straight-line distance from the starting point?
(A) 5.9
(B) 6.9
(C) 7.4
(D) 6.4
82. In a row of 40 candidates, Neha is 11th from the left. What is her rank from the right?
(A) 30
(B) 31
(C) 32
(D) 29
83. Pointing to a boy, Meera said, 'He is the son of my mother's only daughter.' How is the boy related to Meera?
(A) Cousin
(B) Brother
(C) Nephew
(D) Son
84. Which letter is 3th from the left in the word BANKING?
(A) K
(B) N
(C) B
(D) A
85. Choose the odd one out.
(A) Circle
(B) Cylinder
(C) Sphere
(D) Triangle

PUZZLE: Five people sit in a row facing north. Farhan sits at the extreme left. Divya sits immediately right of Farhan. Gauri sits at the extreme right. Aman sits between Divya and Bina.

86. Who sits in the middle?
(A) Gauri
(B) Divya
(C) Aman
(D) Farhan
87. Who sits immediately left of Gauri?
(A) Farhan
(B) Divya
(C) Aman
(D) Bina

88. How many people sit between Farhan and Bina?

- (A) 3
- (B) 4
- (C) 2
- (D) 1

89. Who sits second from the right?

- (A) Aman
- (B) Gauri
- (C) Bina
- (D) Divya

90. Which pair sits at the two ends?

- (A) Farhan and Gauri
- (B) Farhan and Bina
- (C) Divya and Gauri
- (D) Aman and Gauri

PUZZLE: Five people live on different floors of a five-storey building, floor 1 being the lowest. Karan lives on floor 1. Lata lives on floor 5. Nisha lives immediately above Om. Ravi lives immediately above Nisha.

91. Who lives on floor 3?

- (A) Nisha
- (B) Karan
- (C) Lata
- (D) Om

92. Who lives immediately below Ravi?

- (A) Lata
- (B) Om
- (C) Nisha
- (D) Karan

93. On which floor does Om live?

- (A) 2
- (B) 1
- (C) 4
- (D) 3

94. How many people live above Om?

- (A) 4
- (B) 2
- (C) 1
- (D) 3

95. Who lives on the top floor?

- (A) Lata
- (B) Ravi
- (C) Karan
- (D) Nisha

PUZZLE: Five interviews are scheduled from Monday to Friday, one per day. Dev is scheduled on Monday. Ira is scheduled on Friday. Leena is scheduled immediately after Aditi. Chirag is scheduled immediately after Leena.

96. Who is scheduled on Wednesday?

- (A) Ira
- (B) Aditi
- (C) Dev
- (D) Leena

97. On which day is Chirag scheduled?

- (A) Tuesday
- (B) Friday
- (C) Thursday
- (D) Wednesday

98. Who is scheduled immediately before Leena?

- (A) Dev

- (B) Chirag
- (C) Aditi
- (D) Ira

99. Who is scheduled on Friday?

- (A) Leena
- (B) Ira
- (C) Dev
- (D) Chirag

100. How many interviews are scheduled between Dev and Chirag?

- (A) 3
- (B) 2
- (C) 1
- (D) 4

Answer Key

1-A	2-A	3-D	4-B	5-B	6-C	7-A	8-B	9-A	10-C
11-B	12-C	13-A	14-C	15-A	16-D	17-B	18-B	19-D	20-A
21-A	22-A	23-C	24-C	25-D	26-D	27-A	28-C	29-D	30-A
31-B	32-B	33-B	34-D	35-C	36-B	37-D	38-A	39-B	40-A
41-B	42-A	43-A	44-B	45-A	46-D	47-B	48-A	49-A	50-B
51-C	52-A	53-A	54-D	55-D	56-D	57-B	58-D	59-C	60-A
61-C	62-A	63-C	64-B	65-B	66-B	67-C	68-D	69-D	70-C
71-A	72-B	73-A	74-A	75-D	76-C	77-D	78-A	79-C	80-C
81-D	82-A	83-D	84-B	85-D	86-C	87-D	88-C	89-C	90-A
91-A	92-C	93-A	94-D	95-A	96-D	97-C	98-C	99-B	100-B

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