

IBPS Clerk Prelims Mock Test 2

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: Each of the applicants have submitted the form.
(A) submit
(B) have submitted
(C) has submitted
(D) were submitting
2. Choose the correct replacement: He insisted to pay the bill immediately.
(A) insisted for paying
(B) insisted at paying
(C) insisted to pay
(D) insisted on paying
3. Choose the correct replacement: She has been working in this branch since five years.
(A) by five years
(B) from five years
(C) since five years
(D) for five years
4. Choose the correct replacement: The committee has discussed about the proposal.
(A) has discussed about the proposal
(B) has discussed on the proposal
(C) has been discussed about the proposal
(D) has discussed the proposal
5. Choose the correct replacement: The furniture in the office are quite old.
(A) have become old
(B) is quite old
(C) are quite old
(D) were quite old
6. Choose the correct replacement: No sooner did the bell ring when the candidates entered.
(A) then the candidates
(B) than the candidates
(C) and the candidates
(D) when the candidates
7. Choose the correct replacement: This officer is senior than me in service.
(A) senior to me
(B) senior than me
(C) more senior than me
(D) senior from me
8. Choose the correct replacement: Hardly had the train arrived than the passengers rushed in.
(A) than the passengers
(B) when the passengers
(C) and the passengers
(D) then the passengers
9. Choose the correct replacement: One of my friend works in a public sector bank.
(A) one from my friends
(B) one of my friends
(C) one of my friend
(D) one of mine friend
10. Choose the correct replacement for the underlined part: Neither of the two assistants were present at the counter.
(A) have been present
(B) was present
(C) are present
(D) were present
11. The auditor examined the records with great _____.
(A) cares
(B) care
(C) caringly
(D) careless
12. The bank launched a campaign to _____ digital payments.

- (A) promote
 - (B) postpone
 - (C) prohibit
 - (D) prevent
13. The customer was asked to _____ a valid identity proof.
- (A) admit
 - (B) commit
 - (C) submit
 - (D) permit
14. The new system is expected to _____ transaction time.
- (A) deduce
 - (B) induce
 - (C) produce
 - (D) reduce
15. Customers should never _____ their ATM PIN with anyone.
- (A) scatter
 - (B) disclose to
 - (C) divide
 - (D) share
16. Choose the word nearest in meaning to 'prudent'.
- (A) careful
 - (B) noisy
 - (C) uncertain
 - (D) reckless
17. Choose the word opposite in meaning to 'expand'.
- (A) contract
 - (B) develop
 - (C) extend
 - (D) enlarge
18. Choose the word nearest in meaning to 'reliable'.
- (A) dependable
 - (B) doubtful
 - (C) fragile
 - (D) brief
19. Choose the word nearest in meaning to 'mitigate'.
- (A) measure
 - (B) increase
 - (C) reduce
 - (D) ignore
20. Choose the word opposite in meaning to 'frequent'.
- (A) common
 - (B) repeated
 - (C) rare
 - (D) regular
21. Arrange the sentences: A. The bank reviewed the proposal. B. The small business submitted a loan application. C. The documents were verified. D. The loan was sanctioned.
- (A) BCAD
 - (B) CBAD
 - (C) ABDC
 - (D) BACD
22. Arrange the sentences: A. She completed the online form. B. She uploaded her documents. C. Riya decided to open a savings account. D. She received confirmation.
- (A) ABCD
 - (B) ACBD
 - (C) CABD
 - (D) CBAD
23. 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) ACDB
- (D) ABCD

24. 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) ADBC
- (B) DBAC
- (C) DABC
- (D) ABCD

25. 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) ADCB
- (B) ABCD
- (C) BACD
- (D) ACBD

PASSAGE: Digital banking has made everyday transactions faster and more convenient. Customers can transfer funds, pay bills and check balances without visiting a branch. However, convenience must be supported by safe habits. Users should create strong passwords, avoid sharing one-time passwords and verify website addresses before entering banking details. Banks also educate customers through alerts and awareness campaigns. Technology can reduce effort, but informed behaviour remains the strongest defence against fraud.

26. What is the main idea of the passage?

- (A) Branches are no longer needed
- (B) Passwords should be shared with bank staff
- (C) Digital banking is useful but requires safe user behaviour
- (D) Online payments are always unsafe

27. Which activity can be done through digital banking according to the passage?

- (A) Paying bills
- (B) Changing banking laws
- (C) Printing currency
- (D) Issuing passports

28. What should users avoid sharing?

- (A) Bank name
- (B) One-time passwords
- (C) Account type
- (D) Branch timings

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

- (A) dangerous
- (B) expensive
- (C) unnecessary
- (D) easy to use

30. What is described as the strongest defence against fraud?

- (A) Informed behaviour
- (B) Ignoring alerts
- (C) A larger branch
- (D) Cash-only transactions

Section II - Numerical Ability (35 Questions)

31. What is $17 \times 9 + 12$?

- (A) 197
- (B) 181
- (C) 149
- (D) 165

32. What is $72 \div 3 + 8$?

- (A) 32
- (B) 29

- (C) 35
 - (D) 38
- 33.** What is $(73 + 30) \times 6$?
- (A) 618
 - (B) 740
 - (C) 679
 - (D) 557
- 34.** What is $\sqrt{289} + 4$?
- (A) 23
 - (B) 21
 - (C) 25
 - (D) 19
- 35.** What is 25% of 400?
- (A) 100
 - (B) 120
 - (C) 110
 - (D) 90
- 36.** What is $45 \times 9 + 15$?
- (A) 378
 - (B) 420
 - (C) 504
 - (D) 462
- 37.** What is $180 \div 12 + 9$?
- (A) 28
 - (B) 24
 - (C) 26
 - (D) 22
- 38.** What is $(77 + 28) \times 2$?
- (A) 252
 - (B) 231
 - (C) 189
 - (D) 210
- 39.** What is $\sqrt{576} + 13$?
- (A) 37
 - (B) 34
 - (C) 40
 - (D) 43
- 40.** What is 50% of 160?
- (A) 88
 - (B) 96
 - (C) 72
 - (D) 80
- 41.** Find the next number: 4, 8, 12, 16, 20, ?
- (A) 28
 - (B) 24
 - (C) 26
 - (D) 22
- 42.** Find the next number: 4, 12, 36, 108, 324, ?
- (A) 875
 - (B) 1069
 - (C) 972
 - (D) 1166
- 43.** Find the next number: 25, 36, 49, 64, 81, ?
- (A) 110
 - (B) 90
 - (C) 120
 - (D) 100

44. Find the next number: 7, 11, 16, 22, 29, ?
(A) 34
(B) 37
(C) 40
(D) 43
45. Find the next number: 43, 37, 31, 25, 19, ?
(A) 13
(B) 12
(C) 15
(D) 14
46. A branch processed 500 applications. If 15% were approved on the first day, how many were approved?
(A) 75
(B) 82
(C) 68
(D) 89
47. An item costing Rs 400 is sold at a profit of 10%. What is the selling price?
(A) 484
(B) 396
(C) 528
(D) 440
48. Find the simple interest on Rs 1000 at 5% per annum for 4 years.
(A) 200
(B) 240
(C) 180
(D) 220
49. The numbers are 20, 22, 24, 26 and 28. What is their average?
(A) 26
(B) 24
(C) 28
(D) 22
50. A sum of Rs 168 is divided in the ratio 7:7. What is the first share?
(A) 76
(B) 92
(C) 84
(D) 100
51. 6 workers complete a task in 10 days. At the same rate, how many days will 12 workers take?
(A) 7
(B) 4
(C) 6
(D) 5
52. A vehicle travels at 50 km/h for 4 hours. What distance does it cover?
(A) 240
(B) 200
(C) 220
(D) 180
53. Ravi is 43 years old. What will his age be after 6 years?
(A) 45
(B) 53
(C) 57
(D) 49
54. A mixture contains 30% water. How many litres of water are present in 40 litres of mixture?
(A) 11
(B) 12
(C) 14
(D) 13
55. Find the area of a rectangle of length 20 m and breadth 6 m.
(A) 132

- (B) 120
(C) 144
(D) 108
56. A branch processed 500 applications. If 10% were approved on the first day, how many were approved?
(A) 50
(B) 45
(C) 60
(D) 55
57. An item costing Rs 1200 is sold at a profit of 25%. What is the selling price?
(A) 1650
(B) 1350
(C) 1500
(D) 1800
58. Find the simple interest on Rs 1000 at 4% per annum for 3 years.
(A) 108
(B) 120
(C) 144
(D) 132
59. The numbers are 33, 35, 37, 39 and 41. What is their average?
(A) 34
(B) 37
(C) 43
(D) 40
60. A sum of Rs 60 is divided in the ratio 2:3. What is the first share?
(A) 26
(B) 24
(C) 22
(D) 28

DATA TABLE - Number of accounts opened: Farhan: 220; Hari: 280; Asha: 120; Gita: 120; Deepa: 300.

61. How many accounts were opened by Farhan and Hari together?
(A) 480
(B) 520
(C) 500
(D) 540
62. What is the difference between the highest and lowest values?
(A) 160
(B) 180
(C) 200
(D) 220
63. What is the average number of accounts opened?
(A) 228
(B) 218
(C) 198
(D) 208
64. Approximately what percentage of the total accounts were opened by Farhan?
(A) 26%
(B) 21%
(C) 16%
(D) 31%
65. What is the simplified ratio of Hari's value to Asha's value?
(A) 7:3
(B) 8:3
(C) 3:7
(D) 280:120

Section III - Reasoning Ability (35 Questions)

66. Given $H > F > A > C$, what is the relation between H and C?
- (A) less than
 - (B) greater than
 - (C) equal to
 - (D) cannot be determined
67. Given $E < A < D < G$, what is the relation between E and G?
- (A) equal to
 - (B) less than
 - (C) cannot be determined
 - (D) greater than
68. Given $C < D < F < H$, what is the relation between C and H?
- (A) equal to
 - (B) less than
 - (C) greater than
 - (D) cannot be determined
69. Given $A > H > C > F$, what is the relation between A and F?
- (A) greater than
 - (B) less than
 - (C) equal to
 - (D) cannot be determined
70. Given $G < D < F < H$, what is the relation between G and H?
- (A) less than
 - (B) cannot be determined
 - (C) greater than
 - (D) equal to
71. Statements: All pens are tools. Some tools are blue. Conclusions: I. Some pens are blue. II. All pens are tools.
- (A) Both follow
 - (B) Only I follows
 - (C) Only II follows
 - (D) Neither 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) Both follow
 - (C) Only I follows
 - (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 II follows
 - (B) Both follow
 - (C) Only I follows
 - (D) Neither 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) Only I follows
 - (C) Both follow
 - (D) Only II follows
76. In a code, SAFE is written as TBGF. How will CARD be written using the same rule?
- (A) DBSE
 - (B) FDUG
 - (C) ECTF
 - (D) 265

77. In a code, CASH is written as DBTI. How will BRANCH be written using the same rule?
(A) 940
(B) DTCPEJ
(C) CSBODI
(D) EUDQFK
78. In a code, CLERK is written as FOHUN. How will CARD be written using the same rule?
(A) GEVH
(B) HFWI
(C) FDUG
(D) ECTF
79. In a code, LOAN is written as MPBO. How will FUND be written using the same rule?
(A) 255
(B) GVOE
(C) HWPF
(D) IXQG
80. In a code, SAFE is written as TBGF. How will BRANCH be written using the same rule?
(A) EUDQFK
(B) CSBODI
(C) 930
(D) DTCPEJ
81. A person walks 6 km north and then 4 km east. What is the straight-line distance from the starting point?
(A) 7.2
(B) 6.7
(C) 8.2
(D) 7.7
82. In a row of 37 candidates, Neha is 13th from the left. What is her rank from the right?
(A) 27
(B) 24
(C) 26
(D) 25
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) Brother
(B) Nephew
(C) Son
(D) Cousin
84. Which letter is 7th from the left in the word FINANCE?
(A) E
(B) N
(C) F
(D) A
85. Choose the odd one out.
(A) Circle
(B) Triangle
(C) Cylinder
(D) Sphere

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

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

88. How many people sit between Divya and Esha?

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

89. Who sits second from the right?

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

90. Which pair sits at the two ends?

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

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

91. Who lives on floor 3?

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

92. Who lives immediately below Mohan?

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

93. On which floor does Om live?

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

94. How many people live above Om?

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

95. Who lives on the top floor?

- (A) Lata
- (B) Nisha
- (C) Mohan
- (D) Pooja

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

96. Who is scheduled on Wednesday?

- (A) Dev
- (B) Chirag
- (C) Bhavya
- (D) Aditi

97. On which day is Ira scheduled?

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

98. Who is scheduled immediately before Dev?

- (A) Bhavya

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

99. Who is scheduled on Friday?

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

100. How many interviews are scheduled between Aditi and Ira?

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

Answer Key

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

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