

IBPS Clerk Prelims Mock Test 5

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: One of my friend works in a public sector bank.
(A) one from my friends
(B) one of mine friend
(C) one of my friends
(D) one of my friend
2. Choose the correct replacement: She is capable to handle difficult customers.
(A) capable to handle
(B) capable of handling
(C) capable for handling
(D) capable at handle
3. Choose the correct replacement: She has been working in this branch since five years.
(A) from five years
(B) for five years
(C) by five years
(D) since five years
4. Choose the correct replacement: This officer is senior than me in service.
(A) senior from me
(B) senior to me
(C) more senior than me
(D) senior than me
5. Choose the correct replacement for the underlined part: Neither of the two assistants were present at the counter.
(A) was present
(B) have been present
(C) were present
(D) are present
6. Choose the correct replacement: The furniture in the office are quite old.
(A) were quite old
(B) are quite old
(C) is quite old
(D) have become old
7. Choose the correct replacement: Each of the applicants have submitted the form.
(A) were submitting
(B) submit
(C) has submitted
(D) have submitted
8. Choose the correct replacement: He insisted to pay the bill immediately.
(A) insisted for paying
(B) insisted to pay
(C) insisted at paying
(D) insisted on paying
9. Choose the correct replacement: The news about the merger are encouraging.
(A) were encouraging
(B) have encouraged
(C) are encouraging
(D) is encouraging
10. Choose the correct replacement: No sooner did the bell ring when the candidates entered.
(A) when the candidates
(B) and the candidates
(C) then the candidates
(D) than the candidates
11. The branch manager asked the staff to _____ the complaint before closing time.
(A) reserve
(B) resolve
(C) dissolve
(D) evolve
12. Customers should never _____ their ATM PIN with anyone.

- (A) divide
 - (B) scatter
 - (C) disclose to
 - (D) share
- 13.** The policy aims to make banking services more _____.
(A) access
(B) accessing
(C) accessed
(D) accessible
- 14.** The cashier counted the currency notes _____.
(A) care
(B) caring
(C) carefully
(D) careful
- 15.** The application was rejected because the documents were _____.
(A) completion
(B) complete
(C) completed
(D) incomplete
- 16.** Choose the word opposite in meaning to 'scarce'.
(A) abundant
(B) limited
(C) insufficient
(D) rare
- 17.** Choose the word opposite in meaning to 'approve'.
(A) accept
(B) permit
(C) reject
(D) support
- 18.** Choose the word opposite in meaning to 'expand'.
(A) extend
(B) develop
(C) contract
(D) enlarge
- 19.** Choose the word opposite in meaning to 'transparent'.
(A) open
(B) clear
(C) secretive
(D) visible
- 20.** Choose the word nearest in meaning to 'mandatory'.
(A) compulsory
(B) temporary
(C) optional
(D) casual
- 21.** 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) ABCD
(C) DABC
(D) DBAC
- 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) CABD
(B) ABCD
(C) ACBD
(D) CBAD
- 23.** 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) BACD
- (C) ACBD
- (D) ABCD

24. 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) CBAD
- (B) BACD
- (C) BCAD
- (D) ABDC

25. 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) CABD
- (B) CBAD
- (C) ABCD
- (D) ACBD

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

27. Which service is mentioned in the passage?

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

28. Why are financial literacy programmes important?

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

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

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

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

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

Section II - Numerical Ability (35 Questions)

31. What is $19 \times 9 + 19$?

- (A) 190
- (B) 209
- (C) 171
- (D) 228

32. What is $50 \div 5 + 13$?

- (A) 25
- (B) 21

- (C) 27
 - (D) 23
- 33.** What is $(24 + 12) \times 8$?
- (A) 344
 - (B) 316
 - (C) 260
 - (D) 288
- 34.** What is $\sqrt{169} + 15$?
- (A) 30
 - (B) 32
 - (C) 28
 - (D) 26
- 35.** What is 20% of 160?
- (A) 35
 - (B) 32
 - (C) 29
 - (D) 38
- 36.** What is $25 \times 3 + 18$?
- (A) 102
 - (B) 84
 - (C) 111
 - (D) 93
- 37.** What is $140 \div 10 + 14$?
- (A) 26
 - (B) 28
 - (C) 32
 - (D) 30
- 38.** What is $(58 + 14) \times 6$?
- (A) 389
 - (B) 518
 - (C) 432
 - (D) 475
- 39.** What is $\sqrt{64} + 13$?
- (A) 21
 - (B) 19
 - (C) 25
 - (D) 23
- 40.** What is 20% of 300?
- (A) 66
 - (B) 54
 - (C) 60
 - (D) 72
- 41.** Find the next number: 11, 14, 17, 20, 23, ?
- (A) 28
 - (B) 30
 - (C) 26
 - (D) 24
- 42.** Find the next number: 5, 15, 45, 135, 405, ?
- (A) 1215
 - (B) 1336
 - (C) 1457
 - (D) 1094
- 43.** Find the next number: 16, 25, 36, 49, 64, ?
- (A) 81
 - (B) 97
 - (C) 89
 - (D) 73

44. Find the next number: 6, 10, 15, 21, 28, ?
(A) 42
(B) 33
(C) 36
(D) 39
45. Find the next number: 43, 35, 27, 19, 11, ?
(A) 5
(B) 4
(C) 2
(D) 3
46. A branch processed 200 applications. If 40% were approved on the first day, how many were approved?
(A) 72
(B) 96
(C) 80
(D) 88
47. An item costing Rs 500 is sold at a profit of 10%. What is the selling price?
(A) 660
(B) 495
(C) 605
(D) 550
48. Find the simple interest on Rs 1500 at 8% per annum for 3 years.
(A) 360
(B) 396
(C) 432
(D) 324
49. The numbers are 26, 28, 30, 32 and 34. What is their average?
(A) 30
(B) 27
(C) 36
(D) 33
50. A sum of Rs 48 is divided in the ratio 2:2. What is the first share?
(A) 24
(B) 26
(C) 22
(D) 28
51. 6 workers complete a task in 8 days. At the same rate, how many days will 12 workers take?
(A) 6
(B) 5
(C) 4
(D) 3
52. A vehicle travels at 50 km/h for 4 hours. What distance does it cover?
(A) 200
(B) 240
(C) 180
(D) 220
53. Ravi is 23 years old. What will his age be after 5 years?
(A) 26
(B) 28
(C) 32
(D) 30
54. A mixture contains 20% water. How many litres of water are present in 40 litres of mixture?
(A) 8
(B) 9
(C) 7
(D) 10
55. Find the area of a rectangle of length 10 m and breadth 6 m.
(A) 54

- (B) 60
(C) 72
(D) 66
56. A branch processed 300 applications. If 20% were approved on the first day, how many were approved?
(A) 72
(B) 54
(C) 66
(D) 60
57. An item costing Rs 1200 is sold at a profit of 20%. What is the selling price?
(A) 1440
(B) 1728
(C) 1584
(D) 1296
58. Find the simple interest on Rs 3000 at 4% per annum for 2 years.
(A) 288
(B) 240
(C) 264
(D) 216
59. The numbers are 35, 37, 39, 41 and 43. What is their average?
(A) 39
(B) 42
(C) 36
(D) 45
60. A sum of Rs 195 is divided in the ratio 7:6. What is the first share?
(A) 105
(B) 125
(C) 95
(D) 115

DATA TABLE - Number of accounts opened: Chetan: 200; Esha: 300; Deepa: 260; Farhan: 280; Hari: 280.

61. How many accounts were opened by Chetan and Esha together?
(A) 480
(B) 540
(C) 520
(D) 500
62. What is the difference between the highest and lowest values?
(A) 100
(B) 80
(C) 120
(D) 140
63. What is the average number of accounts opened?
(A) 274
(B) 284
(C) 254
(D) 264
64. Approximately what percentage of the total accounts were opened by Chetan?
(A) 15%
(B) 10%
(C) 25%
(D) 20%
65. What is the simplified ratio of Esha's value to Deepa's value?
(A) 16:13
(B) 13:15
(C) 15:13
(D) 300:260

Section III - Reasoning Ability (35 Questions)

66. Given $G < C < D < F$, what is the relation between G and F?
- (A) cannot be determined
 - (B) less than
 - (C) greater than
 - (D) equal to
67. Given $G < D < C < A$, what is the relation between G and A?
- (A) greater than
 - (B) equal to
 - (C) less than
 - (D) cannot be determined
68. Given $D < A < H < B$, what is the relation between D and B?
- (A) cannot be determined
 - (B) greater than
 - (C) less than
 - (D) equal to
69. Given $C < A < D < H$, what is the relation between C and H?
- (A) equal to
 - (B) cannot be determined
 - (C) less than
 - (D) greater than
70. Given $A > F > D > C$, what is the relation between A and C?
- (A) equal to
 - (B) cannot be determined
 - (C) greater than
 - (D) less than
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) Only I follows
 - (C) Neither follows
 - (D) Both follow
72. Statements: Some banks are offices. All offices are buildings. Conclusions: I. Some banks are buildings. II. All buildings are offices.
- (A) Only I follows
 - (B) Neither follows
 - (C) Both follow
 - (D) Only II 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) Neither follows
 - (C) Both follow
 - (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) Both follow
 - (B) Only II follows
 - (C) Only I follows
 - (D) Neither 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 II follows
 - (C) Both follow
 - (D) Only I follows
76. In a code, SAFE is written as TBGF. How will FUND be written using the same rule?
- (A) GVOE
 - (B) HWPF
 - (C) 835
 - (D) IXQG

77. In a code, RISK is written as ULVN. How will FUND be written using the same rule?
(A) HWPF
(B) IXQG
(C) KZSI
(D) JYRH
78. In a code, LOAN is written as ORDQ. How will BRANCH be written using the same rule?
(A) GWFSHM
(B) DTCPEJ
(C) FVERGL
(D) EUDQFK
79. In a code, LOAN is written as ORDQ. How will RATE be written using the same rule?
(A) WFYJ
(B) UDWH
(C) TCVG
(D) VEXI
80. In a code, RISK is written as TKUM. How will DEBIT be written using the same rule?
(A) HIFMX
(B) EFCJU
(C) GHELW
(D) FGDKV
81. A person walks 6 km north and then 3 km east. What is the straight-line distance from the starting point?
(A) 6.2
(B) 7.7
(C) 6.7
(D) 7.2
82. In a row of 39 candidates, Neha is 5th from the left. What is her rank from the right?
(A) 36
(B) 37
(C) 35
(D) 34
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) Son
(C) Brother
(D) Nephew
84. Which letter is 3th from the left in the word BANKING?
(A) B
(B) G
(C) K
(D) N
85. Choose the odd one out.
(A) Sphere
(B) Cylinder
(C) Triangle
(D) Circle

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

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

88. How many people sit between Chetan and Bina?

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

89. Who sits second from the right?

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

90. Which pair sits at the two ends?

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

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

91. Who lives on floor 3?

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

92. Who lives immediately below Pooja?

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

93. On which floor does Lata live?

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

94. How many people live above Lata?

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

95. Who lives on the top floor?

- (A) Om
- (B) Ravi
- (C) Pooja
- (D) Karan

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

96. Who is scheduled on Wednesday?

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

97. On which day is Ira scheduled?

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

98. Who is scheduled immediately before Bhavya?

- (A) Leena

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

99. Who is scheduled on Friday?

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

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

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

Answer Key

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

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