

IBPS Clerk Prelims Mock Test 6

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: No sooner did the bell ring when the candidates entered.
(A) when the candidates
(B) and the candidates
(C) than the candidates
(D) then the candidates
2. Choose the correct replacement: The news about the merger are encouraging.
(A) were encouraging
(B) have encouraged
(C) is encouraging
(D) are encouraging
3. Choose the correct replacement: He has returned back from the training centre.
(A) has been returned back
(B) has came back
(C) has returned back
(D) has returned
4. Choose the correct replacement: One of my friend works in a public sector bank.
(A) one from my friends
(B) one of my friend
(C) one of my friends
(D) one of mine friend
5. Choose the correct replacement: This officer is senior than me in service.
(A) senior from me
(B) more senior than me
(C) senior than me
(D) senior to me
6. Choose the correct replacement for the underlined part: Neither of the two assistants were present at the counter.
(A) have been present
(B) were present
(C) was present
(D) are present
7. Choose the correct replacement: The manager, along with his officers, are attending the meeting.
(A) were attending
(B) are attending
(C) have attended
(D) is attending
8. Choose the correct replacement: If I was you, I would revise the rules again.
(A) If I am you
(B) If I be you
(C) If I were you
(D) If I was you
9. Choose the correct replacement: He insisted to pay the bill immediately.
(A) insisted for paying
(B) insisted on paying
(C) insisted to pay
(D) insisted at paying
10. Choose the correct replacement: Hardly had the train arrived than the passengers rushed in.
(A) when the passengers
(B) and the passengers
(C) then the passengers
(D) than the passengers
11. The cashier counted the currency notes _____.
(A) careful
(B) caring
(C) carefully
(D) care
12. The bank launched a campaign to _____ digital payments.

- (A) promote
 - (B) prevent
 - (C) prohibit
 - (D) postpone
13. Customers should never _____ their ATM PIN with anyone.
- (A) share
 - (B) divide
 - (C) scatter
 - (D) disclose to
14. The officer gave a _____ explanation of the loan procedure.
- (A) cloudy
 - (B) roughly
 - (C) clear
 - (D) hidden
15. The customer was asked to _____ a valid identity proof.
- (A) admit
 - (B) submit
 - (C) commit
 - (D) permit
16. Choose the word nearest in meaning to 'prompt'.
- (A) quick
 - (B) slow
 - (C) uncertain
 - (D) late
17. Choose the word nearest in meaning to 'reliable'.
- (A) doubtful
 - (B) dependable
 - (C) fragile
 - (D) brief
18. Choose the word nearest in meaning to 'prudent'.
- (A) careful
 - (B) noisy
 - (C) uncertain
 - (D) reckless
19. Choose the word opposite in meaning to 'expand'.
- (A) enlarge
 - (B) contract
 - (C) extend
 - (D) develop
20. Choose the word opposite in meaning to 'approve'.
- (A) accept
 - (B) reject
 - (C) support
 - (D) permit
21. 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
22. 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) ABDC
 - (C) BACD
 - (D) BCAD
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) DBAC
- (D) DABC

24. 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) ACDB
- (C) ABCD
- (D) CADB

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

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) Online payments are always unsafe
- (C) Passwords should be shared with bank staff
- (D) Digital banking is useful but requires safe user behaviour

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

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

28. What should users avoid sharing?

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

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

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

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

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

Section II - Numerical Ability (35 Questions)

31. What is $22 \times 8 + 14$?

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

32. What is $224 \div 8 + 8$?

- (A) 36
- (B) 33

- (C) 42
 - (D) 39
- 33.** What is $(71 + 22) \times 7$?
- (A) 716
 - (B) 781
 - (C) 586
 - (D) 651
- 34.** What is $\sqrt{400} + 3$?
- (A) 27
 - (B) 21
 - (C) 25
 - (D) 23
- 35.** What is 20% of 300?
- (A) 66
 - (B) 60
 - (C) 54
 - (D) 72
- 36.** What is $46 \times 9 + 7$?
- (A) 379
 - (B) 421
 - (C) 463
 - (D) 505
- 37.** What is $64 \div 8 + 15$?
- (A) 23
 - (B) 25
 - (C) 27
 - (D) 21
- 38.** What is $(54 + 31) \times 5$?
- (A) 383
 - (B) 509
 - (C) 425
 - (D) 467
- 39.** What is $\sqrt{121} + 5$?
- (A) 15
 - (B) 16
 - (C) 17
 - (D) 18
- 40.** What is 50% of 300?
- (A) 135
 - (B) 150
 - (C) 165
 - (D) 180
- 41.** Find the next number: 9, 17, 25, 33, 41, ?
- (A) 49
 - (B) 57
 - (C) 53
 - (D) 45
- 42.** Find the next number: 4, 8, 16, 32, 64, ?
- (A) 152
 - (B) 116
 - (C) 128
 - (D) 140
- 43.** Find the next number: 16, 25, 36, 49, 64, ?
- (A) 89
 - (B) 81
 - (C) 73
 - (D) 97

44. Find the next number: 3, 4, 6, 9, 13, ?
- (A) 17
 - (B) 18
 - (C) 19
 - (D) 20
45. Find the next number: 80, 73, 66, 59, 52, ?
- (A) 45
 - (B) 41
 - (C) 49
 - (D) 53
46. A branch processed 240 applications. If 20% were approved on the first day, how many were approved?
- (A) 44
 - (B) 48
 - (C) 56
 - (D) 52
47. An item costing Rs 400 is sold at a profit of 15%. What is the selling price?
- (A) 506
 - (B) 414
 - (C) 552
 - (D) 460
48. Find the simple interest on Rs 3000 at 8% per annum for 2 years.
- (A) 528
 - (B) 480
 - (C) 576
 - (D) 432
49. The numbers are 22, 24, 26, 28 and 30. What is their average?
- (A) 30
 - (B) 28
 - (C) 26
 - (D) 24
50. A sum of Rs 130 is divided in the ratio 6:7. What is the first share?
- (A) 72
 - (B) 54
 - (C) 60
 - (D) 66
51. 6 workers complete a task in 8 days. At the same rate, how many days will 12 workers take?
- (A) 6
 - (B) 3
 - (C) 5
 - (D) 4
52. A vehicle travels at 40 km/h for 2 hours. What distance does it cover?
- (A) 96
 - (B) 88
 - (C) 80
 - (D) 72
53. Ravi is 38 years old. What will his age be after 5 years?
- (A) 51
 - (B) 43
 - (C) 47
 - (D) 39
54. A mixture contains 20% water. How many litres of water are present in 40 litres of mixture?
- (A) 10
 - (B) 7
 - (C) 8
 - (D) 9
55. Find the area of a rectangle of length 18 m and breadth 8 m.
- (A) 172

- (B) 158
(C) 144
(D) 130
56. A branch processed 400 applications. If 40% were approved on the first day, how many were approved?
(A) 160
(B) 144
(C) 192
(D) 176
57. An item costing Rs 500 is sold at a profit of 25%. What is the selling price?
(A) 749
(B) 687
(C) 563
(D) 625
58. Find the simple interest on Rs 2000 at 6% per annum for 4 years.
(A) 432
(B) 528
(C) 480
(D) 576
59. The numbers are 20, 22, 24, 26 and 28. What is their average?
(A) 24
(B) 26
(C) 22
(D) 28
60. A sum of Rs 165 is divided in the ratio 6:5. What is the first share?
(A) 108
(B) 81
(C) 99
(D) 90

DATA TABLE - Number of accounts opened: Asha: 120; Farhan: 320; Gita: 240; Hari: 300; Bharat: 200.

61. How many accounts were opened by Asha and Farhan together?
(A) 420
(B) 440
(C) 460
(D) 480
62. What is the difference between the highest and lowest values?
(A) 240
(B) 200
(C) 180
(D) 220
63. What is the average number of accounts opened?
(A) 256
(B) 226
(C) 246
(D) 236
64. Approximately what percentage of the total accounts were opened by Asha?
(A) 10%
(B) 20%
(C) 5%
(D) 15%
65. What is the simplified ratio of Farhan's value to Gita's value?
(A) 4:3
(B) 3:4
(C) 5:3
(D) 320:240

Section III - Reasoning Ability (35 Questions)

66. Given $B > A > F > D$, what is the relation between B and D?
- (A) cannot be determined
 - (B) less than
 - (C) equal to
 - (D) greater than
67. Given $C > G > B > F$, what is the relation between C and F?
- (A) equal to
 - (B) cannot be determined
 - (C) greater than
 - (D) less than
68. Given $G > E > C > B$, what is the relation between G and B?
- (A) equal to
 - (B) greater than
 - (C) cannot be determined
 - (D) less than
69. Given $F > B > G > D$, what is the relation between F and D?
- (A) greater than
 - (B) equal to
 - (C) cannot be determined
 - (D) less than
70. Given $A < C < F < D$, what is the relation between A and D?
- (A) cannot be determined
 - (B) greater than
 - (C) less 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) Only I follows
 - (B) Only II 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) Neither follows
 - (B) Only II follows
 - (C) Both follow
 - (D) Only I follows
73. Statements: No card is cash. Some cash is currency. Conclusions: I. Some currency is cash. II. No card is currency.
- (A) Both follow
 - (B) Only II follows
 - (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) Neither follows
 - (B) Only I follows
 - (C) Only II follows
 - (D) Both follow
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) Only II follows
 - (D) Both follow
76. In a code, MONEY is written as OQPGA. How will DEBIT be written using the same rule?
- (A) GHLEW
 - (B) EFCJU
 - (C) HIFMX
 - (D) FGDKV

77. In a code, MONEY is written as PRQHB. How will CARD be written using the same rule?
 (A) ECTF
 (B) HFWI
 (C) GEVH
 (D) FDUG
78. In a code, CASH is written as DBTI. How will DEBIT be written using the same rule?
 (A) EFCJU
 (B) FGDKV
 (C) GHELW
 (D) 136
79. In a code, SAFE is written as VDIH. How will CARD be written using the same rule?
 (A) ECTF
 (B) FDUG
 (C) GEVH
 (D) HFWI
80. In a code, CLERK is written as FOHUN. How will DEBIT be written using the same rule?
 (A) HIFMX
 (B) GHELW
 (C) IJGNY
 (D) FGDKV
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) 7.4
 (C) 6.9
 (D) 6.4
82. In a row of 41 candidates, Neha is 9th from the left. What is her rank from the right?
 (A) 35
 (B) 34
 (C) 32
 (D) 33
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) Nephew
 (B) Brother
 (C) Son
 (D) Cousin
84. Which letter is 3th from the left in the word CUSTOMER?
 (A) O
 (B) M
 (C) S
 (D) U
85. Choose the odd one out.
 (A) Circle
 (B) Triangle
 (C) Sphere
 (D) Cylinder

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

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

88. How many people sit between Gauri and Esha?

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

89. Who sits second from the right?

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

90. Which pair sits at the two ends?

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

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

91. Who lives on floor 3?

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

92. Who lives immediately below Ravi?

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

93. On which floor does Om live?

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

94. How many people live above Om?

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

95. Who lives on the top floor?

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

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

96. Who is scheduled on Wednesday?

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

97. On which day is Ira scheduled?

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

98. Who is scheduled immediately before Dev?

- (A) Bhavya

- (B) Leena
- (C) Kabir
- (D) Ira

99. Who is scheduled on Friday?

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

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

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

Answer Key

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

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