

IBPS Clerk Prelims Mock Test 7

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: Hardly had the train arrived than the passengers rushed in.
(A) then the passengers
(B) than the passengers
(C) when the passengers
(D) and the passengers
2. 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 was you
(D) If I were you
3. Choose the correct replacement: The manager, along with his officers, are attending the meeting.
(A) are attending
(B) were attending
(C) is attending
(D) have attended
4. Choose the correct replacement: No sooner did the bell ring when the candidates entered.
(A) than the candidates
(B) and the candidates
(C) then the candidates
(D) when the candidates
5. Choose the correct replacement for the underlined part: Neither of the two assistants were present at the counter.
(A) are present
(B) were present
(C) have been present
(D) was present
6. Choose the correct replacement: This officer is senior than me in service.
(A) senior than me
(B) senior from me
(C) senior to me
(D) more senior than me
7. Choose the correct replacement: He has returned back from the training centre.
(A) has came back
(B) has returned back
(C) has returned
(D) has been returned back
8. Choose the correct replacement: She has been working in this branch since five years.
(A) for five years
(B) from five years
(C) by five years
(D) since five years
9. Choose the correct replacement: One of my friend works in a public sector bank.
(A) one of mine friend
(B) one of my friend
(C) one of my friends
(D) one from my friends
10. Choose the correct replacement: The news about the merger are encouraging.
(A) is encouraging
(B) have encouraged
(C) are encouraging
(D) were encouraging
11. The cashier counted the currency notes _____.
(A) careful
(B) care
(C) carefully
(D) caring
12. The customer was asked to _____ a valid identity proof.

- (A) permit
 - (B) submit
 - (C) admit
 - (D) commit
13. The officer gave a _____ explanation of the loan procedure.
- (A) clear
 - (B) cloudy
 - (C) roughly
 - (D) hidden
14. The new system is expected to _____ transaction time.
- (A) reduce
 - (B) produce
 - (C) deduce
 - (D) induce
15. The auditor examined the records with great _____.
- (A) careless
 - (B) care
 - (C) cares
 - (D) caringly
16. Choose the word opposite in meaning to 'scarce'.
- (A) insufficient
 - (B) abundant
 - (C) limited
 - (D) rare
17. Choose the word nearest in meaning to 'reliable'.
- (A) brief
 - (B) dependable
 - (C) doubtful
 - (D) fragile
18. Choose the word nearest in meaning to 'mandatory'.
- (A) temporary
 - (B) casual
 - (C) compulsory
 - (D) optional
19. Choose the word opposite in meaning to 'frequent'.
- (A) common
 - (B) rare
 - (C) regular
 - (D) repeated
20. Choose the word nearest in meaning to 'prompt'.
- (A) quick
 - (B) uncertain
 - (C) slow
 - (D) late
21. 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
22. 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) CBAD
 - (B) ACBD
 - (C) ABCD
 - (D) CABD
23. 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) BACD
- (C) CBAD
- (D) ABDC

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

25. 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

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

27. Which service is mentioned in the passage?

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

28. Why are financial literacy programmes important?

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

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

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

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

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

Section II - Numerical Ability (35 Questions)

31. What is $25 \times 8 + 13$?

- (A) 213
- (B) 255
- (C) 234
- (D) 192

32. What is $80 \div 8 + 12$?

- (A) 24
- (B) 20

- (C) 22
(D) 26
- 33.** What is $(61 + 12) \times 4$?
(A) 292
(B) 350
(C) 263
(D) 321
- 34.** What is $\sqrt{169} + 9$?
(A) 26
(B) 22
(C) 20
(D) 24
- 35.** What is 10% of 300?
(A) 33
(B) 27
(C) 36
(D) 30
- 36.** What is $24 \times 3 + 16$?
(A) 80
(B) 88
(C) 104
(D) 96
- 37.** What is $99 \div 9 + 10$?
(A) 23
(B) 19
(C) 25
(D) 21
- 38.** What is $(29 + 40) \times 8$?
(A) 497
(B) 607
(C) 552
(D) 662
- 39.** What is $\sqrt{484} + 10$?
(A) 38
(B) 32
(C) 29
(D) 35
- 40.** What is 20% of 300?
(A) 66
(B) 60
(C) 72
(D) 54
- 41.** Find the next number: 13, 22, 31, 40, 49, ?
(A) 68
(B) 53
(C) 63
(D) 58
- 42.** Find the next number: 4, 12, 36, 108, 324, ?
(A) 875
(B) 1069
(C) 972
(D) 1166
- 43.** Find the next number: 4, 9, 16, 25, 36, ?
(A) 53
(B) 57
(C) 49
(D) 45

44. Find the next number: 4, 6, 9, 13, 18, ?
(A) 26
(B) 22
(C) 24
(D) 28
45. Find the next number: 42, 37, 32, 27, 22, ?
(A) 17
(B) 19
(C) 16
(D) 18
46. A branch processed 240 applications. If 10% were approved on the first day, how many were approved?
(A) 28
(B) 26
(C) 22
(D) 24
47. An item costing Rs 800 is sold at a profit of 25%. What is the selling price?
(A) 1000
(B) 1200
(C) 1100
(D) 900
48. Find the simple interest on Rs 3000 at 6% per annum for 2 years.
(A) 396
(B) 360
(C) 324
(D) 432
49. The numbers are 40, 42, 44, 46 and 48. What is their average?
(A) 48
(B) 44
(C) 40
(D) 52
50. A sum of Rs 108 is divided in the ratio 6:3. What is the first share?
(A) 86
(B) 72
(C) 65
(D) 79
51. 6 workers complete a task in 6 days. At the same rate, how many days will 12 workers take?
(A) 2
(B) 5
(C) 4
(D) 3
52. A vehicle travels at 60 km/h for 2 hours. What distance does it cover?
(A) 120
(B) 132
(C) 108
(D) 144
53. Ravi is 41 years old. What will his age be after 4 years?
(A) 53
(B) 49
(C) 41
(D) 45
54. A mixture contains 25% water. How many litres of water are present in 20 litres of mixture?
(A) 6
(B) 5
(C) 7
(D) 4
55. Find the area of a rectangle of length 18 m and breadth 6 m.
(A) 128

- (B) 108
(C) 118
(D) 98
56. A branch processed 200 applications. If 20% were approved on the first day, how many were approved?
(A) 36
(B) 40
(C) 48
(D) 44
57. An item costing Rs 800 is sold at a profit of 25%. What is the selling price?
(A) 1100
(B) 1200
(C) 1000
(D) 900
58. Find the simple interest on Rs 1500 at 8% per annum for 4 years.
(A) 528
(B) 432
(C) 480
(D) 576
59. The numbers are 17, 19, 21, 23 and 25. What is their average?
(A) 19
(B) 21
(C) 23
(D) 25
60. A sum of Rs 120 is divided in the ratio 3:5. What is the first share?
(A) 45
(B) 41
(C) 49
(D) 53

DATA TABLE - Number of accounts opened: Deepa: 260; Farhan: 300; Bharat: 300; Chetan: 320; Esha: 160.

61. How many accounts were opened by Deepa and Farhan together?
(A) 600
(B) 560
(C) 580
(D) 540
62. What is the difference between the highest and lowest values?
(A) 140
(B) 160
(C) 180
(D) 200
63. What is the average number of accounts opened?
(A) 258
(B) 268
(C) 288
(D) 278
64. Approximately what percentage of the total accounts were opened by Deepa?
(A) 24%
(B) 19%
(C) 14%
(D) 29%
65. What is the simplified ratio of Farhan's value to Bharat's value?
(A) 473
(B) 1:1
(C) 2:1
(D) 300:300

Section III - Reasoning Ability (35 Questions)

- 66.** Given $D > E > H > B$, what is the relation between D and B?
- (A) greater than
 - (B) cannot be determined
 - (C) less than
 - (D) equal to
- 67.** Given $B > F > D > A$, what is the relation between B and A?
- (A) less than
 - (B) cannot be determined
 - (C) equal to
 - (D) greater than
- 68.** Given $E > A > B > H$, what is the relation between E and H?
- (A) greater than
 - (B) equal to
 - (C) cannot be determined
 - (D) less than
- 69.** Given $D < A < C < E$, what is the relation between D and E?
- (A) cannot be determined
 - (B) greater than
 - (C) less than
 - (D) equal to
- 70.** Given $H > F > E > D$, what is the relation between H and D?
- (A) greater than
 - (B) cannot be determined
 - (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) 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 II follows
 - (B) Only I follows
 - (C) Both follow
 - (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) Both follow
 - (B) Only I follows
 - (C) Only II 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) Only I follows
 - (B) Neither follows
 - (C) Both follow
 - (D) Only II follows
- 76.** In a code, CASH is written as ECUJ. How will DEBIT be written using the same rule?
- (A) GHLEW
 - (B) FGDKV
 - (C) HIFMX
 - (D) EFCJU

77. In a code, LOAN is written as MPBO. How will FUND be written using the same rule?
(A) GVOE
(B) IXQG
(C) 830
(D) HWPF
78. In a code, MONEY is written as OQPGA. How will DEBIT be written using the same rule?
(A) HIFMX
(B) FGDKV
(C) EFCJU
(D) GHELW
79. In a code, CLERK is written as FOHUN. How will RATE be written using the same rule?
(A) VEXI
(B) TCVG
(C) WFYJ
(D) UDWH
80. In a code, BANK is written as EDQN. How will RATE be written using the same rule?
(A) WFYJ
(B) VEXI
(C) UDWH
(D) TCVG
81. A person walks 5 km north and then 4 km east. What is the straight-line distance from the starting point?
(A) 6.4
(B) 7.4
(C) 6.9
(D) 5.9
82. In a row of 48 candidates, Neha is 5th from the left. What is her rank from the right?
(A) 45
(B) 44
(C) 46
(D) 43
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) Cousin
(D) Son
84. Which letter is 3th from the left in the word CUSTOMER?
(A) S
(B) O
(C) T
(D) R
85. Choose the odd one out.
(A) Cylinder
(B) Circle
(C) Triangle
(D) Sphere

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

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

88. How many people sit between Esha and Aman?

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

89. Who sits second from the right?

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

90. Which pair sits at the two ends?

- (A) Esha and Farhan
- (B) Bina and Farhan
- (C) Esha and Aman
- (D) Gauri 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. Nisha lives immediately above Lata. Pooja lives immediately above Nisha.

91. Who lives on floor 3?

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

92. Who lives immediately below Pooja?

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

93. On which floor does Lata live?

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

94. How many people live above Lata?

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

95. Who lives on the top floor?

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

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

96. Who is scheduled on Wednesday?

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

97. On which day is Chirag scheduled?

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

98. Who is scheduled immediately before Bhavya?

- (A) Aditi

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

99. Who is scheduled on Friday?

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

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

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

Answer Key

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

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