

IBPS Clerk Prelims Mock Test 8

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: He insisted to pay the bill immediately.
(A) insisted for paying
(B) insisted on paying
(C) insisted at paying
(D) insisted to pay
2. 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
3. Choose the correct replacement: If I was you, I would revise the rules again.
(A) If I was you
(B) If I be you
(C) If I am you
(D) If I were you
4. Choose the correct replacement: No sooner did the bell ring when the candidates entered.
(A) and the candidates
(B) then the candidates
(C) than the candidates
(D) when the candidates
5. Choose the correct replacement: She is capable to handle difficult customers.
(A) capable to handle
(B) capable at handle
(C) capable for handling
(D) capable of handling
6. Choose the correct replacement: The committee has discussed about the proposal.
(A) has discussed the proposal
(B) has been discussed about the proposal
(C) has discussed about the proposal
(D) has discussed on the proposal
7. Choose the correct replacement: Each of the applicants have submitted the form.
(A) were submitting
(B) have submitted
(C) has submitted
(D) submit
8. Choose the correct replacement: This officer is senior than me in service.
(A) senior to me
(B) more senior than me
(C) senior from me
(D) senior than me
9. Choose the correct replacement: She has been working in this branch since five years.
(A) from five years
(B) by five years
(C) since five years
(D) for five years
10. Choose the correct replacement: Hardly had the train arrived than the passengers rushed in.
(A) when the passengers
(B) than the passengers
(C) and the passengers
(D) then the passengers
11. The customer was asked to _____ a valid identity proof.
(A) commit
(B) submit
(C) admit
(D) permit
12. The cashier counted the currency notes _____.

- (A) careful
 - (B) care
 - (C) carefully
 - (D) caring
- 13.** The policy aims to make banking services more _____.
(A) accessible
(B) accessing
(C) accessed
(D) access
- 14.** The auditor examined the records with great _____.
(A) caringly
(B) cares
(C) careless
(D) care
- 15.** The bank launched a campaign to _____ digital payments.
(A) prohibit
(B) promote
(C) prevent
(D) postpone
- 16.** Choose the word opposite in meaning to 'transparent'.
(A) clear
(B) visible
(C) secretive
(D) open
- 17.** Choose the word opposite in meaning to 'approve'.
(A) permit
(B) accept
(C) support
(D) reject
- 18.** Choose the word nearest in meaning to 'prudent'.
(A) uncertain
(B) careful
(C) reckless
(D) noisy
- 19.** Choose the word nearest in meaning to 'mandatory'.
(A) temporary
(B) compulsory
(C) casual
(D) optional
- 20.** Choose the word opposite in meaning to 'frequent'.
(A) regular
(B) common
(C) rare
(D) repeated
- 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. The bank reviewed the proposal. B. The small business submitted a loan application. C. The documents were verified. D. The loan was sanctioned.
(A) BACD
(B) ABDC
(C) CBAD
(D) BCAD
- 23.** 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) ABCD
- (C) ACBD
- (D) CBAD

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

25. Arrange the sentences: A. The branch conducted a financial literacy camp. B. Villagers learned about digital payments. C. Many participants opened basic accounts. D. The programme improved awareness.

- (A) ABCD
- (B) ADCB
- (C) ACBD
- (D) BACD

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

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

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

28. What should users avoid sharing?

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

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

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

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

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

Section II - Numerical Ability (35 Questions)

31. What is $28 \times 4 + 6$?

- (A) 129
- (B) 118
- (C) 107
- (D) 140

32. What is $190 \div 10 + 12$?

- (A) 28
- (B) 31

- (C) 37
(D) 34
- 33.** What is $(27 + 31) \times 6$?
(A) 348
(B) 314
(C) 416
(D) 382
- 34.** What is $\sqrt{169} + 4$?
(A) 17
(B) 16
(C) 18
(D) 19
- 35.** What is 25% of 300?
(A) 89
(B) 82
(C) 75
(D) 68
- 36.** What is $48 \times 3 + 7$?
(A) 136
(B) 151
(C) 181
(D) 166
- 37.** What is $275 \div 11 + 13$?
(A) 41
(B) 35
(C) 44
(D) 38
- 38.** What is $(57 + 24) \times 8$?
(A) 776
(B) 648
(C) 584
(D) 712
- 39.** What is $\sqrt{196} + 3$?
(A) 18
(B) 16
(C) 17
(D) 19
- 40.** What is 20% of 300?
(A) 66
(B) 72
(C) 54
(D) 60
- 41.** Find the next number: 3, 11, 19, 27, 35, ?
(A) 51
(B) 43
(C) 39
(D) 47
- 42.** Find the next number: 2, 4, 8, 16, 32, ?
(A) 64
(B) 70
(C) 76
(D) 58
- 43.** Find the next number: 1, 4, 9, 16, 25, ?
(A) 33
(B) 36
(C) 39
(D) 42

44. Find the next number: 10, 11, 13, 16, 20, ?
(A) 23
(B) 27
(C) 29
(D) 25
45. Find the next number: 69, 64, 59, 54, 49, ?
(A) 52
(B) 44
(C) 48
(D) 40
46. A branch processed 600 applications. If 10% were approved on the first day, how many were approved?
(A) 60
(B) 66
(C) 54
(D) 72
47. An item costing Rs 600 is sold at a profit of 10%. What is the selling price?
(A) 726
(B) 660
(C) 792
(D) 594
48. Find the simple interest on Rs 2500 at 10% per annum for 2 years.
(A) 550
(B) 600
(C) 450
(D) 500
49. The numbers are 47, 49, 51, 53 and 55. What is their average?
(A) 56
(B) 61
(C) 46
(D) 51
50. A sum of Rs 70 is divided in the ratio 3:4. What is the first share?
(A) 30
(B) 33
(C) 27
(D) 36
51. 4 workers complete a task in 12 days. At the same rate, how many days will 8 workers take?
(A) 5
(B) 8
(C) 6
(D) 7
52. A vehicle travels at 40 km/h for 4 hours. What distance does it cover?
(A) 144
(B) 192
(C) 160
(D) 176
53. Ravi is 22 years old. What will his age be after 5 years?
(A) 27
(B) 31
(C) 29
(D) 25
54. A mixture contains 30% water. How many litres of water are present in 40 litres of mixture?
(A) 11
(B) 13
(C) 12
(D) 14
55. Find the area of a rectangle of length 18 m and breadth 8 m.
(A) 158

- (B) 130
(C) 172
(D) 144
56. A branch processed 300 applications. If 30% were approved on the first day, how many were approved?
(A) 90
(B) 81
(C) 99
(D) 108
57. An item costing Rs 1200 is sold at a profit of 20%. What is the selling price?
(A) 1584
(B) 1728
(C) 1296
(D) 1440
58. Find the simple interest on Rs 3000 at 6% per annum for 3 years.
(A) 594
(B) 486
(C) 648
(D) 540
59. The numbers are 50, 52, 54, 56 and 58. What is their average?
(A) 49
(B) 59
(C) 64
(D) 54
60. A sum of Rs 120 is divided in the ratio 7:3. What is the first share?
(A) 92
(B) 100
(C) 76
(D) 84

DATA TABLE - Number of accounts opened: Chetan: 280; Bharat: 200; Gita: 120; Esha: 120; Asha: 120.

61. How many accounts were opened by Chetan and Bharat together?
(A) 500
(B) 520
(C) 480
(D) 460
62. What is the difference between the highest and lowest values?
(A) 140
(B) 180
(C) 160
(D) 200
63. What is the average number of accounts opened?
(A) 178
(B) 188
(C) 168
(D) 158
64. Approximately what percentage of the total accounts were opened by Chetan?
(A) 33%
(B) 28%
(C) 38%
(D) 43%
65. What is the simplified ratio of Bharat's value to Gita's value?
(A) 3:5
(B) 6:3
(C) 200:120
(D) 5:3

Section III - Reasoning Ability (35 Questions)

- 66.** Given $E < B < D < C$, what is the relation between E and C?
 (A) cannot be determined
 (B) less than
 (C) equal to
 (D) greater than
- 67.** Given $H < G < D < F$, what is the relation between H and F?
 (A) equal to
 (B) less than
 (C) greater than
 (D) cannot be determined
- 68.** Given $C < F < D < E$, what is the relation between C and E?
 (A) greater than
 (B) equal to
 (C) less than
 (D) cannot be determined
- 69.** Given $H > E > G > C$, what is the relation between H and C?
 (A) less than
 (B) cannot be determined
 (C) greater than
 (D) equal to
- 70.** Given $C < B < F < H$, what is the relation between C and H?
 (A) cannot be determined
 (B) less than
 (C) equal to
 (D) greater than
- 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) Neither follows
 (C) Only I follows
 (D) Only II 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) Neither follows
 (D) Both follow
- 73.** Statements: No card is cash. Some cash is currency. Conclusions: I. Some currency is cash. II. No card is currency.
 (A) Neither follows
 (B) Only I 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 I follows
 (C) Neither follows
 (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) Only I follows
 (B) Both follow
 (C) Neither follows
 (D) Only II follows
- 76.** In a code, CLERK is written as FOHUN. How will BRANCH be written using the same rule?
 (A) EUDQFK
 (B) DTCPEJ
 (C) FVERGL
 (D) GWFSHM

77. In a code, SAFE is written as TBGF. How will DEBIT be written using the same rule?
(A) EFCJU
(B) 512
(C) GHLEW
(D) FGDKV
78. In a code, CLERK is written as FOHUN. How will CARD be written using the same rule?
(A) GEVH
(B) FDUG
(C) ECTF
(D) HFWI
79. In a code, MONEY is written as NPOFZ. How will CARD be written using the same rule?
(A) 185
(B) ECTF
(C) FDUG
(D) DBSE
80. In a code, CASH is written as FDVK. How will CARD be written using the same rule?
(A) ECTF
(B) HFWI
(C) FDUG
(D) GEVH
81. A person walks 4 km north and then 3 km east. What is the straight-line distance from the starting point?
(A) 6
(B) 4
(C) 5
(D) 7
82. In a row of 40 candidates, Neha is 13th from the left. What is her rank from the right?
(A) 29
(B) 27
(C) 28
(D) 30
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) Son
(C) Cousin
(D) Brother
84. Which letter is 6th from the left in the word CUSTOMER?
(A) R
(B) C
(C) U
(D) M
85. Choose the odd one out.
(A) Sphere
(B) Circle
(C) Triangle
(D) Cylinder

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

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

88. How many people sit between Farhan and Divya?

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

89. Who sits second from the right?

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

90. Which pair sits at the two ends?

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

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

91. Who lives on floor 3?

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

92. Who lives immediately below Lata?

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

93. On which floor does Karan live?

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

94. How many people live above Karan?

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

95. Who lives on the top floor?

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

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

96. Who is scheduled on Wednesday?

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

97. On which day is Aditi scheduled?

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

98. Who is scheduled immediately before Chirag?

- (A) Kabir

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

99. Who is scheduled on Friday?

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

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

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

Answer Key

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

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