



Read the letter. Then answer questions 4 to 5.

Dear Mr. Carl Lee,

Thank you for opening a savings account at PD Bank. It is our pleasure to serve you. The checkbook you ordered will arrive within 4 days at our Smithers Branch, as you requested. The bank manager will give you a call when it arrives. If you have any questions, please call 1-800-354-8745. Our trained assistants are always ready to assist you, 24 hours a day. Thank you.

Sincerely,
Meg Logan

* savings account: * checkbook: * within: * trained: * assist:
* 24 hours a day:

4. What did Carl do?

- (A) He worked at a bank.
- (B) He opened a savings account.
- (C) He called a bank manager.

5. What did Carl order?

- (A) A new credit card
- (B) A checkbook
- (C) A pizza