Part 3 Longer Text

SPM Paper 1: Part 3 (Q19-Q26)

You are going to read an extract from an article. For **questions 19 to 26,** *choose the correct answer (***A, B, C,** *or* **D***) and mark the correct letter* **A, B, C,** *or* **D.**

The holiday prize which nearly cost Nick thousands of dollars

It was years ago. But, the unforgettable memory didn't fade even for a second. The story began when Nick, a 37 years old man was browsing the Internet. He was planning to purchase new trainers for his hiking trip that weekend. Hiking is his hobby since he was in the secondary school. When he was browsing, a pop-up message appeared on his screen.

'Congratulations! You won a holiday trip to Australia!'

To claim the prize, he had to call the number shown within three minutes. Feeling amazed and impatient, he immediately grabbed his smartphone and dialled the number. A female voice with an American accent answered the call. Excitedly, she told Nick that he had won the holiday trip. He would also be sponsored the five star hotel in Melbourne for three days and two nights.

'The woman who answered the phone spoke very quickly. I was very thrilled so when she asked me if I accepted the holiday, I immediately said "yes". Indeed, I was very happy and my adrenaline rushed up,' Nick explained. "We talked for a while. I was waiting for the details of my trip. But, that lady didn't mention anything related to the holiday. She was talking about cash, bank – basically it didn't relate to the holiday prize. Nothing at all! ", Nick added.

After a few minutes of talking, something surprising happened. Nick was quite unsure at first but the lady repeated twice! She asked for Nick's credit card details. Nick then began to suspect that he had not really won the all-expenses-paid holiday package. After the woman had taken Nick's credit card details, she told him that he was 'locked in' to buying the holiday.

Nick was panicked when he heard the term 'locked in'. He realised that the holiday cost had been charged to his credit card. He instantly requested the lady to withdraw the charge on his credit card. Unfortunately, she refused – making Nick's temper sparked. Rage flowed through him like lava!

He stopped what he was doing. He shut down his computer. He requested to speak to the holiday package manager, Mr Smith. Unluckily, he was also treated the same! The manager refused to cancel the 'agreement' to purchase the holiday trip package. Nick said, by this stage 'I was almost crying and very upset'. He was in the dark. What should he do? Who should he contact? What if he lost all his savings?

Mr. Smith continued, 'We'll take the amount you have to pay down from £950 to £450. You can try and sell the holiday to someone else.' He added that Nick had to listen to a recording of the company's terms and conditions and confirm that he understood and agreed to them. The manager also told Nick that if he hung up the phone, he would have to pay £1,000 and

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he would be charged double if he made a complaint. Reluctantly, Nick agreed to listen to the recorded terms and conditions. 'I agreed to the terms and conditions even though I was too upset to understand what they were really saying.'

The company selling the holiday used high-pressure tactics to force Nick into a transaction he didn't really understand. Half an hour later, Nick ended the phone call, he contacted his bank to cancel his credit card and the manager said they would do their best to get the money back.

'Being so concerned, my brother spent hours on the internet looking for these irresponsible people and trying to contact them. Eventually, we made contact and the person from the company was extremely apologetic and promised a full refund,' Nick said. He won the case as he managed to get his money back. But, this scam had traumatized Nick up until now.

Adapted from: https://www.scamwatch.gov.au/get-help/real-life-stories/travel-prize-scam-the-holiday-prize-which-nearly-cost-nicole-thousands-of-dollars

19 In paragraph 1, what is Nick's hobby?
- **A** Browsing Internet.
- **B** Buying new trainers.
- **C** Hiking.
- **D** Going for a trip.

20 In paragraph 2, which one of these wasn't mentioned by the lady on the phone?
- **A** Nick would be sponsored a five stars hotel.
- **B** Nick would be going on a trip to Australia.
- **C** Nick would be sponsored the accommodation for three days and two nights.
- **D** Nick would be sponsored a transport during the trip.

21 In paragraph 4, what surprised Nick?
- **A** The lady asked Nick's credit card details
- **B** The holiday package was very expensive.
- **C** Nick was locked in to buy the holiday.
- **D** The lady's explanation about the holiday package.

22 In paragraph 5, the phrase 'Rage flowed through him like lava! refers to....?
- **A** Nick's wrath.
- **B** Nick's satisfaction.
- **C** Nick's revenge.
- **D** Nick's happiness.

23 In paragraph 6, what was best described Nick's emotion here? "He was in the dark. What should he do? Who should he contact? What if he lost all his savings?"
- **A** Disappointed.
- **B** Perplexed.
- **C** Saddened.
- **D** Amazed.

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24 In paragraph 7, which is the best summary you can infer here?

A Nick was charged for the complaint he made.
B Nick was offered a discount for his holiday package.
C Nick was forced to pay for the holiday package.
D Nick was charged if he hung up the call.

25 In the last paragraph, why did Nick's brother browse through the Internet?

A Because he wanted a compliment from the hotel package dealer.
B Because he wanted to warn the hotel package dealer.
C Because he wanted to inform the hotel package dealer.
D Because he was looking for the hotel package dealer.

26 What is the best lesson of this story?

A We should not browse unknown websites.
B We should not agree to everything.
C We should not trust people easily.
D We should always check our bank accounts.

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