

NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

## CX CASE STUDY: THE MISSING REFUND

**Instructions:** Read the email thread and complete the blanks using the Adverb Bank at the bottom.

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**FROM:** Customer123@email.com

**TO:** SupportTeam@CX.com

**SUBJECT:** Missing Refund - Ticket #4455

Hello Support,

I am writing because I (1) \_\_\_\_\_ haven't received my refund. I've been waiting (2) \_\_\_\_\_ two weeks! I have (3) \_\_\_\_\_ called three times this week, and nobody can help me. Has the manager reviewed my case (4) \_\_\_\_\_?

**FROM:** Agent\_Sarah@CX.com

**TO:** Customer123@email.com

**SUBJECT:** RE: Missing Refund - Ticket #4455

Dear Customer,

I apologize for the delay. I have (5) \_\_\_\_\_ checked your account status. It shows that our team has (6) \_\_\_\_\_ seen this specific technical error before. However, I have (7) \_\_\_\_\_ spoken to the billing department, and they are fixing it now. We have been working on your case (8) \_\_\_\_\_ 8:00 AM this morning.

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### ADVERB BANK

[ STILL ] [ FOR ] [ ALREADY ] [ YET ] [ JUST ] [ NEVER ] [ JUST ] [ SINCE ]

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### READING COMPREHENSION

Select the correct answer based on the email:

1. **How long has the customer been waiting?** A) For two weeks / B) Since two weeks
2. **Has this problem happened before?** A) Yes, already / B) No, never
3. **When did the agent talk to billing?** A) A few seconds ago (Just) / B) Not yet

[END OF COPY]