

SECTION 1 Questions 1-10

Questions 1-5

Complete the details below.

Write **NO MORE THAN TWO WORDS** or **A NUMBER** for each answer.

Example

Identification and security check: *Platium Card Service*

Card number: 6992 1 11478921

Name: Carlos da Silva

Postcode: 2

Address: 3 Vauxhall Close, London

Date of birth: 13 July 4

Mother's maiden name: 5

Questions 6-10

Circle the correct letters A-C.

6. The caller has paid
 - A less than the computer shows.
 - B more than the computer shows.
 - C £500 twice.
7. The caller is also worried about
 - A a bill that is too high.
 - B an overpayment to a restaurant.
 - C a payment that he does not recognise.
8. The interest
 - A went up in April.
 - B has not changed.
 - C has gone down.

9. The caller's number is

A 020 7997 9909.

B 020 7989 7182.

C 020 8979 7182.

10. The operator will ring the caller

A tomorrow.

B in two hours.

C very soon.