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.

LIVEWORKSHEETS

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.

LIVEWORKSHEETS