

CLB 5/6: The Refund Scam

Choose the best word from the drop-down list. Each word is used only once.

Several months ago, Oscar spent about \$800 on furniture for his new apartment. Last week, he received a phone call. The caller _____ a salesperson from the furniture store. She said that she had accidentally charged Oscar too much money for the furniture and _____ for the mistake. She said that she would give Oscar a refund of \$400. Oscar was _____ to hear this news. The caller said that to refund the money, she just needed him to _____ his credit card information. Oscar gave her the information, thanked her, and hung up.

After a few minutes, Oscar started to feel _____ about the call. When he called the furniture store, he learned that nobody from the store had called him. The “salesperson” was _____, and her promise of a refund was just a _____ to get his credit card information. Oscar was _____ to realize that he had been _____ by a scammer. He immediately called his credit card issuer, and was _____ to learn that no money had been charged to his account. The bank cancelled the credit card and sent him a new one. Oscar will be much more _____ about sharing his card number in the future.