Complete each of the sentences that report direct speech.

1 'We're installing a new computer system.'
   → I phoned last month and the man I spoke to told me you ..... a new system. Why is your system still so slow?

2 'We've tried to deliver the package twice this week.'
   → The man I spoke to on Friday said you ..... to deliver my packages twice last week, but that's impossible! I was at home all last week.

3 'According to our records, the package arrived in the country on May the 1st.'
   → The last time I called, I was told that the package ..... already ..... in the country – and now you're saying it hasn't!

4 'Your letter will be with you by Friday at the latest.'
   → I called two weeks ago and was told that my letter ..... with me within a couple of days, but I still haven't received it.

5 'We can offer you a full refund for the lost item.'
   → Last time I called, the guy told me you ..... me a full refund, and now you're saying there's nothing you can do!