

Questions 1–8

Do the following statements agree with the information given in the text on page 117?

In boxes 1–8 on your answer sheet, write

TRUE	<i>if the statement agrees with the information</i>
FALSE	<i>if the statement contradicts the information</i>
NOT GIVEN	<i>if there is no information on this</i>

- 1 If you return unwanted shoes straightaway, with a receipt, the shop will probably give you a refund.
- 2 You are advised to accept a credit note if you are offered one.
- 3 The factory is responsible for replacing unwanted shoes.
- 4 You can ask any shoe shop to send shoes to the Footwear Testing Centre.
- 5 Shops prefer to give a credit note rather than change shoes.
- 6 The customer contributes to the cost of having faulty shoes tested.
- 7 The procedure for making a legal claim is easier in Scotland.
- 8 Legal advice and forms can be bought from certain shops.

Questions 9–14

Choose the correct letter, **A**, **B**, **C** or **D**.

Write the correct letter in boxes 9–14 on your answer sheet.

- 9** What should you do first if you lose a credit card?
- A** contact your insurance company
 - B** write a letter
 - C** contact the police
 - D** make a phone call
- 10** Credit Card Shield is
- A** an insurance company which deals with card theft.
 - B** a system for registering people's card details.
 - C** an emergency telephone answering service.
 - D** an agency for finding lost or stolen cards.
- 11** When contacted, the Card Protection System company will
- A** inform the police about the loss of the card.
 - B** get in touch with the relevant credit card companies.
 - C** ensure that lost cards are replaced.
 - D** give details about the loss of the card to shops.
- 12** You are fully covered by both banks and shops if you lose
- A** a cheque that is signed but not otherwise completed.
 - B** a blank unsigned cheque.
 - C** a Switch card.
 - D** a credit card.
- 13** If you have written your personal number on a stolen card, you may have to
- A** join a different credit card protection scheme.
 - B** pay up to £50 for any loss incurred.
 - C** pay for anything the thief buys on it.
 - D** change your account to a different bank.
- 14** What happens if your cash card is stolen?
- A** You arrange for the card to be returned.
 - B** The bank stops you withdrawing money.
 - C** You may have to pay up to £50 of any stolen money.
 - D** You cannot use a cash card in future.