

# Unit 11 Lesson 4

Student Name: \_\_\_\_\_

## Vocabulary 1

Match the word or expression in the box to the meaning.

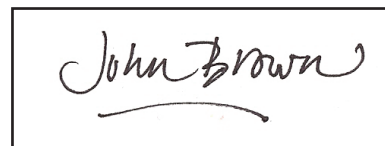
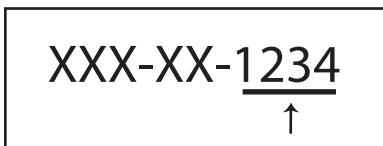
verify	freeze an account	straighten out	void	hold
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- \_\_\_\_\_ = To take away the problems from a situation.
- \_\_\_\_\_ = To cancel a business transaction or to cancel a check.
- \_\_\_\_\_ = To make sure that something is true.
- \_\_\_\_\_ = To stop transactions on a person's credit or bank account.
- \_\_\_\_\_ = To keep the things a customer wants to buy for a period of time.

## Security Checks

Under each example identify the security check that can be used in a store or by a credit card company. Choose a word or expression from the box.

last four digits of a social security number	mother's maiden name
photo ID	signature
	confirmation number



6. \_\_\_\_\_ 7. \_\_\_\_\_ 8. \_\_\_\_\_  
 \_\_\_\_\_



Before she got married, Arlene Reynold's mother's last name was **Dodd**

9. \_\_\_\_\_ 10. \_\_\_\_\_  
 \_\_\_\_\_

# Unit 11 Lesson 4 (continued)

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## Reading

11. – 15. **Watch** the video for Lesson 4 **again**. Use one of the vocabulary words from the previous two exercises to fill in the blanks.

Arlene Reynolds wanted to use her credit card to buy some T-shirts at the Baker Resort Hotel Gift Shop. Chloe swiped her card, but the card was denied. Ms. Reynolds called her bank to (11.) \_\_\_\_\_ the problem. Chloe said she would (12.) \_\_\_\_\_ the T-shirts while Ms. Reynolds talked to the bank. Ms. Reynolds had to give the (13.) \_\_\_\_\_ and her (14.) \_\_\_\_\_ for security reasons. The person she talked to at the bank told her that her account was frozen because of some unusual charges at the Baker Resort Hotel. She asked Ms. Reynolds to (15.) \_\_\_\_\_ the charges. After she did, Ms. Reynolds could use her credit card again and Chloe was able to charge her purchases.

Now answer these questions about the reading.

16. Where is Ms. Reynolds shopping? \_\_\_\_\_  
\_\_\_\_\_
17. Who's helping her? \_\_\_\_\_  
\_\_\_\_\_
18. What does Ms. Reynolds want to buy? \_\_\_\_\_  
\_\_\_\_\_
19. Why is the credit card denied? \_\_\_\_\_  
\_\_\_\_\_
20. How does Ms. Reynolds fix her problem? \_\_\_\_\_  
\_\_\_\_\_

## Unit 11 Lesson 4 (continued)

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### Dialogue

Put the dialogue below in the correct order.

- A. No, give it to me. I'll put it in my purse.
- B. I'll put it on my credit card.
- C. May I check your ID?
- D. Here's the confirmation number. Sign right here. Would you like your receipt in the bag?
- E. How do you want to pay for this?

Write the correct letter from the sentences above in the spaces below.

21. CHLOE: \_\_\_\_\_

22. MS. REYNOLDS: \_\_\_\_\_

23. CHLOE: \_\_\_\_\_

MS. REYNOLDS: Sure. Here you go.

24. CHLOE: \_\_\_\_\_

25. MS. REYNOLDS: \_\_\_\_\_