

Topic 3 Money and Banking

Answer Key

2. Listening 1



Listen to the recording and answer the questions.

Which button on her phone does Sandra press to speak with someone about her problem? (*Write the correct number next to a, b or c*)

- a. for phone banking
- b. for anything else** **Press 2**
- c. for internet banking

Why does the customer service officer ask for the maiden name of Sandra's mother? (*Tick*)

- a. Because Sandra's mother might be the one who used her credit card
- b. Sandra's mother works for Pagoda
- c. This is a common security question. Only Sandra is likely to know the answer. ✓**

Which purchases on her card does Sandra question? (*tick*)

- a. A letter box for \$64.33
- b. A new dog called Pagoda
- c. Hotel bookings ✓**

What is Sandra's account password? (*Tick*)

- a. Bluegum27 ✓**
- b. Bluejeans107
- c. Bluetooth57

What will happen within 14 days? (*Write the answer*)

Sandra will hear back from the bank

If Sandra did not make the purchases using her credit card, what do you think will happen? (Write an answer)

The bank will cover the payments / Sandra will not be responsible for the transactions

3. Reading / Listening 2 Lost Wallet

What is the problem? A credit card has been stolen

Who has the problem? Mohammed Ajec

When did it happen? When Mohammed was on Newport Station

What happened? Someone brushed past him and when he looked in his bag he saw his wallet was gone.

What does the bank do? Cancels the card and will send another in a couple of days

7. Numeracy Activities

a. Count the money you see in the following two questions

1. \$130.05

2. \$89.55

b. Can you write the total amount of Australian dollars into words?

Two hundred and nineteen dollars and sixty cents

- d. Do you know or can you guess these currency symbols?
Match the note and the currency symbol you see in the table

€ (Euro)

USD (United States Dollar)



£ (British Pound)

¥ (Japanese Yen)

Estimating Costs

(The cost in \$AUD is estimated upon the currency exchange rates at the time of writing)

Souvenir	Currency	Cost in \$AUD
Japanese geisha doll	¥ 20 500	about \$240
French perfume	€ 60	just under \$95
Thai coin purse	฿150	around \$6.20
Italian fridge magnet	€3.50	about \$5.50
English cup and saucer	£100	just under \$180
Vietnamese tea glasses	205800 đ	about \$12