

## Functional Skills English | Level 2 Reading | Language Features (naming examples)

Look at the text below. Highlighted in the text are examples of different language features the writers have used to describe people's experiences of scams.

### Case studies

#### Dave's story

I received a text from my bank requesting verification of a suspicious looking transaction. The message appeared completely genuine so I wasn't concerned and rang the number in the text. The person I spoke to sounded professional and said I should transfer my money into a new 'safe' account immediately. This seemed sensible and I authorised payment through my online banking system. I was informed I'd receive a letter confirming the transfer and providing a new bank card. A week later I discovered my account was overdrawn and I was flabbergasted when I realised I'd been conned. I should have monitored my account more closely, according to the bank adviser I spoke to, and used the number on my bank card to telephone the bank.

#### Zena's story

My grandma was nearly scammed by a criminal pretending to be an electricity meter reader: he came to the door in uniform and had ID on him – he even knew her name. At first she trusted him completely, but then she became suspicious as she couldn't see a company van – and she remembered that the meter had been read recently. So she said she wanted to phone the company before allowing him in. He disappeared like greased lightning then. My grandma was extremely upset and couldn't believe it had happened to her - she phoned the local police to report him, so he couldn't target anyone else. She realised afterwards she should be more vigilant about shredding bills with her address on as this was probably how he accessed her details.

#### Marie's story

Recently I got a call saying I'd won first prize in a competition – a luxury holiday for two in the Caribbean. Initially I thought – wow, that's absolutely brilliant – and couldn't wait to tell my partner. Then I got an email with more information, asking for an 'administration fee' for the prize to be 'unlocked'. The penny dropped then – I hadn't entered a competition, there was no prize – this was all a big fat con. I was gobsmacked! My partner thought it was funny, but I was annoyed I'd been so gullible. I contacted Fraud Action to report it and the helpline person who was reassuring said fraudsters get a lot of info from social media – so you need to be really careful what you post. She said more people are falling for scams every day.

For each of the highlighted text excerpts, give the language feature used:

1. *authorised payment*

2. *flabbergasted*

3. *I should have*

4. *ID*

5. *disappeared like greased lightning*

6. *extremely upset*

7. *wow*

8. *absolutely brilliant*

9. *tell my partner*

10. *the penny dropped*

11. *a big fat con*

