

UNIT 1 REVIEW TEST LISTENING SCRIPT

- Matt:** What's happening, Jason?
- Jason:** I'm having problems with this site.
- Matt:** Why? What's going on?
- Jason:** It's saying my password is wrong.
- Matt:** What? Again? You're always having problems with passwords.
- Jason:** That's true, but I never have problems on this site. It's my bank's site—I'm trying to see how much money I have.
- Matt:** Are you sure you're typing the password correctly?
- Jason:** Yes, Matt. I'm not that stupid.
- Matt:** Don't be angry. I'm just trying to help you.
- Jason:** I know you are. I'm sorry, but I'm feeling a bit frustrated.
- Matt:** Do they have online help?
- Jason:** Yes, they do. I'm writing a message to them right now.
- Matt:** What are you saying?
- Jason:** I'm telling them that I use this password all the time, and that something is wrong with their site because today it's not working.
- Matt:** Ah, look! They're responding already.
- Jason:** That's fast. They're asking me to provide my user name.
- Matt:** Well ... type it in!
- Jason:** I don't remember it. They usually only need my password. I never have to give my user name.
- Matt:** Where do you keep that information?

- Jason:** I really don't know, Matt. I'm writing and telling them I don't remember it.
- Matt:** I don't think they can help you if they don't know who you are.
- Jason:** You're right. They're saying they can't do anything without my user name.
- Matt:** Just type in your email address. Sometimes that's your user name.
- Jason:** Yeah, that's true.
- Matt:** Look! That worked. They're saying they're sending a secret number to your email address.
- Jason:** And with that number I can finally get my bank information. Thanks so much, Matt.