



## Unit 12 – Unbelievable! I never thought *that* would happen to me ...

Task 06. Fill in the missing words from the box.

Solution: see Audioscript

delete – phishing – manager – virus – block the sender – unwanted –  
forwarded – strange – spam – attached

Sam: Oh, that's a \_\_\_\_\_ email. It looks like it is from our client, Bank of Canada, but the Prince of Saskatchewan? That can't be a real person. Saskatchewan is a part of Canada, last time I checked. I think I'll forward it to my \_\_\_\_\_ to make sure though.

Leah: Hi Sam, it's Leah. I just saw the email you \_\_\_\_\_ me. You should just \_\_\_\_\_ it and \_\_\_\_\_ because it is \_\_\_\_\_.

Sam: Hi Leah, thanks for your help ... but what's spam?

Leah: It's an email that comes from someone who is not trustworthy. Sometimes spam emails are from \_\_\_\_\_ sites.

Sam: Oh, I've heard of phishing sites. Don't they try to steal your credit card number or something like that?

Leah: Yeah, sometimes. Sometimes you can get a \_\_\_\_\_ on your computer from phishing sites or emails, too. Phishing sites can also get your email from things you subscribe to online. That's why we have an anti-virus program and a firewall at work, but sometimes you can still get spam.

Sam: So, spam is \_\_\_\_\_ email and phishing comes from bad websites. Got it.

Leah: Just make sure you mark that email as spam before you delete it, and the so-called Prince of Saskatchewan will stop asking you for your hard-earned cash!

Sam: Cool, thanks for your help Leah!

Leah: Also, if you get weird emails like that, it's better not to forward them because there could be a virus \_\_\_\_\_.

Sam: Oh. Sorry. I won't do it next time.

Leah: No problem, Sam, you're new! Talk to you later, bye!