



Question 1 - 2019 Q16 (b) (ii)

Marks: 3

- (ii) Your friend Deirdre (@deirdre22) has ordered a book online from a business in the European Union. Forty days have passed and the book has not arrived. Write a tweet to @deirdre22 to let her know what agency she should go to for help:



@Deirdre22

Question 2 - 2022 Q10

Marks: 6

Read the following consumer complaints and then follow the instructions below:

	Complaint
A	My bank has not reduced its loan rates in line with EU regulations
B	I have been waiting four weeks for the electricity company to connect my house to the main electricity supply
C	My mobile phone company keep charging me extra money every month

Match the complaints above with the organisation that the consumer should be referred to by placing A, B and C in the correct box below.

Financial Services Ombudsman	Commission for Communication Regulation	Commission for Energy Regulation

