



Cyber Attack Disrupts Shoppers at M&S!

Description

M&S customers are experiencing significant frustration at the checkout as the retailer grapples with the aftermath of a cyber attack. Over the weekend, shoppers began to voice their concerns, prompting the company to confirm on Tuesday that it was addressing a "cyber incident."

By Wednesday, M&S informed the BBC that customer-facing systems were largely back to normal. Nevertheless, the retailer has [acknowledged](#) that it had to take certain systems offline as part of its strategy for "proactive management of the incident."

The company announced it halted contactless payment processing, paused click and collect services, and warned of potential delays for online deliveries. Although contactless payments have reportedly been restored, many customers remain skeptical.

Witnesses at Euston station in London observed staff announcing a cash-only policy due to the down payment systems, while disruptions were noted in Glasgow, and a store in Edinburgh Haymarket closed earlier than usual.

Despite stores remaining open and assurances that customers can shop through M&S's website and app, confusion has spread across social media platforms. M&S has responded to numerous inquiries on X (formerly Twitter), clarifying that contactless payments are now being accepted in-store. However, this claim has been [contradicted](#) by some customers, who report that only chip-and-pin or cash transactions are functioning.

Furthermore, M&S cautioned click and collect customers against traveling to stores prematurely, advising them to wait for a "Ready to Collect" email. However, some have encountered issues retrieving their items even after receiving this notification.

The nature of the cyber attack has not been detailed, but going offline often indicates a response to a ransomware incident. M&S has enlisted the help of "external cyber security experts" to investigate the situation and has informed the National Cyber Security Centre, which is collaborating with them.

Vocabulary List:

1. **Frustration** /frʌs'treɪ.ʃən/ (noun): The feeling of being upset or annoyed as a result of being unable to change or achieve something.
2. **Acknowledged** /ək'nɒl.ɪdʒd/ (verb): Accepted or admitted the existence or truth of something.
3. **Skeptical** /'skep.tɪ.kəl/ (adjective): Not easily convinced; having doubts or reservations.
4. **Confusion** /kən'fjuː.ʒən/ (noun): A state of being bewildered or unclear in one's mind about something.
5. **Prematurely** /,priː.mə'tʃʊə.əl.i/ (adverb): Before the proper time; too early.



6. **Collaborating** /kə'læb.ə.reɪt.ɪŋ/ (verb): Working jointly on an activity or project.

Comprehension Questions

Multiple Choice

1. What prompted M&S to confirm that it was addressing a
Option: Customer complaints
Option: System malfunction
Option: Data breach
Option: Website crash
2. Which of the following services did M&S pause as part of its strategy to manage the cyber incident?
Option: Contactless payment processing
Option: In-store browsing
Option: Home delivery
Option: Customer service hotline
3. What did witnesses at Euston station observe due to the down payment systems?
Option: Announcement of cash-only policy
Option: Discounted prices
Option: Increased security presence
Option: Extended store hours
4. How did M&S respond to inquiries on X regarding the acceptance of contactless payments in-store?
Option: Confirmed the acceptance
Option: Denied the acceptance
Option: Suggested alternative payment methods
Option: Ignored the inquiries
5. What precaution did M&S advise click and collect customers to take?
Option: Wait for a "Ready to Collect" email
Option: Visit the store immediately
Option: Pay in advance online
Option: Disregard any email notification
6. Who did M&S enlist to investigate the cyber attack incident?



- Option: External cyber security experts
- Option: Local law enforcement
- Option: Internal IT team
- Option: Competitor companies

True-False

- 7. Some customers report that only chip-and-pin or cash transactions are functioning in M&S stores.
- 8. M&S closed its online store temporarily due to the cyber incident.
- 9. M&S informed the BBC that all services are back to normal after the cyber incident.
- 10. The National Cyber Security Centre is not involved in investigating the cyber attack on M&S.
- 11. M&S customers have not expressed frustration at the checkout following the cyber incident.
- 12. M&S advised click and collect customers to disregard any email notification.

Gap-Fill

- 13. M&S announced it halted _____ payment processing as part of its strategy for proactive management of the cyber incident.
- 14. Customers were warned of potential delays for _____ deliveries during the aftermath of the cyber attack.
- 17. The nature of the cyber attack on M&S has not been _____.
- 18. Despite being open, some M&S stores experienced _____ in service due to the cyber incident.

Answer

Multiple Choice: 1. Customer complaints 2. Contactless payment processing 3. Announcement of cash-only policy 4. Confirmed the acceptance 5. Wait for a "Ready to Collect" email 6. External cyber security experts
True-False: 7. True



8. False 9. False 10. False 11. False 12. False

Gap-Fill: 13. contactless 14. online 17. detailed 18. disruptions

Vocabulary quizzes

Multiple Choice (Select the Correct answer for each question.)

1. Which word describes something of great importance or significance?

- Option: Staggering
- Option: Landmark
- Option: Victory
- Option: Monumental

2. What is the term for discussions aimed at reaching agreements or settlements?

- Option: Acknowledged
- Option: Skeptical
- Option: Negotiations
- Option: Confusion

3. What is the action of ensuring compliance with laws rules or regulations?

- Option: Influx
- Option: Loophole
- Option: Enforcement
- Option: Mitigate

4. Which word describes actions taken in response to harm or provocation?

- Option: Reprieve
- Option: Frustration
- Option: Retaliatory
- Option: Optimism

5. What term describes the act of sending or transporting goods?

- Option: Customs
- Option: Shipment
- Option: Regulations
- Option: Enforcement

6. Which word describes working together with others towards a common goal?

- Option: Influx
- Option: Loophole
- Option: Collaborating



Option: Mitigate

7. Which word conveys hopefulness and confidence about the future?

Option: Negotiations

Option: Tariffs

Option: Optimism

Option: Apparent

8. What term refers to the official department that administers and collects duties on imported goods?

Option: Incurs

Option: Regulations

Option: Mitigate

Option: Customs

9. Which word means clearly visible or understood?

Option: Reprieve

Option: Frustration

Option: Acknowledged

Option: Apparent

10. What term refers to rules or directives made and maintained by an authority?

Option: Loophole

Option: Significant

Option: Tariffs

Option: Regulations

Gap-Fill (Fill in the blanks with the correct word from the vocabulary list.)

11. The impact of the new policy on the economy was _____.

12. Complying with the additional regulations placed a heavy _____ on small businesses.

13. Failure to follow the guidelines may result in the company _____ penalties.

14. Announcing the decision _____ caused confusion among the team.

15. The sudden _____ of orders overwhelmed the production team.

16. Efforts were made to _____ the impact of the new regulations on consumers.

17. The government decided to increase _____ on imported goods.



18. The sudden change in policy led to widespread _____ among the citizens.
19. The clever lawyer found a _____ in the regulations that allowed her to win the case.
20. The repeated delays caused a lot of _____ among the customers waiting for their orders.

Matching Sentences (Match each definition to the correct word from the vocabulary list.)

21. The company publicly the mistake and promised to rectify it.
22. The financial report revealed a increase in profits compared to last year.
23. The team celebrated their hard-earned in the final match of the season.
24. The extension granted a temporary from the impending deadline.
25. Despite the promising results some investors remained about the long-term prospects.
26. The presentation skillfully the importance of customer feedback in product development.
27. It was that more resources were needed to complete the project on time.
28. The top seed secured another in the tennis tournament maintaining an unbeaten record.
29. The groundbreaking discovery was considered a scientific in the field of medicine.
30. The constant technical issues led to growing among the software users.

Answer

Multiple Choice: 1. Monumental 2. Negotiations 3. Enforcement 4. Retaliatory 5. Shipment 6. Collaborating 7. Optimism 8. Customs 9. Apparent 10. Regulations

Gap-Fill: 11. significant 12. burden 13. incurring 14. prematurely 15. influx 16. mitigate 17. tariffs 18. confusion 19. loophole 20. frustration

Matching sentence: 1. Acknowledged 2. Staggering 3. Victory 4. Reprieve 5. Skeptical 6. Emphasizes 7. Apparent 8. Victory 9. Landmark 10. Frustration

CATEGORY

1. Business - LEVEL4



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