

M&S Cyber Attack Sparks Shopper Chaos

Description

M&S shoppers have been experiencing difficulties at the checkout due to a cyber attack that the company is working hard to overcome. Customers first raised concerns over the weekend, and M&S confirmed on Tuesday that they were dealing with a "cyber incident." By Wednesday, customer-facing systems were back to normal, but some systems had to be taken offline as a precaution.

The company temporarily stopped processing contactless payments, paused click and collect orders in stores, and warned of delays in online order deliveries. While contactless payments have been restored, some customers have reported ongoing issues. At Euston station in London and other locations, disruptions were observed with staff informing customers that only cash payments were accepted.

M&S explained that they made the decision to move some processes offline to protect their staff, partners, suppliers, and the business. Despite these challenges, stores remain open, and customers can still shop online. However, there has been confusion on social media among M&S customers regarding the current situation.

The company has responded to some queries on social media, but some customers have contradicted their statements. M&S has not disclosed the specifics of the attack, but they have engaged external cyber security experts and are working closely with authorities to manage the incident.

Vocabulary List:

- 1. **Cyber attack** /'saɪ.bə ə'tæk/ (noun): An attempt to damage or disrupt a computer network or system through malicious activities.
- 2. **Precaution** /prr'kɔ:.ʃən/ (noun): A measure taken in advance to prevent something dangerous or undesirable from happening.
- 3. **Disruptions** /dɪs'rʌp.[ənz/ (noun): Interruptions or disturbances that affect the normal flow of activities.
- 4. Customers /'kʌs.tə.mərs/ (noun): Individuals who purchase goods or services from a business.
- 5. Confusion /kənˈfjuː.ʒən/ (noun): A state of bewilderment or lack of clarity regarding a situation.
- 6. Incident /'In.si.dənt/ (noun): An event or occurrence often one that is unexpected or undesirable.

Comprehension Questions



Multiple Choice

1. What type of attack has disrupted M&S shoppers at the checkout?

Option: Physical attack Option: Cyber attack Option: Biological attack Option: Verbal attack

2. When did customers first raise concerns about the M&S cyber incident?

Option: Monday Option: Saturday Option: Sunday Option: Friday

3. Which payment method did M&S temporarily stop processing?

Option: Cash payments
Option: Online payments
Option: Contactless payments
Option: Cheque payments

4. Where were disruptions observed with staff accepting only cash payments?

Option: Liverpool Option: Manchester

Option: Euston station in London

Option: Glasgow

5. What did M&S do to protect their staff, partners, suppliers, and business?

Option: Moved operations online

Option: Reported the incident to the media Option: Moved some processes offline

Option: Ignored the attack

6. How is M&S dealing with the cyber incident?

Option: Ignoring the issue

Option: Engaging external cyber security experts

Option: Blaming their customers Option: Shutting down all stores



True-False

- 7. M&S shoppers experienced checkout difficulties due to a physical attack.
- 8. M&S confirmed the cyber incident on a Wednesday.
- 9. M&S has fully disclosed the specifics of the cyber attack.
- 10. M&S temporarily paused online order deliveries.
- 11. Some customers have reported ongoing issues despite contactless payments being restored.
- 12. Stores have closed due to the cyber incident.

Gap-Fill

- 13. M&S decided to move some processes offline to protect their staff, partners, suppliers, and the business despite these challenges, stores remain open, and customers can still shop online. However, there has been confusion on social media among M&S customers regarding the current situation. (Fill in the blank) By Wednesday, customer-facing systems were back to normal, but some systems had to be taken offline as a
- 16. Despite the challenges, stores remain open, and customers can still shop online. However, there has been confusion on social media among M&S customers regarding the current situation. (Fill in the blank)



While contactless payments have been restored, some customers have reported ongoing
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17. The company temporarily stopped processing contactless payments, paused click and collect orders in
stores, and warned of delays in online order deliveries. (Fill in the blank) At Euston station in London and
other locations, disruptions were observed with staff informing customers that only
payments were accepted.

Answer

Multiple Choice: 1. Cyber attack 2. Saturday 3. Contactless payments 4. Euston station in London 5. Moved

some processes offline 6. Engaging external cyber security experts

True-False: 7. False 8. False 9. False 10. True 11. True 12. False

Gap-Fill: 13. precaution 14. situation 16. issues 17. cash

Vocabulary quizzes

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

1. What is a malicious attempt to disrupt damage or gain unauthorized access to computer systems networks or devices?

Option: Hacktivism
Option: Cyber-attack
Option: Phishing
Option: Ransomware

2. What refers to the amount of inventory a business holds at a given point in time?

Option: Revenue stream Option: Sales forecast

Option: Production capacity

Option: Stock levels

3. Which term describes areas located outside of cities and towns?

Option: Urban Option: Rural





Option: Suburban Option: Metropolitan

4. What are the subjective indications of a condition that a person may be experiencing?

Option: Syndromes Option: Prognosis Option: Symptoms Option: Diagnosis

5. Which process involves the production of goods through the use of labor machines tools and chemical or biological processing?

Option: Farming Option: Construction **Option: Logistics**

Option: Manufacturing

6. Which neurological condition is characterized by recurrent moderate to severe headaches often -NEWS.COM accompanied by auras?

Option: Migraine Option: Anxiety Option: Depression Option: Epilepsy

7. Which term refers to the quality of being exact and accurate in details?

Option: Adaptability Option: Precision Option: Redundancy Option: Flexibility

8. Who are the individuals or entities that purchase a product or service?

Option: Vendors Option: Consumers Option: Investors Option: Customers

9. What are rewards or benefits that encourage certain actions or behavior?

Option: Fines Option: Subsidies Option: Incentives Option: Penalties

10. What are favorable circumstances or chances for advancement or progress?

Option: Challenges



Option: Hurdles
Option: Obstacles
Option: Opportunities

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

11	in the supply chain can lead to delays in fulfilling customer orders.	
12. She felt deeply	by her closest friend's actions.	
13. Taking the necessary	can help prevent accidents in the workplace.	
14. The criminal attempted to	money from the victim by threatening harm.	
15. The data breach	sensitive information of thousands of users.	
16. The sudden change in pol	licy caused among the employees.	
17. Various	are available for managing chronic medical conditions.	
18. The new product was hea	vily for its poor quality.	
19. The	system in the inner ear helps maintain balance and spatial orientation.	
20. The artist's work captured	d the of the human condition.	
21. Government	are often provided to support specific industries or sectors.	
Matching Sentences (Match each definition to the correct word from the vocabulary list.)		
22. Unexpected events or b	reakdowns in the supply chain can lead to delays in fulfilling customer orders.	
23. A deliberate and malicion purposes.	ous attempt to compromise computer systems or networks for various	
24. Individuals or entities w	ho purchase goods or services from a business or organization.	
25. The process of producin	g goods using various resources and technologies.	
26. Favorable circumstance	s or situations that can lead to progress or success.	



- 27. The quality of being accurate and exact in detailed work or measurements.
- 28. The amount of inventory or goods that a company holds at a specific point in time.
- 29. A neurological condition characterized by intense headaches often accompanied by other symptoms.
- 30. Rewards or benefits offered to encourage specific actions or behaviors.
- 31. Subjective indications of a medical condition experienced by an individual.

Answer

Multiple Choice: 1. Cyber-attack 2. Stock levels 3. Rural 4. Symptoms 5. Manufacturing 6. Migraine 7.

Precision 8. Customers 9. Incentives 10. Opportunities

Gap-Fill: 11. Disruptions 12. Betrayed 13. Precaution 14. Extort 15. Compromised 16. Confusion 17.

Treatments 18. Criticized 19. Vestibular 20. Sensitivity 21. Subsidies

Matching sentence: 1. Disruptions 2. Cyber-attack 3. Customers 4. Manufacturing 5. Opportunities 6. Precision

ESL-NEWS. 7. Stock levels 8. Migraine 9. Incentives 10. Symptoms

CATEGORY

1. Sci/Tech - LEVEL3

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