



## 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** /prɪ'kɔːʃən/ (noun): A measure taken in advance to prevent something dangerous or undesirable from happening.
3. **Disruptions** /dɪs'rʌp.ʃənz/ (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** /kən'fjuː.ʒən/ (noun): A state of bewilderment or lack of clarity regarding a situation.
6. **Incident** /'ɪn.sɪ.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 \_\_\_\_\_.
14. M&S has engaged external cyber security experts and are working closely with authorities to manage the incident. The company has not disclosed the specifics of the attack. (Fill in the blank) 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 \_\_\_\_\_.
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

\_\_\_\_\_.

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 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 policy caused \_\_\_\_\_ among the employees.
17. Various \_\_\_\_\_ are available for managing chronic medical conditions.
18. The new product was heavily \_\_\_\_\_ for its poor quality.
19. The \_\_\_\_\_ system in the inner ear helps maintain balance and spatial orientation.
20. The artist's work captured 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. )**

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|-----------------------------------------------------------------------------------------------------------|
| 22. Unexpected events or breakdowns in the supply chain can lead to delays in fulfilling customer orders. |
| 23. A deliberate and malicious attempt to compromise computer systems or networks for various purposes.   |
| 24. Individuals or entities who purchase goods or services from a business or organization.               |
| 25. The process of producing goods using various resources and technologies.                              |
| 26. Favorable circumstances 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 7. Stock levels 8. Migraine 9. Incentives 10. Symptoms

## CATEGORY

1. Sci/Tech - LEVEL3

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