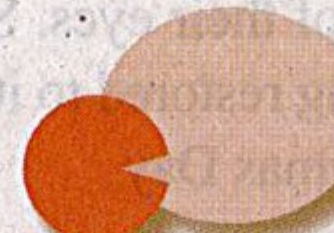


● Gamers warned of losing money as complaints rise



- 1 The **consumer watchdog** has warned online gamers not to “over-invest” in points or upgrades in games following a sharp increase in complaints of players losing money. The Consumer Council received 136 complaints last year, up 53 percent from 89 cases in 2011.
- 2 In an extreme case, a man paid HK\$250,000 over four years to a game operator, which suddenly shut down and wiped out his “investment”. The Council said there was little it could do because the company had **ceased** operation.
- 3 A man named Chui said he paid HK\$15,000 to upgrade his “dream fighter” with “point cards” and was disappointed after finding the investment did not transform his character into the champion he was **seeking**.
- 4 “People should pay attention to game rules and charges to avoid unnecessary losses,” council vice chairman Ambrose Ho Pui-him said.
- 5 “It would be difficult to claim **compensation** in cases where the online game operator shuts down or changes the game settings and configurations of the players’ roles.”
- 6 A feature in the latest *Choice Magazine* reveals that the Council found five of 12 hair curlers and straighteners it checked for safety failed its tests because of **inadequate** insulation.
- 7 The Electrical and Mechanical Services Department has ordered four of the products to be taken off shelves as they may cause electric shocks.
- 8 Three models were found to reach temperatures of up to 209 degrees Celsius – about 50 degrees higher than the average of other products.
- 9 The department was also concerned about the safety of a fifth product, Remington S6500, but decided it would not cause danger during normal operation and so was not needed to be taken off the market.
- 10 Ho also said some hair smoothing or straightening sprays might release **formaldehyde** and cause eye, nose and throat irritation, **nausea** or difficulty in breathing. So consumers should not use them or ensure good **ventilation** if they do. (The Standard)



Answer the following questions using information from the news article. Write your answers in the spaces provided. For multiple-choice questions, choose one answer only.

1. What does “the company” in paragraph 2 refer to?

2. What should online gamers pay attention to if they want to avoid unnecessary losses?

3. Find words in paragraphs 2, 3 and 4 which can be replaced by the following:
A. stopped _____
B. let down _____
C. change _____
D. needless _____
4. Choose the best opposite for ‘hides’ in paragraph 6.
A. feature
B. reveals
C. curlers
D. tests
5. Complete the sentence below.
It is difficult to _____ compensation when the online game operator shuts _____ or changes the game settings and configurations of the players’ roles.
6. Complete the sentence below with the best options.
In an (A. extreme, B. extremely) case, a man paid HK\$250,000 over four years to a game operator, which shut down (A. sudden, B. all of a sudden) and wiped out his “investment”.
7. Five of 12 hair curlers and straighteners tested by the Consumer Council _____.
A. were not adequately insulated.
B. were made in China.
C. were too hot.
D. were too expensive
8. Products _____ need not be taken off the market.
A. that will cause danger when improperly used
B. that will cause danger when properly used
C. that will not cause danger when properly used
D. that will cause danger when used
9. Name three things that can cause an online gamer disappointment.

10. Why should online gamers not spend too much money in points or upgrades in games?
