

## **TALP2 Session 2 – April 2021**

### **HO3 – Summarising Exercise**

***Take it in turns to be the client and the adviser. As the client, read the case study about Surinder's Suitcase to your adviser. As the adviser have a go at summarising what the client has told you. Then swap over and repeat with Stella's Big Decision.***

#### **Surinder's suitcase...**

Surinder tells you: "I bought this suitcase, I only got it last week, I haven't even used it yet, and the catch doesn't work – look, you can see, it doesn't fasten properly. I took it back and asked for my money back but they say I must have broken it – they were quite rude actually. Is there anything I can do?"

I bought the suitcase a week ago from a shop down Queen's Road, Bags 4 U they call it. They sell lots of bags and stuff. I paid cash. I went there because my friend Susie had got a similar one there the day before and it seemed a bargain. I thought I'd done really well, better than Susie, because the suitcase was reduced in the sale.

When I found the catch broken I took it back but the shopkeeper was rude and pointed to a sign that said no refunds on sale goods. When I argued he and the other bloke in the shop just got more rude and made racist comments.

I need the suitcase 'cos I'm going to Tenerife on Saturday."

**Stella's big decision.....**

I'm wanting some advice about moving in with my boyfriend, boyfriend isn't really the right word, he's 40 and got 2 kids, but you know what I mean. Anyway, we're thinking about moving in together. I'd have to move there, he's got his own house and I'm just renting, but it would be a bit crowded – both of us and the kids, and his mother, it might be a bit much. He's working, but I don't think we could afford anywhere bigger, and the kids' schools are not far away so they wouldn't want to move. I get on OK with the kids, but their mum, his ex, she doesn't like me being there.

The thing is I'm on disability benefits, so I don't know what would happen if I moved in with him. And what if it doesn't work out, and I've given up my flat?