ZiloAcademy

✨ Grade 10 English — Reading Comprehension ✨

Name: Demo **Date:** 26/11/2026

📖 Mitchell's Discovery at Regional Bank Branch

At a regional bank branch, Mitchell Yu discovered that a batch of customer refunds had been sent to an old, closed bank account instead of the customer's current one. When Mitchell raised the concern, colleague Fatima Idris was initially sceptical, assuming it was a one-off misunderstanding. After a closer review, it became clear that the records had never been updated after the bank changed its account-numbering system. The organisation's leadership was notified immediately, and the refunds were reissued to the correct accounts and the records were synced with the bank's new system. Mitchell's discovery was later cited as the reason for a wider review of the organisation's practices.

1. Where did the discovery take place?

2. Who first raised the concern?

3. Who was initially sceptical?

4. What was the real cause?

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What did the organisation do about it?