

HSBC - Vulnerability and Inclusion Films - 'Andrea'

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Agency - Media Zoo

1 INT. BATHROOM. DAY

1

Ease in on ANDREA, her back to us. She fixes her makeup in the mirror.

Now we see her face, it's clear she's been crying. She finishes up, considering the person in the reflection. She's unsettled by what she sees.

2 INT. KITCHEN. DAY

2

A bank letter, credit card, breakfast plate and crumpled tissues wait on the table. She whips the card away, nothing to do with her. She dials the phone number on the letter. Her hands shake a little. She's vulnerable. She waits for it to connect, fixed stare, deep in thought. She's stood, prepared for a struggle.

3 INT. HOME OFFICE. DAY

3

MATHILDA, mid twenties, is at her desk. She wears a headset and readies herself for the next call. She begins.

MATHILDA (INTO PHONE)

Good Morning, you're through to HSBC
UK. My name's Mathilda, how can I help
you, Mr Baker?

INTERCUT between Andrea and Mathilda throughout.

ANDREA (INTO PHONE)

It's Miss Baker.

Mathilda hesitates a little at the deeper tone of Andrea's voice and is rattled by her manner. She proceeds more cautiously.

MATHILDA

Did you say Miss Baker?

ANDREA

Yes.

MATHILDA

Thank you. I need to ask you some

additional security questions. Can you tell me the first line of your address and your postcode, please?

Andrea is tired of this. She wipes a tear at the corner of her eye.

ANDREA
23, Ferris Mews. N9 7LM

MATHILDA
Thank you. And what would the last transaction on your account be?

ANDREA
(beat)
I'm trans.

Mathilda realises this situation must be difficult for Andrea, but she has no choice other than to press on. As she does so, she opens the Care Need Marker window and activates 'Legitimate Voice Mismatch'

MATHILDA
Thank you for telling me, Miss Baker. I will need the security information, though. Then we can get on to the reason for your call.

ANDREA
I bought shopping. Last night. From Tesco. Twenty four pounds...something.

MATHILDA
Great. Thank you. Ok, how can I help you?

ANDREA
You've sent me a new credit card, in the wrong name.

MATHILDA
Oh, I'm sorry about that. What name's on the card?

ANDREA
Mr A Baker.

Mathilda grasps the issue. She knows this won't be easy for Andrea.

MATHILDA

Right. I think you'll need to go into a branch, I'm afraid. To prove your identity. Let me just check.

This is a blow. Andrea's anxiety rises.

ANDREA

But I've already done that. I went to a branch. I showed my ID.

4 INT. HSBC HIGH STREET BRANCH. DAY

4

Andrea slips in, unsure of who to speak to; unsure of herself. She tries to be ignored, but it's impossible. Most glance, some stare.

AVIN, a customer service agent, sees her and approaches.

AVIN

Hello there, is there something I can help you with?

ANDREA

(Hesitant. Not wanting to others to hear)

I need to change my name on my account.

More 'looks' from those nearby. They may mean nothing, but Andrea feels them.

AVIN

(reassuring)

I can help you with that. Come with me.

Avin leads.

ANDREA

It's not my name anymore.

Avin turns back.

AVIN

I understand.

(beat)

We'll get it sorted out.

He shows her to his desk. They begin the process. She provides ID.

ANDREA O.S. (OVER PHONE)
I spoke to one of your people. He was helpful.

(Voice cracking)
He said he'd changed it.

Avin smiles and shows her out. We see his screen as they walk away to the door. The name has been changed to Andrea, the cursor still flashing in the field, but the Prefix/title field still shows 'Mr'.

5 INT. HOME OFFICE. DAY/INT. KITCHEN. DAY - INTERCUT

5

MATHILDA
I'm sorry. We are trying to get it right. It must be tough for you.

Mathilda's compassion helps. Andrea softens a little.

ANDREA
It is. And it's exhausting. I just thought this one had been all sorted out.

MATHILDA
I'm really sorry this has happened. I'm going to help. Before I do, is there anything else that needs to be dealt with?

ANDREA
(gallows humour)
Well, I'm single. Can you help with that?

Mathilda doesn't know how to react. Andrea saves her.

ANDREA
No, just this. That's all.

MATHILDA
Ok. Let me take a look.
(beat)
I can see what's happened. Your name has been updated. What's been missed is the title field, I'm afraid.

ANDREA
(fearful)
So I do have to go back in?

MATHILDA

No, I can change it here.

(types)

That's done, and I've confirmed the information has been updated, so it can't happen again.

ANDREA

(a wave of relief)

Thank you.

MATHILDA

This was a genuine mistake, Miss Baker. Identity is something we take seriously.

She acknowledges Mathilda silently. Mathilda doesn't press for an answer.

MATHILDA

Ok. A new card will be with you in 3-5 working days. Is there anything else I can help you with?

Andrea begins to tidy. The issue resolved.

ANDREA

No. That's all. Thank you.

6 INT. HALLWAY. DAY

6

Andrea is happier and calmer. She catches her reflection, content once again with the person she sees. She continues with her day.