

HSBC - Vulnerability and Inclusion Films - 'Jasper'

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Agency - Media Zoo

1 INT. SITTING ROOM. DAY

1

In a well-presented sitting room, Jasper, 73, sits at his desk. He's examining his credit card statement. He's anxious.

He opens a laptop and begins logging on to HSBC banking. He types in a password, but it's incorrect. He's frustrated.

We see some details of the room; books and trophies, photos on the walls. A life in memories.

The password is declined a final time and he gives up. As he closes the laptop, he catches sight of a small framed picture. He and a woman smile, embracing. He touches the woman's face and speaks to her, fondly.

JASPER

(tears coming to his eyes)
How did you put up with such a silly old fool?

He collects himself, picks up his phone and dials. It connects to the automated system, IVR.

IVR

Please say numbers 2 and 4 from your secure code.

JASPER

2-4- hold on. No, wait. It's 3-4-7-5...
No. That's not you. Ok, it's-

IVR

I'm sorry, I didn't catch that. Please say numbers 2 and 4 from your secure code.

JASPER

Hold on, it'll come to me. 7-2-

IVR

Please hold. I'll connect you to one of our team.

JASPER
 Good idea. We're getting nowhere.

He gets up from the chair. Meanders around the room.

2 INT. HSBC CALL CENTRE. DAY

2

DONNY, picks up the call.

INTERCUT between the two for the entire conversation.

DONNY
 Hi, My name's Donny. Can you give me
 your name, please?

JASPER
 I couldn't remember the number for
 getting in. It put me through to you.
 My Name's Jasper Benton. Can you tell
 me the number?

DONNY
 I can't give you the security code, Mr
 Benton, it's not shown to me. We can
 get it reset for you, though.

JASPER
 I'll need the code, though. For next
 time.

DONNY
 Not a problem. Let me take you through
 security, Mr Benton, then we can deal
 with the reason for your call.

JASPER
 Jasper.

DONNY
 Sorry?

JASPER
 Call me Jasper. I can't do Mr Benton
 the whole time. Feels like I'm on
 Downton Abbey.

DONNY
 (smiling)
 Ok, Jasper.

JASPER

Better. Now, can you give me this code? I can't find it and can't remember it.

Donny is struck by Jasper's behaviour and proceeds with care. We see the 'age' field on his account. It states 73.

DONNY

I just need to ask some security questions, Jasper. What's the first line of your address?

JASPER

That's easy. 63 Falstaff Way.

DONNY

Fantastic. And now your postcode.

JASPER

No problem. BN4...2... No. BN... Hold on.

DONNY

It's ok Jasper. There's no rush.

We can see that Jasper is a little anxious. He mumbles as he tries to remember. Donny opens the 'Care Needs' window but doesn't see any existing care needs on Jaspers records.

Donny hovers over the 'Be patient - allow more time ' care need.

Jasper is drawn back toward the chair as he falters

JASPER

(Clouded)

HE4 2...

DONNY

Don't worry, Jasper. We can try another question.

JASPER

No, I'll get it.

DONNY

Do you have it written anywhere, or a letter there you can check?

JASPER

My wife probably wrote it down for me.

DONNY
Is she able to help you now?

Jasper shrinks a little and Sits

JASPER
She can't. She passed away. Just this year.

DONNY
I'm really sorry to hear that, Jasper.

Jasper busies himself with the credit card statement as a distraction.

JASPER
Thank you. She... She's missed.

Donny hovers over the 'Life events - Be sensitive' care need.

DONNY
I'm sure she is.

Jasper notices the address on the statement.

JASPER
(switching subject)
I've got the postcode. HE4 2ML

DONNY
Wonderful. Thank you. Last one, can you confirm your date of birth, please?

JASPER
21st May 1949

DONNY
Before we go on, Jasper, would you like to set up voice recognition to get through security in future, instead of these questions? You repeat a small phrase and the system will verify you by your voice.

JASPER
I'm not good with technology. Bit of an old dog there.

DONNY
I understand, but you'll be fine.

After we're done, you stay on the line. You'll be asked to say 'My voice is my password' a few times. The system will then know your voice. So next time you call, that's all you'll need to say. No numbers. No codes.

JASPER

I might be able to do that.

DONNY

I think you will. I'll explain it again when we're done.

Jasper's feeling adventurous.

JASPER

Maybe old dogs can learn new tricks. Or old fools, at least.

Jasper laughs out loud; Donny contains his.

Donny adds both 'Be patient - allow more time' and 'Life Event' care needs adding a note - recent bereavement

DONNY

Now, what was the reason for your call today?

Jasper looks at the photo of him and his wife again. He's more confident.

JASPER

I need to pay this credit card bill.

DONNY

No problem, I can help you get that done.

JASPER

Fantastic...

We end on Jasper relaxed, and happily talking away on the phone.