

Hong Kong Monetary Authority
Online Drama “STEPS”

Episode 4

SUPER: STEPS Episode 4

Boss: (Your next assignment is to carry out a field research in the community)
(to identify whether there are sufficient bank branches in that district)

Male Colleague: (As a boss, you sit comfortably in the office)
(and order people around)

Male Colleague: The distribution of automated teller machines (ATMs) seems extensive
It takes only around 10 minutes to walk to a bank branch
that seems alright

Male Colleague: Excuse me, madam, you dropped the passbook of your bank account

Old Woman: Thank you

Male Colleague: Madam, do you think it’s convenient to go to the bank?

Old Woman: How could it be convenient?
I have to walk for half an hour just to withdraw \$500

Male Colleague: Aren’t there many ATMs nearby where you can withdraw cash?

Old Woman: You mean those machines with buttons?

Male Colleague: Yes

Old Woman: I don’t know how to use them
Get out of my way, the weather is hot
I’m in a rush to go to the bank

Male Colleague: I’m really sorry, madam

Male Colleague: The population in that district is ageing
Although the number of ATMs is sufficient
many elderly do not know how to use them

Boss: We’ve already been looking for solutions
for the problems you raised just now
If you really want to help citizens from different walks of life practically
you need to consider from different perspectives

Boss: Think about if there are any other convenient locations for withdrawing money
or any banking services accessible to people with physical impairment
In that way, we can encourage banks to care for those in need
The more comprehensive your proposal is, the more people can benefit

SUPER: To be continued...

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