

Tim's story

- Tim has a busy job
- His Dad lives elsewhere but has been in and out of hospital lately
- Tim is the nearest relative geographically to be able to help out.

I am so frustrated, I could scream! Don't the banks realise, I am trying to help them but it seems everything now is so robotic – no allowance for real life situations. Systems, computers and call centres a zillion miles away who won't talk to you unless you tap the right numbers and letters.

It feels as though everyone is hiding away from the general public! Maybe we should all turn into robots – just like in the movies...

Poor Dad's had a stroke and then the doctors discovered he had leukaemia as well, so he has been in and out of hospital intensive care units. I've done my best to support him and to meet all the consultants and hospital staff to discuss treatment options but the opinions keep constantly changing.

His situation is so fluid at the moment – we go from hope to despair to hope to... it's hard to know what to do.

My boss has been understanding so far but you know – leaving work for last minute appointments with doctors and other emergencies – his tolerance by now is bound to be stretched to the limit. It's not just Dad's health that's causing me sleepless nights.

Its trying to manage all his other affairs until he gets better as well as the usual job pressures that everyone faces these days. To make matters worse, having opened Dad's letters, I've found huge charges being levied in his bank statements, credit card statements and threatening letters from the utility companies about disconnection and reconnection charges and also a letter from the council about court charges being added for not paying the tax on time.

I know Dad has always been very proud never wanting to go into debt with anyone – he always used to preach to us about money discipline and timely payments. The least I can do is to clear his name and make good what he owes. But will these organisations let me?!

No actual human being to speak to so I can explain Dad's critically ill and having short term memory problems at the moment-only robots and firewalls and passwords and automated computer generated letters that don't correspond to my conversation with the call centres if I have managed to get a word in.

Maybe I should just let the fraudsters keep on spending and let dad default – I'm sure the courts will understand but I don't want to risk harming his dignity.

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questions:

1. why is Tim so angry?

2. what are the likely effects on his health and career if things remain unresolved?

3. what is he trying to say to all the organisations he is so angry at?

4. what sort of resolution or support could the organisation offer without compromising the integrity of security measures?

5. how am I or my organisation geared to respond to these sort of situations with carers?
