



# Video transcript

## Our People, Our Story

Say hi.

Hi!

Well, as you can see, the people here are really amazing, and they're really open.

Hi!

Coming to work is not just about the work. It's about the people that you actually engage with. It's about your family. It's about, you know, being inclusive.

We are celebrating, as a family, for the new addition. Maybe you want to go sideways so that we can see better!  
(Laughter)

We're on the road, going from branch to branch. It's what we do best. It's what we love doing best.

Translated: Every day is brand new, and you never know what to expect.

This is a place that looks at values not only in terms of the work that you do but also in terms of the person that you are, in terms of really encouraging you to do the right thing.

Let's go, HSBC!

What makes me proud to work for HSBC is that we invest money in communities. We've taken 34 children on here, all with completely different backgrounds, and we've really well and truly changed their lives.

Our bank gives us the opportunity to serve the community that we live in. It's kind of important to me personally.

For me, client recognition is what motivates me.

This is really my dream that the customer experience will be at the top.

When a customer really thanks us by e-mail or a letter of appreciation.

What's most important in a bank is our human resource. It's just like people, you and me.

The process of change actually starts with me. How do I do things differently or how do I contribute to that change?

Working with HSBC makes me feel like we're all building a better future so my kids can feel safe, and what I do is for their good in the future as well.