

## Communitech Narratives

Scenario	Number of Characters	Summary
1. Holiday Scene	3	Person clicks an advert for a prize raffle to win a holiday, receives a phone call to ask for their bank details as they have entered an “agreement” to pay for the holiday
2. Spot The Password	1 (Monologue) OR Group	When setting up online banking, the character uses pet name as a password, has bank account hacked
3. Cafe Internet	1 (Monologue) OR Group	Travelling business worker uses wifi in a cafe to do work, and his company details are hacked via a virus
4. Small Business	1 (Monologue) OR Group	Small business owner opens a scam email pretending to be her bank, and has her money stolen when she enters her details online
5. Entertainment	2	Student uses online software to watch a film illegally, then their parents receive a phone call to say a credit card has been set up in their name
6. Social Media Quiz	2	Two teenagers do a quiz on Facebook, and then their account is hacked and sends out links to their friends

# 1

## Holiday

### Scene 1:

A is scrolling on their phone and they see this message pop up on their Facebook feed.

C: Ding!

*(C reads this out loud)*

**Dear Sir/ Madam,**

**Congratulations! Today is your lucky day! Because we have an exclusive offer just for you.**

**You can win an all-expenses paid trip to the Bahamas! A week in the sun just your loved ones. Good food, beautiful sights and all for FREE!**

**Sounds good? We think so! This is a once in a lifetime opportunity and we're giving it to you.**

**All you need to do is click the link below and enter a raffle and you will stand a very good chance of being our next lucky winner.**

**[www.dreamholidayforyou.com](http://www.dreamholidayforyou.com)**

**We'll see you in the sun!**

A: Amazing!

C: 24 hours later

### Scene 2:

#### Phone Rings

A: Hello?

B: Hello. Am I speaking to Mrs. Charles?

A: Speaking.

B: My name is Paul Wright; I am a lawyer and I am calling to inform you that you are overdue payment to my client.

A: I think this might be a mistake...

**B:** Mrs. Charles! Do not hang up. I have to warn you that a failure to comply with this call could result in legal action.

**A:** Who is your client?

**B:** My client has entered an agreement with you detailing a payment by Monday 4<sup>th</sup> July. This was last month; your payment is now overdue, and we will be seeking legal action.

**A:** I'm sorry I don't really understand.

**B:** Are you Sarah Charles, living on 14 Red Bridge Road?

**A:** Yes.

**B:** Working at a book shop on Wood Street.

**A:** Yes.

**B:** You owe my client money Mrs. Charles, and unless you make the payment immediately, we will be seeking immediate legal action.

**A:** But I didn't sign anything. What do I owe them money for?

**B:** A vacation package.

**A:** A vacation package?

**B:** Your details are all here including your address, your work information and your family's information. I also have the date in which you entered the agreement. June 24<sup>th</sup>.

**A:** June 24<sup>th</sup>?

**B:** Your information is all here, and we will begin legal proceedings if it looks like you are not complying.

**A:** Is it that link I pressed? I thought I was just entering a raffle. I don't owe you anything

**B:** I will not say this again. If you don't pay immediately, we will pursue legal action. We have your information. We know where you live. There is no other option but to comply.

**A:** But...

**B:** You can face up to three years in jail. If you don't pay now. Three years If you're lucky.

**A:** Ok. What do you need from me?

**B:** First I'll need the long card number on the front of your credit or debit card.

**A:** Ok...

## 2

### Spot the Password

Everything I do is online. From the moment I wake up to the moment I go to bed. My banking, my favourite shows, the music I listen to, my work, my shopping, my relationships- everything is just a click or two away.

It makes my life much easier and means I can keep all of my important information, work related or private, in one place. I could be looking through company data one second, and ordering shoes the next.

Since signing up to online banking I've been able to stay on top of my savings account too. I'm saving to buy a house, and if I continue this way in a year or two, I am sure I will get there.

When I first set up my email account, I looked for a good password, something unique, but more importantly something I can remember- Spot! That's my dog's name, I thought it was nice to use his name in that way. It was also a password I could never forget. So, I used it for everything, my email, my bank account, accounts for different websites. It made everything much easier, and I didn't need to write anything down. When I started my current job, I thought of trying to find a different password, but nothing felt right, and I was worried of forgetting. So, I used Spot again.

The problem started when I received a text alert from my bank confirming a £500 purchase. I had definitely not purchased anything that expensive, so I immediately logged in to check the activity on my online banking app. When I opened the app and tried to put in my log in details a message came up saying the password was wrong. That was odd. I tried again and again until I got the option to reset my password. Now I was panicking. I quickly clicked the 'reset password option' and now it was asking me to log into my email, but the password has changed there as well. Someone has discovered my password and logged into every account I had. I had no way to access my work data or my private account.

It took a couple of days to sort everything out with my bank and workplace thank goodness, and several weeks after that to access most of my accounts again and have control over my money – some less important ones, I never got back.

But for months I continued to live in fear of what else could have been found on my accounts. My address, the addresses of my loved one, private photos. Could those ever be used against me?

Now I have stronger passwords and use a different one for everything. I create my passwords using three random words and have a number too. That way people can't figure out what my password is using my social media. It's easy to come up with them and I use everyday stuff like threechairs1table. Easy!

I've set up two factor authentications too, meaning I must authorise logins using my phone. It takes a bit longer to log in but after my experience it's worth it. My security is so much stronger now, but I can't help wondering... what's still out there?

### 3

## Cafe Internet

I travel a lot. My job requires me to meet with clients and attend conferences around the country throughout the year. So, I live from my suitcase and find myself in a different country every other week. This means I am rarely in the office and often have to do work from the road, on a train for example, or in any café that would have Wi-Fi access.

My workload varies, but always includes conversations with clients and handling of confidential data. It's a lot of very time sensitive tasks that need to be seen to immediately. So, I find myself having to drop everything at a moment's notice and enter company files.

I have a company laptop which I keep clean and safe in a little bag. Though I am embarrassed to say that I never have time to update the software. I often get notifications, alerting me to a new update on this software or that. It's very annoying sometimes, to get these notifications left right and centre while I am trying to do work. So, I just click the ignore button and promise myself I'll see to it next time.

A couple of weeks ago I found myself in a new city again. I was just leaving my hotel to look for a place for lunch when I got an urgent message from my boss telling me to see some enquiry from a client. I would usually do this in my room, but I was already far from the hotel, and very hungry. So, I found a café that had Wi-Fi and logged in.

There were a couple of Wi Fi networks and as I couldn't find the password for the café's, I entered the first network I could access with no password and got to work. A software update notification flashed across my screen AGAIN, I was already in a rush, so I clicked 'later'.

There were not many people in the café with me. Just one person who seemed engrossed in their own laptop behind me. Soon I was busy with my own work and didn't pay much attention to anything else.

I sent some emails and received some documents I needed. I thought I was being safe with the information I was accessing but I must have missed something along the way. A couple of weeks later I got a message from the company, there was an attack on the company's network. They said that multiple computers have been disabled, client data and important work was missing. They had been contacted by whoever was behind it and told they must pay a ransom, or they would leak the information on the internet, leave the computers disabled and delete everything.

My company paid the ransom and got access to their computers back, they didn't want anyone to find out about the attack. They did an investigation and found that the virus originally started on my laptop. The investigation found when I downloaded the virus, it was from an email sent to me when I was using the WiFi in the cafe. I didn't understand how it turned out but they said that an email was intercepted and malware was installed into the attachment, then sent on to me. I had no idea that someone could even do that!

I tried to think back to my time at the café, to the person sitting behind me, the network I chose to access, and the numerous software updates I missed. Something along the way made my computer vulnerable, and the company was under attack – I didn't think that this was all possible.

## 4

# Business

Earlier this year I finally set up my own business, 'Lucy's Jewellery'. This has been a dream of mine for quite some time. Jewellery-making is my passion and I've always liked the idea of being my own boss. It was only this year though, that I finally got the courage to pursue it and with my friends and family so proud and encouraging, I felt I was ready.

To set up my business I knew I would need some seed money. Jewellery doesn't build and sell itself! So, I contacted my bank and took out a small loan under my account. I have never seen that kind of money under my name before, it was both thrilling and scary. I wanted to make sure that I used that money wisely and stayed on top of my loan repayments.

The first three months of the newly created 'Lucy's Jewellery' have been a whirlwind. The business took off much quicker than I expected and soon I had clients from all over the world wanting to buy my jewellery. Soon I found myself running around all day long from my workshop to meetings, always replying to emails or taking calls on the go. The business was still young, and I hadn't hired anyone else to take part of the load yet, so I was very much working off my feet.

One day as I was running to a meeting with an exciting new investor I stopped for a quick lunch. It was also the first time that the day I checked my emails, and I was doing so between bites. Sandwiched between emails from my clients was an email from my bank. I thought it was odd, as I have never received an email from my bank before, my correspondence with them has always been in person, on the phone or through letters.

The email was titled "URGENT- SUSPICIOUS ACTIVITY DETECTED" and opened with 'Dear Sir/ Madam'. It then went on to tell me that the bank had detected suspicious activity in my account and requested I visit another website to input my bank details and passwords. My bank's logo was at the bottom of the email and my bank's name was in the email address - [accounts@hi1lburybank.com](mailto:accounts@hi1lburybank.com).

The weirdest part was that it was signed "From Bank CEO, John Smith ". I have never been in communication with my bank's CEO, I didn't even know his name was John Smith. If my bank CEO was contacting me it had to be serious, I thought.

I only had a couple of minutes left before my meeting. I thought about quickly calling my bank to verify the email, but the day has already been so busy I was too tired and distracted to do anything. Besides, the urgency of the email worried me, and I thought it would be best to just take care of it now and be done with it. I didn't stop to think about what putting in my account details would have achieved or question the amount of spelling mistakes that littered the email.

So, I pressed on the website link and was directed to another page. It looked like the bank page so I quickly put in my account details and passwords; it said that a transaction has been made from my card, but I didn't make it so I hit cancel. I ran off to my next meeting relieved that the purchase had been raised as suspicious.

A couple of days later I received a phone call from Janice. She was the clerk at the bank who supported my loan application. I liked her because of her easy-going chatter and the fact that she was there from the beginning when I first contacted the bank about the loan.

This time though, Janice didn't open with her usual friendly chatter. She told me that my account has been wiped clean. My dreams of a small business were suddenly trembling. I told them about the email I received about the suspicious activity, they said that they don't send emails like that and never ask for such details to confirm identity. Janice had a look at my account history and found there was never any record of the purchase. I couldn't believe it!

The bank said they would help me and started a fraud investigation into what happened. But in the meantime, I was unable to make any purchases, this meant I couldn't order the materials I needed to make jewellery. There were orders that clients had made that I had to cancel. I was losing business, I was gutted.

The bank traced the account and was able to give me back the money I'd lost. The bank said if I ever receive any communication that asks for urgent action or for my details don't open it and contact them using the number I have. They stressed never to use the phone number in the email because it could be a fake.

## 5

# Entertainment

**Scene 1 – Two students are sitting together next to a computer.**

Student 1- I'm telling you mate, I watched it last night. And it was amazing!

Student 2- No way! It's not even in cinemas yet. You're lying.

Student 1 – I swear! I found it online. On this website my brother told me about. Super easy to find and download, and you can watch anything on there - even that new Marvel film.

Student 2 – Are you serious? No way!

Student 1 – Here I'll show you. All you need to do is click this link and you're in. Then you just scroll through.

Student 2 – Wow, there's so much on here! That's crazy...

Student 1 – I told you! Going to the cinema is over and done with. We can watch whatever we want, whenever we want. And the best part is, it's all free!

Student 2 – what?

Student 1 – It's all for free.

Student 2 – Free? Are you sure this is legal?

Student 1- Doesn't matter, it's online. No one would ever find out. Besides, everyone does this! Trust me. My brother and his friends don't watch anything anywhere else and they never got into trouble.

Student 2 – Ok... can you send me the link?

**Scene 2 – Student 2 walks into his house, his mum and dad are sitting by the kitchen table looking worried.**

Student 2 – I'm home!

(No reply)

Student 2 – Mum? Dad? (He notices his mum and dad by the kitchen table). Is everything ok?

Mom – Your father is just trying to call the bank. I'm sure everything will be ok.



Dad – Hello? Yes, this is Mr. Davies. I got a call from you about an hour ago, someone left a message about a loan we took out? Yes. Well see the thing is, that we haven't taken anything out so it must be some sort of a mistake. Right, right. Yes, that's my name. huh, huh. Yes, that's my wife. Yes, yes. That's our phone number and bank account number. But we haven't taken any money out. What do you mean? That wasn't me!

Student 2 – What's going on? Mum?

Mum – Shh... your father is talking. I'm sure it's a misunderstanding.

Dad – What?! How much money? There's no way!

(He hangs up the phone)

Dad – they're saying we opened a credit card account a week ago.

Mum – But that's not possible.

Dad – I told them that. They asked if we've been on any dodgy websites recently. Or got sent any suspicious links.

Student 2 – why?

Dad – They said that sometimes if a virus is downloaded then scammers can access the rest of the computer or maybe the phone, all our private information. But I can't think of anything like that. We're so safe, so careful with the computer. We only use it for work stuff don't we?

Mum – this is terrible. What are we going to do? How did this happen? Someone must have broken in, or, or something. We have to call the police.

Student – Mum... Dad... Wait, please! I'm so sorry... I didn't ... He said it would be ok.

## 6

### Social Media

#### Scene 1

*Two friends are sitting together, Friend 2 is on their phone scrolling through Facebook. Friend 1 looks bored.*

**Friend 1:** I'm bored...

**Friend 2:** *(on their phone scrolling)* huh?

**Friend 1:** I'm bored. Should we do something? Go out or something.

**Friend 2:** *(still scrolling through their phone)* It's too cold outside.

**Friend 1:** What are you doing anyway?

**Friend 2:** Just on Facebook.

**Friend 1:** Anything interesting?

**Friend 2:** Nothing much. People getting married. People having babies. Ew.

**Friend 1:** Right...

**Friend 2:** I can't deal with all these babies!  
'Ding'

**Friend 2:** Oh wait, here's something fun – 'what celebrity are you most like?'.

**Friend 1:** What is that, like a quiz or something?

**Friend 2:** Yeah, let's do it. Go on, it will help pass the time.

**Friend 1:** Fine, go on then.

**Friend 2:** Ok, first questions - favourite song?

**Friend 1:** Easy. 'Every Breath You Take' by The Police.

**Friend 2:** Ok, next question – what sport do you watch most?

**Friend 1:** Football.

**Friend 2:** Ok, favourite football player.

**Friend 1:** That's easy, Sadio Mané.

**Friend 2:** Who's that?

**Friend 1:** He plays for Liverpool.

**Friend 2:** Oh Cool. Next question, where did you grow up?

**Friend 1:** London.

**Friend 2:** Favourite food?

**Friend 1:** Easy... Lasagne.

**Friend 2:** Ok, next question is... oh that's odd, 'where did you go to school?'

**Friend 1:** How is that relevant?

**Friend 2:** I'm not sure. I'm just reading what it says.

**Friend 1:** Right...

**Friend 2:** Do you want to find out which celebrity you're most like or not?

**Friend 1:** Fine, I went to Wood Green Comp.

**Friend 2:** Ok that was the last one, let's find out which celebrity you are most like?

**Friend 1:** I hope it's not a boring one.

**Friend 2:** Sadio Mané!

**Friend 1:** That's great!

*(A new message appears on the screen) - 'Ding!'*

**Friend 2:** No way, you're going to like this - because you completed this quiz you can enter a draw to win a Sadio Mané signed T-shirt!

**Friend 1:** That's brilliant! Go on, enter my details.

**Friend 2:** Ok, I need to set up a new account - what's your email and what password do you want?

## **Scene 2 (24hrs later - The next day)**

*Friend 1 is sitting on their own, reading or doing another activity. The phone rings, Friend 2 is on the other side of the line sounding worried.*

**Friend 1:** Hello.

**Friend 2:** Hey Mate. Is everything ok?

**Friend 1:** Yeah, why?

**Friend 2:** What are those weird messages you're sending everyone?

**Friend 1:** Messages? What messages?

**Friend 2:** Something about a special offer? And some link for a competition? Everyone's been getting these from you.

**Friend 1:** I don't know what you're talking about... I've not even been on Facebook today.

**Friend 2:** Well you've definitely been sending messaging from Facebook. If it's not you then... it must be someone else.

**Friend 1:** Hold on a minute, let me log in and see. (Friend 1 takes their phone out and tries to type things). That's odd...

**Friend 2:** What happened?

**Friend 1:** It's not letting me log in.

**Friend 2:** Did you forget the password or anything?

**Friend 1:** Well I only really use two passwords, Lasagne31 and Mane44 so it's unlikely.

**Friend 2:** Oh...

**Friend 1:** What?

**Friend 2:** You don't think someone hacked your account... using those answers you gave on the quiz we did the other day?... I'm so sorry!

**Friend 1:** It's not all your fault, I gave them to you. Oh no, all my photos are on that Facebook, they'll be able to see private messages I sent my partner, my address... What do I do?