

Title:

Duration: 0.41

Description:

In this video Maria is at her home doing jobs around the house like watering her plants or checking her laptop. She discusses that if a customer of Shell Energy is struggling to pay that Shell Energy is there to help them through many different ways.

[Background music plays]

The sound of Shell adaptations play throughout

[Video footage]

The video starts with a close up of Maria in her living room, taking a sip of her tea as she stares out the window.

[Maria]

Struggling to pay is very common especially at this time

[Video footage]

Transition to Maria sitting on her sofa in the living room, she is directly talking to the camera

[Maria]

We're not there to judge

[Video footage]

The video then shows a close up of Maria, fluffing up her cushions on her sofa

[Maria]

we're just there to help

[Video footage]

Transition to a close up of Maria's face. She is smiling to camera, as it slowly closes up.

[Text displays]

Maria

Customer Experience

Shell Energy

[Maria]

Hi I'm Maria I'm customer experience and digital manager within Shell Energy

[Video footage]

Transition to Maria still in the living room. She is watering her plants in the corner of the room, as the camera zooms in

[Maria]

Shell Energy offers several resources

[Video footage]

The video shows Maria back on her sofa. She is directly talking to the camera

[Maria]

that we can help customers with we have Shell Energy support fund

[Video footage]

Transition to a close up of Maria sitting on her sofa looking at her laptop. The camera tilts up from showing her hands to a close up of her face.

[Maria]

which is to help our customers. But we can also advice on government

[Video footage]

The video shows Maria back on her sofa. She is directly talking to the camera

[Maria]

discounts and rebates, support schemes and debt support schemes

[Video footage]

Transition to the camera looking over Maria's shoulder of a close up of her on her phone. She is scrolling through the Shell Energy website page.

[Maria]

Its very easy to get a hold of us, so we have a lot of channels

[Video footage]

Transition back to Maria sat on her sofa talking directly to camera

[Maria]

that we can support our customers with we have chat, we have email and

[Video footage]

Transition to a close up of Maria. She is smiling directly to camera as it slowly pans around her face

[Maria]

you can always call us as well

[Video footage]

Shell energy logo zooms on with the pecten appearing to the left side

[Text displays]

Shell Energy