**Resources:**

Read the following CBC article and watch the videos:

* <https://www.cbc.ca/news/canada/toronto/hsbc-introduces-pepper-the-robot-promising-fun-efficiency-and-job-growth-1.5261812>
* <https://www.bnnbloomberg.ca/technology/video/hsbc-branch-in-toronto-debuts-pepper-the-robot~1766043>
* <https://www.bttoronto.ca/videos/hsbcs-new-banking-robot/>

**Questions:**

Answer the following questions using the resources listed above. Submit your answers to GitHub.

1.       Who is Pepper?

Pepper is a four foot artificial intelligence robot, that answers any questions from customers.

a.   Who does Pepper work for?

Pepper works for the HSBC bank.

b.   What can Pepper do?

Pepper answers banking questions that a customer may have (e.g. moorages, your saving account and etc.

2.       How is Pepper expected to help HSBC?

a.   List some general expectations.

Pepper is supposed to help, guide and answer any questions a customer of HSBC has.

b.   Provide a specific example.

An example of Pepper’s job is to help people with their mortgages. Pepper calculate how much of moorage can be passed by a customer.

3.       How is Pepper and example of Artificial Intelligence? (Google Artificial Intelligence for a

definition of AI.)

Pepper is an Artificial Intelligence Robot because it simulates human intelligence and human actions.

4.       Why are some people concerned that AIs like Pepper will take away jobs from humans?

a.   List some general concerns.

Some people that are work at banks such as bankers loan officers and etc. Bank companies will start doing the same and cut down their employers. Since robots like Pepper don’t get paid, this benefits the bank/company. Although this is a really good tactic, it costs a lot of money to make a robot like Pepper.

b.   Provide a specific example of a human job at HSBC that could be replaced by Pepper.

Position at banks such as bankers, can be replaced by Pepper because Pepper can do that job in seconds while a banker may take several minutes.

5.       Why do some people say that AIs like Pepper will create better jobs for humans?

a.   Provide an example where Pepper may actually create more human jobs at HSBC.

Pepper introduces computer engineers or robotics engineer to fix or update the robot.

b.   Provide an example where Pepper may make jobs at HSBC more rewarding for humans.

Pepper makes jobs more rewarding because it does all the boring stuff the employees complain about.

6.       Who do you believe, the people who say AIs will take away jobs or the people that say AIs will create better jobs? Justify your answer with specific examples.

I think that AI’s are taking people’s job because an AI can do a much better and quicker job then a human can. In one video, a machine separates red apples and green apples very quickly. If humans were doing the same job they would take 5-10 minutes to separate while a robot can do it in several seconds.