**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?
   1. Who does Pepper work for?
   2. What can Pepper do?

A technology based banking robot, who works for HSBC, they are the first bank to introduce this robot, this robot answers and replies to questions that customers have

1. How is Pepper expected to help HSBC?
   1. List some general expectations.
   2. Provide a specific example.

Pepper will help HSBC employees, as Pepper will be infront, helping and talking to customers. The robot can book appointments with bankers, offer information about products and services, and give weather forecast.

1. How is Pepper and example of Artificial Intelligence? (Google Artificial Intelligence for a   
   definition of AI.)

Because it’s a technology based robot and the information given is given by a machine

1. Why are some people concerned that AIs like Pepper will take away jobs from humans?
   1. List some general concerns.
   2. Provide a specific example of a human job at HSBC that could be replaced by Pepper.

Pepper is a technology based machine doing human work. And at HSBC the bank employees job is taken over by Pepper and they might be laid off

1. Why do some people say that AIs like Pepper will create better jobs for humans?
   1. Provide an example where Pepper may actually create more human jobs at HSBC.
   2. Provide an example where Pepper may make jobs at HSBC more rewarding for humans.

At HSBC the bank employees will have a time to relax, like employees working at the reception. The robotic technology and artificial intelligence will be controlled by a human, so jobs in that industry jobs might increase

1. 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.

The employees will probably think that there jobs will be taken, and the manager/ bosses of the companies might be excited for this new invention