

CREDIT CONTROLLER

By Lee Winther

Scene 1. Brian James' Flat. Morning.
08.00am

Fade up to: The sound of passing cars
and a telephone ringing. Brian wakes up.

Miles: Hello Mister James, my name is Miles. I'm calling from Ronson Credit Consultants.

Brian: (Sleepy) Oh yes. What do you want?

Miles: My call today sir is actually in relation to an outstanding balance you have with Blockbusters of 68 pounds and 66 pence. Have you got a credit or debit card to clear that balance today in full?

Brian: I've got a funny story about a credit card. Do you want to hear it?

Miles: Ah sir, the purpose of my call is to clear this outstanding balance in full today.

Brian: Well can you do me a favour? You tell Blockbusters that I gave them back those... 'Eden Lake' and umm ahh...Have you seen it?

Brian begins his daily routine. Kettle is being boiled and bread shoved in the toaster. Cupboards are being banged in his kitchen.

Miles: I can't say I have Mr.James. Have you got a....

Brian: (Enthusiastic) Let me tell you about it. Group of youths chase a young couple. I tell you, the people that write these sorts of films must have a screw loose in the head. What types of people are allowed to produce this sort of rubbish? I won't tell you the ending but it's tragic.

Miles: Sir, we are going off the point of this call. I've got a long list of people I...

Brian: I also rented 'In Bruges'. Now that's a brilliant film. Have you seen it?

Miles: Sir, just bear with me for one moment while I put you on hold

Brian: No don't put me on hold. You've just woken me up Miles, so stay and talk. You called me right, and you're going to deal with this now. None of this [mockingly] 'putting you on hold' sir!

Miles: Mr James, this problem is not gonna go away until this balance is paid in full. Its sixty-eight pounds...

Brian: Yes and 66 pence, I know. Listen I'm busy making breakfast so I suggest you call back at some other... I bet you wouldn't like a phonecall at 8 o'clock in the morning.

Miles: (Frustrated) Okay, if you're not going to co-operate on the phone I'll have to send someone to your property to speak to you in person. So, what will it be?

The toast pops out of the toaster. Brian turns on his new digital radio and tunes into BBC 6 Music.

Brian: Ah Yes! Shaun Keaveny. Okay, come on, talk to me Miles.

Miles: I've been looking at the outstanding balance and to get it cleared we will need 4 weekly payments of fifteen pounds and then the last balance, eight pounds and sixty-six pence can be cleared the final week. I'm going to set you up on a payment plan. You need to stick to this to ensure no further action will be taken against you.

Brian: Fine, I'll send you a cheque.

Miles: Okay that's great. The first payment will need to be with us by next Friday so that leaves you 6 days.

Brian: [Angrily] Yes, yes, yes, I know what day it is, thankyou very much!

Miles: The cheque is made payable to 'Ronson Credit Consultants' and the address is '38 Leven Avenue, Bagshot, Surrey, GU19 5LL'

Telephone call ended. A discreet beep. Fade up to a chair being pulled out from under the table. Brian laughing.

Brian v/o: Cheeky young man. I don't owe that money and I know it. They're not getting a penny outta my pocket.

Scene 2 . Bus journey to work. Morning.
08.37am

Fade up to sound of traffic and busy
commuters speaking.

Brian v/o: What a morning. I haven't even started work yet and
I'm in a bad mood.

The bus stops and an elderly man climbs
on and the rustle of his shopping bags
fills the bus.

Brian's mobile phone rings

Brian v/o: Oh what does he want? I'll leave it to
voicemail

Voicemail message saying 'Hi it's Dad,
how you doing? Where you been hiding?
Give me a call when you can. Bye.'

Beep for call being stopped

Brian v/o: What? After a year of no contact he leaves me that...

Bus stops and the doors swing open. Brian
starts to breathe quite heavily in a
state of panic.

Scene 3. Brian's work. Call center.
09.18am

Fade up to the sound of people talking on
the phone (Sounds distant)

Brian: Good morning, could I please speak with George Parker?

George: Yes, speaking.

Brian: Fantastic, my name's Brian. I'm calling from cap quest with regards to an outstanding balance you have with 'we insure you' of 385 pounds and 14 pence. Are you in a position to clear that balance in full today Sir?

George: I wasn't expecting your call at all. This balance has been cleared already. Now this really annoys me. Am I going to have a credit rating now?

Brian: Funny that. The person you least expect to hear on the end of your phone line gives you a ring

George: Will I have a bad credit rating now!? I know for sure this has been paid. My secretary did it just last week.

Brian: I mean my father called me this morning. Haven't spoken to the guy in, ah, a year or so. So you can imagine...Sorry, excuse me, well it says here you have had this balance outstanding since August and we have tried contacting you.

George: Can I please speak to someone else? Look all you have to note down is that this balance has been paid. Put that on your system. I'll have to send you a receipt

Brian: Okay, I'll make a note of it on the system. I'll get a letter out to you with our contact details on it. And you can fax a copy of it over. We'll need to see it.

George: Thanks.

Brian: Bye now!

Telephone being dropped back on the hook

Brian v/o: Ah how rude. 1 down, 220 to go. I can't stand it. I need to get out.

We hear a dialing tone but the call goes to an answer phone message.

Brian: Hi, my name is Brian, calling from cap quest. This is an important message for Mrs Jennifer Bray in regards to an outstanding balance you have with Screwfix. If you could give me a call back as soon as possible on 01276 475258 to discuss this matter. Thankyou.

Brian v/o: Fine, set a call back for 3 o'clock. I'll speak to Jennifer!

