

# CASE STUDY

## SAVVY ABOUT SCAMS

Mandy met Paulette online a few months ago at an online mindfulness workshop. Mandy discovered at the workshop that Paulette has family in the same part of the world as where Mandy's family comes from, so when Paulette got in touch on Facebook messenger after the workshop a few months later she did remember her and was very happy to message back. They message during the day, share encouragement with each other, and sometimes chat after church on a Sunday, on Skype. Paulette always has her camera off when they chat because her phone signal at home is really bad and she can't afford Wi-Fi anymore. She did tell Mandy at one point that she can get depressed about how she looks on camera. Mandy thought Paulette looked fine when they met on the workshop but knows that these feelings aren't always rational. Paulette often tells Mandy that their conversations really keep her going and that Mandy is 'an angel in disguise'.

A week ago, Mandy heard on the news that there had been a flood in the region where their families live, and Paulette messaged her to say that Paulette's mother had been caught in the flood and was now homeless. Mandy couldn't get hold of her for a few days after that but yesterday she received lots of messages from Paulette, saying that she wants to fly back home to help her mother, but flights were very expensive. Paulette seems really upset in the messages, but Mandy still can't get hold of her to speak to her in person.

Paulette hasn't asked for anything, but Mandy can't stop worrying about all the people caught up in the flood and wants to send Paulette some money, for the flight or just to help with her mum.

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