00:00:00 Interviewer

When I have it all transcribed, so it'll come up with a partial computer-generated transcript, but I don't think it likes the Irish accents very much, so there's a few hours manual work to do after that. But once I have that done, which will probably be at the weekend, I'll email you a copy of that so that you have a record, and if there's anything you want to change then you have the opportunity to do that.

00:00:28 Participant

Yes, thank you, that’s fine.

00:00:36 Interviewer

I've been pretty busy now the last few weeks, but I'm learning such a lot and it's really, really great, so they're taking between 45 minutes and an hour depending on how much somebody wants to say, but I wouldn't let it go over that.

00:00:52 Participant

Yes, that's fine, I’m ok with that.

00:00:53 Interviewer

Fantastic, so it's a bit more like a conversation <SARAH> than anything else.

00:01:00 Interviewer

You've answered questions in my survey and thank you so much for doing that. I didn't have anybody from Longford yet. I'm trying to get every county represented because it's an all-Ireland approach, but we'll just see.

00:01:19 Interviewer

So you've seen the details of the study and what that's about on the web page when you clicked through to the survey.

00:01:28 Interviewer

Now what I have to do is to go through some consent statements, <SARAH>, they're similar to what you saw on the survey but relate to the interview.

So if it's OK with you, I'll just read out six or seven of them and then if you have any questions you can ask me at the end or stop me as we go through and then I’ll ask for your consent. So this is all for ethics and to make sure that I'm conducting research ethically.

00:01:47 Participant

OK.

00:01:59 Interviewer

OK, brilliant, so number one. I confirm that I understand the information about the study that has been explained to me. I have had the opportunity to consider the information, ask questions and have had these answered satisfactorily.

00:02:14 Interviewer

Number two, I understand that my participation is voluntary and that I am free to withdraw my participation within two weeks of the date of the interview without giving any reason, and my data will be removed.

Number three, I understand that any information given by me may be used in future reports academic articles, publications, or presentations by the researcher, but my personal information will not be included and all reasonable steps will be taken to protect my anonymity when I am involved in this project, anonymized data will be offered to Lancaster University Archives and will be made available to genuine research for reuse.

Number four, I understand that my name will not appear in any reports, articles, or presentations without my consent.

Number five, I understand that interviews will be audio recorded and transcribed and that data will be protected on encrypted devices and kept secure.

 Number six, I understand that data will be kept according to university guidelines for a minimum of 10 years after the end of the study. And finally, I agree to take part in this study. So how does that all sound <SARAH>?

00:03:26 Participant

Yes, that sounds fine. I agree to that.

00:03:44 Interviewer

OK, so the first set of questions that I have here are just to confirm the information that you provided about yourself in the survey. Sometimes, and I do it myself, I might click the wrong button a little bit too quickly or something like that, so I'll just go through what you shared with me and if anything has changed then we can make those amendments <SARAH>.

OK, so you said that your age range is 65 to 74.

00:04:12

That's correct.

00:04:18 Interviewer

Your gender is female.

Your county is Longford.

00:04:20 Participant

That's right.

00:04:21 Interviewer

You live in a rural area.

Participant

That’s correct.

Interviewer

You live with one other person.

Participant

Yes

00:04:28 Interviewer

And your highest level of formal education is upper secondary.

So is that all correct Marion?

00:04:43 Participant

That's all correct, yes.

00:04:44 Interviewer

OK, that's great. It is important because sometimes with all these selections we can just hit the wrong one.

00:05:05 Interviewer

I just want to explore with you a little bit more, but I do have some general themes and that I want your perspective on so you can tell me as much or as little as you're as you're interested in, but one of those themes <SARAH> is to do with lifelong learning, and I've certainly found, is that it's important to explain what we mean by lifelong learning. But when I look at the policy documentation from the Irish Government from the EU, it all seems to be lifelong learning for the jobs market or for the labour market and that, to me, seems very much at odds with what the word lifelong is about.

So I like to start off with asking you what does lifelong learning mean to you?

00:05:59 Participant

I'd be an avid reader and a member of my local library and you start in one direction, but it doesn't mean that you stay in that direction for the rest of your life. You'll go on and maybe something you see a course advertised and you say to yourself “well, maybe I might like that” and you know it's something completely different from what you had studied for something and that kind of thing. That's what lifelong learning to me, that you're always interested, you just don't lose interest, that you're always interested in doing something new.

00:06:43 Interviewer

I'm totally with you there <SARAH> and you said that you take some, you know extra outside courses, night classes and that kind of thing. What kind of things do you do? Because it sounds like you're interested in all sorts.

00:07:02 Participant

Naturally, with the pandemic I've been doing nothing but before that I was involved in the women's group and we learned, we used to get tutors in to do different things with us and you know, really enjoyable things. It was a good group of women. There was at least 15 to 20 women and we'd all come up with ideas about doing different things, or some things we'd like to learn and get somebody qualified in. And you know, we contribute and the lady that led us, she had lots of contacts and we’d usually get a little bit of funding, maybe towards it or we pay ourselves and that kind of thing.

00:07:52 Participant

And then we used to run some coffee mornings for Alzheimer's, open cafe, that kind of thing and that's what I was involved in.

Then I was on the Pastoral Council and I am at present with the Church and that kind of thing. I volunteered there when it was suggested to me so that kind of thing.

00:08:19 Interviewer

Brilliant, I think that's great. I'm just having a look here now so there's the types of learning exchanges. I mean, formal learning is school and university and that kind of thing.

00:08:30 Participant

That's right, yes.

Interviewer

But then what you're describing then is great because it covers non-formal, which is organised learning through the women’s group and so on, and then informal learning that you would learn from, you know, maybe volunteers, as you say, at the coffee mornings and things like that.

00:08:50 Interviewer

So you've covered a multitude in the last couple of minutes there for me, <SARAH>.

 It's absolutely fantastic, so I'm going to come back to the to the women's group in a little bit, but for now I just want to just stick a little bit with your experience of technology, so what you use, what you use it for, how you started using any technology, that kind of thing.

00:09:30 Participant

I did my Leaving cert. back at that stage in my life. You either went nursing, teaching, but you know there wasn't a lot of openings for girls and I did a secretarial course then and that was using the old manual typewriter. And I was going to go into an office environment, which I did. Then for those years I got a job and I stayed for whatever years till I got married and had my first child. Back in those times there were no creches so I stayed at home to rear my children. I did bits of part-time work in shops and that kind of thing, and then when my youngest was (older) I was getting a bit more independent, I enrolled for a computer course. I wanted to learn how to use computer. And that was in a local class.

00:10:38 Interviewer

And when was that about roughly?

00:10:40 Participant

That would have been about, I'm just trying to think, roughly around 20 years ago.

00:10:56 Interviewer

OK. And that's what I would have said because probably mid to late 90s is probably when you know computers started coming in, so you were there at the beginning pretty much <SARAH>, it sounds like?

00:11:07 Participant

Well, you know, it was probably a while up and running before I started. I just knew that that was the way you had to go if you wanted to (learn).

00:11:19 Participant

We all wanted to learn new, well, I wanted to learn how to use a computer and not be afraid of it and not that if I put my hand on it I was going to break it.

00:11:27 Interviewer

That’s interesting. And of course, the typing skills that you had made the keyboard familiarisation very easy?

00:11:35 Participant

Yes, I always had good typing skills. I really had good typing skills and so that's what made me all the more anxious to get back into it.

00:11:44 Interviewer

OK, brilliant, so that was the start. So, what about in the intervening 20 years? What do you? What do you typically use your computer, your device or whatever for?

00:11:56 Participant

In the last 20 years?

00:11:57 Interviewer

Yes.

00:11:58 Participant

Well, naturally I got a big old Dell computer when I could afford one, I bought one.

And at the time we didn't have, you know, we had very slow Internet and it was laborious trying to do anything. Around my daughter travelling, being able to email and that kind of thing, and that was the first thing then. That was there for a long time and then I think the next step was I bought a laptop.

00:12:38 Interviewer

OK.

00:12:39 Participant

And the other (Dell) had become obsolete and the laptop I found fantastic, absolutely fantastic, and all you could do on it, it was so small, compared to this big lump of a thing I had sitting upstairs on a table.

00:13:08 Interviewer

And how different was that <SARAH>? I mean, you know, the operating system, was it all quite similar to the big machine you had?

00:13:16 Participant

Yes. Well I suppose it was, you know, when you have your screen sitting in front of you instead of this big thing and the big memory box that you had, you know your hard drive. Then to have all this, aah, it was super, super.

00:13:36 Interviewer

That's brilliant. And anything else since then, have you moved onto?

00:13:43 Participant

Well, then I went back to the vocational school in Ballymahon. I can't remember the name of the course I did for a year. I enrolled and I got a grant to go back to education for the year. I learned a lot in that year and I passed all the exams.

I just wanted to update myself more on things. You're learning at home yourself, but it was great going in and having a tutor in front of you. And there were people my age there too. Maybe some younger, maybe a couple a bit older, but it was absolutely brilliant. It was a great year and I learned an awful lot there.

00:14:27 Interviewer

 You referenced that in in your survey as well. About keeping knowledge and skills updated because I think that can be quite a challenge.

00:14:40 Participant

Well, I think it's just it. It is a challenge. I find it a bit of a challenge at my age, now, you know. The brain doesn't take in things as quickly as easily as when you're younger. I do find that, you know.

00:14:54 Interviewer

I think so, and I think it's even for example, that you're trying to get the same kind of phone, but the buttons are different. Or they reverse things around and I find this quite challenging to get used to. I mean, I'm very happy with my 5 year old iPhone and I'll keep with it for as long as it stays going.

00:15:13 Participant

Keep with it and I find the very same. When they update those things you're a bit lost for a while. I like to stay with what I know. In fact, at this stage in my life.

00:15:26 Interviewer

I know and on that. So when something is operating, you know differently or you feel you need you some help. Who would you go to to get that help in the first instance? If it's nothing that you can sort out yourself, <SARAH>?

00:15:44 Participant

Well at the moment, I have a son who's working from home here. My younger son and he's 27 and he has to work from home. So if there was any problem I’d have, I would go to him and he’d solve it for me in seconds and he is my go to person. But I wouldn't hesitate to ask somebody. I wouldn't be feel embarrassed about asking somebody something. I feel if I don't ask I'll never know. There's no harm in asking.

00:16:17 Interviewer

Very true. And on that one as well and I'll tell you why I'm asking you this. So last autumn I was doing a study on young people, so I wanted to know about during the lockdown last year whether they helped any older family members with their technologies because they couldn't visit them. You know it was during that time and it was really quite interesting. I'll tell you in a minute, but I'll let you tell me first what you think about this one.

So, say for example with your son, if he shows you something does he show you how to fix it next time because some people are not interested and just want the problem fixed. So, how does that work with you and your son?

00:17:09 Participant

No, I’d rather, because you're going to meet that again, so I want to learn how to do it. I don't want to go back to (him) with the same problem again. You don't learn anything by that you know.

00:17:26 Interviewer

No. And he follows that as well, <SARAH> does he?

00:17:31 Participant

He does, he says “mam, watch here now, watch what I'm doing” and I do, but he would check on me to make sure I was watching what he was doing. So I find that good.

00:17:42 Interviewer

The sample that I had (in my study) were mostly 18 to 25 year-olds so they were a little bit younger than your son. But what they said to me, and I will share this with you, was that the young people learned patience so patience was a big thing <laughs>.

Some grandparents said to them “oh, but we don't want to know how to do it ourselves because you're there for us, you’ll do it for us”, you know.

00:18:29 Participant

No, that's no good. No, I don't think that way at all. I have to say he is a patient guy, but then again he has B&B and all that goes with it for nothing at the moment, so he can't be any other way <laughs>.

00:18:49 Interviewer

OK so. That theme I think we've covered off mostly so you've told me all about your usage, and if you remember there were a number of statements in the survey.

One set was to self-assess digital skills and confidence so you come across as being very skilled and confident.

00:19:22 Participant

I wonder about that, yeah?

00:19:23 Interviewer

No, honestly, I could tell that you thought about the options before you selected one, and then there's a couple in there that we, throw in at the opposite end of the scale, just in case you're going tick, tick, tick, tick. But that was all great and the other thing then was the set of general statements to indicate quality of life generally and your responses show that you have a very positive outlook on life, so that’s absolutely great.

00:19:57 Interviewer

So perfect, so the next thing then that I wanted to go back to, and you had started chatting about it already, was to the women’s group and the other community groups that you've been involved with. So <SARAH>, it must have been a big change for you when you couldn't meet during last year's lockdown and so on. And I was wondering would you like to tell me a little bit about what that was like for you. Did technology play any role? Were you able to stay in touch in any way or how was that for you?

00:20:31 Participant

I'm lucky enough to have my family all here in Ireland. So I didn't have to do the Zoom calls and all that kind of thing.

I have a grandson living very near me and he was in first class and a sibling was ill in hospital and his mam had to stay with her. So, I was helping out and I was helping him do his homework. It (the homework) was coming in on the phone like and it was his dad’s phone and we struggled a bit with that at times you know.

But it was, the teacher was finding it hard as well.

That's mostly what we used during lockdown, during that spell, doing the homework and then taking pictures and uploading it and getting it back to the teacher. Now that was something I had never done before and it took us a little while to get used to it.

But that's kind of where we're during lockdown, I would have used technology helping Luke do his homework.

00:21:46 Interviewer

That's really interesting <SARAH>. So obviously you both were learning from doing his homework it sounds like?

00:21:54 Participant

We were both learning and you know it was amazing. I really did learn a lot particularly from last January, when they didn't go back. All that spell along there and every day I did his homework with him. It came in and we had to get it back and that was something I hadn’t done before so that was something I did learn during lockdown.

00:22:20 Interviewer

Well, that's great because I know people and they really struggled with all that.

00:22:28 Participant

But I struggled with it in the beginning and I learned.

00:22:29 Interviewer

And what age is Luke, can I ask, <SARAH>?

00:22:33 Participant

Luke is 8.

00:22:34 Interviewer

OK, well that must have been a very special time for him as well.

00:22:39 Participant

Well, it was. We set a time aside every morning and that was it. And that went on for, well, we got nearly a couple of hours out of it, each day.

00:22:49 Interviewer

Yeah, so it was more than just the homework, it was actually the home schooling that you were doing with him?

00:22:54 Participant

It was kind of home schooling I was doing with him because his mom wasn't available and his dad... then he has a younger sister who's three and one of the twins was ill who's just two. So we used to kind of find that time on our own to try and get away from the rest. So that's what we were at.

00:23:15 Interviewer

Isn't that lovely, and so I suppose my next question just on that theme. When the schools opened and Luke went back to school, were there any other things that you would do together like that afterwards?

00:23:33 Participant

Well, we would go off walking. Actually I'm still working even though I have passed the (retirement) age but I am a part-time school secretary so my grandson goes to the school where I am. So, we wave at each other every day and, you know, I have a keen interest in watching him and he you know he's a smart little boy and that kind of thing.

So you know, every day, even now, we go off walking, we have nice walks around where I live, in the forest and along the canal.

He's a keen reader and I'm forever bringing them to library and getting books, that kind of thing.

00:24:16 Interviewer

You mentioned at the outset, you talked about the library.

And I'm a big fan of the public library, and they do so much more than just lend books these days.

00:24:27 Participant

Yeah, I'm a big fan.

Yeah, there's so much more going on there now than when I initially, as a schoolchild went to the library.

00:24:40 Interviewer

Well I use and I really enjoy all the magazines and the books I can get on my iPad from them and the classes. The universal classes that they have are quite amazing. Do you do any of that kind of stuff <SARAH>?

00:25:01 Participant

No, I haven't done anything like that Sandra, no.

00:25:03 Interviewer

OK, because you did mention in your survey, let me have a quick look.

You said that you weren't confident of your skills to use technology for learning online or anything like that.

00:25:21 Participant

No, I have never learned, I've never done anything online Sandra, of courses or that, no, I haven't ventured there at all.

00:25:30 Interviewer

OK, any particular reason or just generally?

00:25:34 Participant

No particular reason. It’s just I suppose I'm happy with what I have at the moment.

00:25:44 Interviewer

I think that's fair. There was one lady I was talking to last week and she's just about to retire, but she doesn't do anything like that either. She lives on her own and she says she just wants to get out of the house and that's why she goes out to classes.

00:26:01 Participant

Well, I suppose that's just it, for company and meeting up with somebody but I just haven't done anything like that. Sandra, I just, you know, never bothered.

00:26:13 Interviewer

That's absolutely great. And what about? Just tell me a little bit about the about the women’s group. So, did all of that stop during the lockdown?

00:26:23 Participant

Yes, that all stopped.

We used to meet, at least we would try to meet every two weeks, to have something organised for every two weeks, so sometimes it might be only once a month.

Yes, I loved that Sandra and I have a couple of friends around here and there was at least four of us that travelled together and we really have missed it big time.

00:27:03 Interviewer

I'm involved in the local tidy towns group and they love meeting for the socialising and the cleaning, the sweeping, the planting and all that kind of stuff. And of course, all of that stopped. But none of them apart from the Chair were interested so you couldn't even have a meeting on Zoom. It just wasn't possible and that was fair enough.

00:27:31 Participant

It just wasn't possible, exactly. Well, we understood that you just couldn't do it.

00:27:43 Interviewer

A little earlier I was filling in an EU survey all about the next digital decade and you know they had no options at all about choice. In my opinion, I think digital is important and it's good. So digital first is an OK approach, but not digital only.

00:28:06 Participant

Yes, not digital only. I agree, yes. Because we need that human interaction.

00:28:13 Interviewer

We do, absolutely.

00:28:15 Participant

We really do It's only during the lockdown that we've realised how important it is.

00:28:21 Interviewer

Yes, it is and I think as well in many ways we have to be careful because you know some of the things that are happening. So especially in rural areas like here, the bank branches closing down, taking away their counter service, the human touch is missing more and more.

00:28:40 Participant

I agree.

00:28:41 Interviewer

And people I’m talking to are really feeling that it's not going to get any better because these are commercial organisations and they want to make money.

00:28:51 Participant

Exactly. That is true, you know. When do we interact with anyone at the bank now? Very, very seldom bar when we want to buy sterling or something. Seldom we interact with anybody there.

00:29:09 Interviewer

It's very sad and that's the kind of thing that I want to capture to, hopefully you know, suggest changes to policies and so on because it's not right.

00:29:26 Participant

Yeah, that's true and I know a couple of people who are the pension age. And I was saying “you can get it paid into your bank account” and they said “no, we’d rather go into the post office, we always meet somebody there.”

00:29:46 Interviewer

Yes, that's exactly it - the social aspect and the social inclusion?

00:29:50 Participant

It's the social aspect of a Friday morning or whatever it is. Yes, definitely Sandra, 100%.

00:30:00 Interviewer

One other question I'm just thinking about because you did mention your husband and I've spoken to a couple of people where they're the techie person in the household and their husband or their wife just has no interest in technology and I was just wondering what's it like in your household, <SARAH>?

00:30:19 Participant

Well, actually you know, for my birthday last year my husband bought me an iPad. Now my son suggested it to him. Well, I have to say, the iPad sits here on the table and in the beginning he used to say “will you get me into such a thing and such a thing?” So I showed him a few times. Well now I can come in and out, maybe at night, and here I see him reading the paper and all that on the iPad.

00:30:51 Interviewer

Well, there you go. That is just brilliant even if it is your iPad <laughs>

00:30:53 Participant

Well, it's just amazing. I think he's gets more pleasure out of that iPad. There's only this small thing, but it's here on the kitchen table all the time and he just takes it up and there is most nights going through different things on it and I’d be delighted to see it happening.

00:31:11 Interviewer

I'm so glad.

00:31:12 Participant

He is 70 and it's only within the last year he is really enjoying it and started using it here so it’s great.

00:31:21 Interviewer

Isn't that absolutely brilliant and I'm glad I asked that because I'll just tell you the story about my cousin and her husband, so they did the pilots of these interviews for me. So again, like that, similarly in her house. You know my cousin is the Warm Expert (that’s a technical term we use for a non-professional in the household), exactly what you are as well <SARAH>. Her husband had no interest until she got a new iPad and gave him the old iPad. Now it's very slow and everything but he uses it at the moment he uses it to read the Irish Examiner, the RIP.ie website every morning to see who's died.

When they wanted to change their car a few years ago, she showed him how to use the Carzone app and website.

So very functional, but he's happy once he has the newspaper. And again, because they live a couple of miles out of town he would have to go into town to get the paper. And now he doesn't, and he's he manages fine, you know?

00:32:42 Participant

It's absolutely brilliant. The very same here. I can say the very same story in this house, you know. I often see him here at night and “oh I was browsing away through it.” So, it's brilliant for him, absolutely brilliant.

00:33:01 Interviewer

Oh my goodness, that's great. And I thought you mentioned his age, what age did you say he was <SARAH>?

00:33:06 Participant

He was 70 this year.

00:33:09 Participant

Yeah, but he's working away and still likes to keep active.

00:33:15 Interviewer

Fantastic. So, the last couple of questions that I want to talk to you about generally, so where I'm going with this is just to trying to understand technology and what role it has to play in terms of our quality of life. That's where those statements came in. But overall, <SARAH>, do you think technology has had a positive or a negative impact overall on your quality of life?

00:33:48 Participant

I think it has a positive effect on my quality of life, you know the technology. I learned how to use a computer. Before this, when I went back to work, I was working at night time in An Post, in the sorting office and it was, you know, heavy work and night-time work and I was determined I was going to get away from it. So, I left and did the course and then I got a job and I actually got two jobs. I got working in a Fás office which I used to do two days a week and the part-time job I did for the other three days a week in the school. And I learned to do the accounts. we learned how to do the accounts when I did the course so I was able to do, wages and all that kind of thing so it certainly has had a positive effect on my life.

00:34:49 Interviewer

Yes, absolutely.

00:34:55 Interviewer

And I think you've picked up on it anyway, because you know, we can think of quality of life in in different ways, but I think you know, health, happiness, well-being, I think those are all good elements.

00:35:05 Participant

Right yes.

I wouldn’t spend all of my time Sandra on it. I wouldn't be one that's now spending time that you have to keep checking and keep checking. No, not like that and I manage well with the Internet like that.

00:35:23 Interviewer

On that point <SARAH>. What're your thoughts on? Do younger people? Younger generations? Are they using it too much for unhealthy purposes? What are your thoughts on that? I'm just curious.

00:35:42 Participant

Yes, I think the younger people are, you know. As I say that 8-year old could show me things, you know his understanding of the whole thing is way beyond me, you know, he can do things, you know, naturally, it's the world, they have to be able to use it, but constant use with phones, I don’t know.

00:36:13 Interviewer

Yeah, I think time will tell you know.

00:36:16 Participant

I think time will tell, I think time will tell exactly.

00:36:17 Interviewer

Yeah, I think so too. So <SARAH>, can you think of any? Are there any negative impacts? And I I usually try to think of these in relation to say a bad shopping online experience? Or maybe an attempts at being scammed? Although having said that, I think it's regular phones that a lot of those come through. Anything that you'd say has been a negative experience or a negative impact to your quality of life. Anything like that?

00:36:49 Participant

I can't think of anything Sandra.

I wouldn't be one of those. I buy the odd thing online and I wouldn't be a big shopper. I still like to go into retail and feel something and feel the quality of it. I'm not a great one for buying, maybe something if I saw a bargain or something like that, but I wouldn't be a regular shopper online or anything like that.

And my answer is, our chances of getting scammed are slim enough.

We get so many warnings now too Sandra. You see something coming in there or he's saying and when we have the security on the laptop or the iPad. So, things have improved a lot in the security online and that.

00:37:58 Interviewer

Yes, definitely. And I think, you know, once we're keeping keep abreast and keeping aware, not ignoring any of those messages.

00:38:04 Participant

Keeping aware and being alert at all times, yes, exactly.

00:38:07 Interviewer

I'm just quickly going through my sheet here, but I think we're pretty much gone through everything that I wanted to cover, <SARAH>, which is great.

00:38:19 Participant

OK Sandra, that's great.

00:38:21 Interviewer

Is there anything else that when you were thinking about this interview that you wanted to mention that maybe we haven't gone through yet? Or are you comfortable with what we've talked about?

00:38:30 Participant

No, I'm comfortable with what we've gone through and I can't think of anything else Sandra, I really can't.

00:38:36 Interviewer

OK, no, that's perfect, and honestly, I mean you've given every I, I keep thinking that I'll get to the stage where I won't learn anything new, but I could keep doing these interviews forever. I'm learning new something new from everybody I'm speaking to. What it all means.

00:38:50 Participant

Oh well, isn’t that great, isn’t that interesting Sandra?

00:38:53 Interviewer

It is, it is absolutely fantastic. So <SARAH>, I'm going to stop the recording now and I'm going to thank you for your time. And it's been great. Thank you. And what will happen next is I will send you a transcription of our chat that you can review in your own time. If anything needs to be changed then you can let me know. Thanks again.

00:39:04 Participant

OK. You are very welcome.