The "Finest Hour" speech is delivered by

Winston Churchill.



The Egyptian revolution of 1952 ends with the overthrow of the Muhammad Ali dynasty and the declaration of the Republic of Egypt.

A United States Air Force **C-124** crashes and burns near Tachikawa, Japan, killing 129.

A major clash between about 5,000 police and a similar number of miners takes place at Orgreave, South Yorkshire, during the 1984-85 UK miners' strike.



owers expletives on a Italian football team member.

there is little they can do. tional team this year. nore and more, the only way

nt yourself to the people as a typical tweet from Salvini. It's also tain emotions to the stadium. tive leader, rather than a yes typical soccer talk. Unsurprisingly, to talk of a determination to Salvini has been involved in a spat the Italian women's soccer team has the European Union - as with one of the rare black members nt Emmanuel Macron of of Italy's team, Mario Balotelli, who has done - or better still, to  $\,$  has accused Italian fans of failing  $\,$  1999. But one thing that has not European Union, as Prime to identify with black players. The changed is that national identity r Viktor Orban of Hungary new government is adamant it will tends to be invested in men's teams, rini in Italy are both doing. not grant citizenship to hundreds of not women's. Salvini is all testosy real energy in politics be- thousands of immigrants "merely" he energy of national asserbecause they have grown up in Itakind of energy the Italians ly. We are in for a period of painful be able to vent on the na- social conflict, at the end of which

perhaps we may remember why it "Italy's not for bowing its head," is once seemed wise to relegate cer-

The good news, perhaps, is that qualified for the Women's World Cup in 2019, for the first time since

> (Tim Parks is a Booker prize nominee novelist, writer and translator)





oday, while we celebrate fatherhood, our country is systematically ripping children from the arms of their parents. What will we allow our

02



Tfeel like if we had prop-**⊥**er border security and law enforcement until now none of this family separation talk would have to happen in the first place.



Take a minute to send a message to someone for whom today is hard. Those without dads, husbands, those who yearn to be dads

@bethanyshondark



Ts Patrice Evra seriously Lsaying Fifa would only take the goal off Pogba but wouldn't Messi or Ronaldo?? Seriously? It was an

@GregOK



Tappy #FathersDay to all. This is the first one without my dad, made especially poignant by knowing how he loved to watch every single World Cup game.

@GaryLineker

Disclaimer: (Views expressed by columnists are personal and need not necessarily reflect our editorial stances)





nation to become?

@SallyQYates



@PardesSeleh



own goal.

### Karak Break

# **Playing Ping** Pong with customers!



#### **MOHAMED ISA**

ast week, I told you about how an ATM Machine withheld my credit card and BD20 in cash deposit to remove the block placed by the bank to incentivise me to make the minimum payment of BD7! Then, I talked about the inconvenience I had to go through calling the Customer Service Centre and visiting the branch to collect my card. Let's continue with the story. Of course, more inconvenience!

When I received my credit card from the customer service staff, I asked him: "What shall I do about the missing BD20 and the block on my card?" He replied: "Unfortunately, I cannot do anything about it. Please call the Credit Call Centre to follow up on this." I continued: "Can't you make a note in your system to inform them about my case in order to avoid making more calls." He replied: "No." I thought this was so strange: "Aren't we in the Digital Age and Employee Empowerment? Maybe not in this bank."

After a few days, I called the Customer Service Call Centre again. I had to go through the dreaded ritual of pressing



Message to the Bank: We don't like Ping Pong. And if you insist, we will not last for long!

many numbers to speak to a "real" person. They informed me that I had to go to the Branch again to make an incident report about my case. I told the representative I did not want to go through the inconvenience of visiting the Branch. She told me: "Then, you can report this using the Online Banking Service." I thought: "This is much better."

I logged in to my account and clicked on "Contact Centre" and then "Send Message." This is when then system surprised me. It asked me to use my "Online Physical Security Key" in order to send the message to the Bank. This Bank has an advanced online security arrangement. Most of the online functions require me to use this Key to protect me from hackers. However, I was not carrying this Key with me. So, more inconvenience!

I called the Customer Service again. And when a "real" person spoke, I retold the story of my life. I asked her: "Why do I have to use the Security Key to be able to send a message to the Bank? I do not see any risk neither on me nor on the bank for doing this. What shall I do now to remove the block from my credit card?" She told me: "Since this is a credit card issue, it is better to contact the Card Centre." And I did. They told me: "Please contact the Service Centre." And by this, the Ping Pong continued.

Message to the Bank: We don't like Ping Pong. And if you insist, we will not last for long!

> (Mohamed Isa is an Award-Winning Speaker & Best-Selling Author. Reach him at: mohamed@3dspeaking.com.)

# oblems from outer space

## bal space sector was estimated to be worth \$330 billion

From 18 to 21 June, the

world will gather in Vienna

for UNISPACE+50, the

first United Nations global

space summit of the twen-

ty-first century, organised

by the United Nations Of-

fice for Outer Space Affairs

(UNOOSA).



ways in our everyday lives. It ble Development Goals. helps us navigate when we are

the world. help them monitor their crops, umbrella of the United Nations to improve their yield, and avoid ensure that space benefits everyvaluable tool for achieving sus- to come. tainable development across the globe, and so it is important that

everyone can access and enjoy

the benefits that space brings In light of this, UNISPACE+50

will be a timely opportunity for the world to both reflect on our achievements in space over the past six decades and to look to the future.

At UNISPACE+50, United Nations Member States will endorse a resolution that calls for strengthened international cooperation in the peaceful use of outer space and the global governance of outer space activities, and which encourages coordination to ensure that space science, technology and applications serve the Sustaina-

In the 21st century, space is driving and enables us to call essential to all of humankind, so our friends and families around it is important that the international community works together Satellite technology can even on the future of space activities. help track endangered species We at UNOOSA are looking forlike rhinoceroses to protect ward to welcoming the world to them from poachers, or provide UNISPACE+50 and providing such imagery and data to farmers to a valuable platform under the food shortages. Space is an in- one, everywhere, for generations

> (Simonetta Di Pippo is the **Director of United Nations Office for Outer Space Affairs)**