



Guy Reveals Netflix Reached Out To Him When They Became Concerned About His Mental Health

by @Daisy Naylor #movies and tv #netflix

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Netflix have taken a little bit of heat this week, after some considered their “year in review” campaign to be a little invasive.

After revealing some general 2017 statistics (Netflix users watched over a billion hours of content per week, for example) the streaming service dropped a few anecdotes about individual users. They called out a Canadian user who found the time to watch *Lord of the Rings: Return of the King* no less than 361 times, before pointing out that 53 people have watched their original movie *A Christmas Prince* 18 days straight.

Netflix US 



@netflix

To the 53 people who've watched A Christmas Prince every day for the past 18 days: Who hurt you?

6:52 PM - Dec 10, 2017

 8,333  113,326  442,779



This pissed some people off:

Grant Hamilton

@Gramiq



Replying to @netflix

To the @netflix employee who recently watched 1984: It's not an instruction manual twitter.com/netflix/status...

3:37 PM - Dec 11, 2017 · Brandon, Manitoba

 19  176  897



Andrew Strutt

@andrew_strutt



Replying to @netflix

That's pretty creepy @netflix. Is it in your Terms of Service and Acceptable Use Policy that you will collect and analyze viewing habits so that you can mock people via social media? Asking for a friend. #fb

2:31 PM - Dec 11, 2017

 43  55  579



While we kind of took it to be harmless fun (it's not like they're actually naming and shaming people), one guy rushed to Netflix's defence to point out that their monitoring viewers' habits can be beneficial.

Writing on [Reddit](#), he explained that during an episode of depression he found himself unable to do much more than sit in front of Netflix. After he had spent a week watching pretty much 24/7, he received an email from a Netflix customer support worker. They had noticed that his viewing activity had significantly changed, and wanted to check that he was okay.



As he explained, it meant a lot to him that they reached out, and that *" someone, even a stranger working at a customer support agency, cared about my mental health."*

You can read the full story here:

"One summer I was going through an episode of depression and I wasn't working as I was on break from college and waiting until I moved back to my

college town to start again. I ended up doing nothing but watching Netflix, and after I finished The Office in something like 5 – 10 days, I don't quite remember, I received an email from Netflix asking if I was okay.

They had noticed that I had my account running non-stop for over a week and they wanted to check on me and make sure I was doing well since my viewing activities became so much more frequent than they used to be. Honestly made me feel better just knowing that someone, even a stranger working at a customer support agency, cared about my mental health.”

It's an incredible story.