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Zoom has fundamentally transformed since the start of Covid-19, evolving from a glitchy communication tool into an essential app with sophisticated technology and production quality. Holly Gibney reflects on this progress while attending a Zoom funeral for a loved one, where she chooses to keep her camera off due to her deeply private nature. After the service, she declines a call from Barbara Robinson but eventually answers, revealing her struggle to cope with the current state of the world and her personal grief.

Holly is deeply affected by the pandemic and the loss of her Uncle Henry, who surprisingly survives a Covid outbreak in his nursing home thanks to being vaccinated, unlike Holly's mother, Charlotte, who dies after refusing vaccination and attending an anti-mask rally. This loss plunges Holly into a deep mourning period, compounded by her difficult relationship with her mother. Despite the emotional turmoil, Holly cannot detach from her investigative work, as evident when she responds to a plea for help regarding a missing person, Bonnie Dahl, further illustrating Holly's commitment even in the face of personal despair.

Holly's conversation with Pete Huntley, her business partner who is also suffering from a mild case of Covid, demonstrates their dedication to their work as detectives. Despite Pete's advice to postpone taking on any new cases, Holly finds herself compelled to delve into Bonnie Dahl's disappearance after hearing the distress in her mother's messages, driven by a professional obligation and a personal resonance with the plea for help.

The chapter portrays Holly's internal conflict, caught between her grief and her instinct to help others, even as she deals with the complexities of loss and the ever-present shadow of the pandemic. Holly's decision to meet with Bonnie's mother, despite her own vulnerabilities, underscores her profound sense of duty and compassion. The narrative also touches on themes of technological dependence, the impact of the pandemic on personal and professional lives, and the human ability to persist in the face of adversity.