ticket_id	ticket_text	true_category	predicted_category	confidence	urgency	correct	correct	wrong
1	How do I locate my card?	card_arrival	card_arrival	high	low	yes	96	4
2	My entire gym bag, including my wallet, was stolen out of my locker today. Everything in my wallet is gone - how do I block the card to make it can't be used?	lost_or_stolen_card	lost_or_stolen_card	high	high	yes		
3	My credit card was declined.	declined_card_payment	declined_card_payment	high	medium	yes		
4	I did transfer, why is it pending	pending_transfer	pending_transfer	high	medium	yes		
5	I completed an in country transfer a few days ago and was sure to check the account information several times since the transaction was completed, but the funds are still not available. What is the problem?	transfer_not_received_by_recipient	transfer_not_received_by_	high	medium	yes		
6	Think someone has took money out with my card. What shall I do?	cash_withdrawal_not_recognised	cash_withdrawal_not_recc	high	high	yes		
7	What do I do if I forget my passcode? Because I did.	passcode_forgotten	passcode_forgotten	high	low	yes		
8	What can I use to verify my identify?	verify_my_identity	verify_my_identity	high	low	yes		
9	Hello- It is urgent I get a refund on this product. The merchant has not been helpful, what can I do now to get this resolved ASAP?	request_refund	request_refund	high	low	yes		
10	I got double charged for a payment so how do I fix that?	transaction_charged_twice	transaction_charged_twice	high	high	yes		
11	I still have not received my new card, I ordered over a week ago.	card_arrival	card_arrival	high	low	yes		
12	I can't find my card and think it may have been stolen.	lost_or_stolen_card	lost_or_stolen_card	high	high	yes		
13	The new card that was just sent to me was declined multiple times yesterday when I tried to use it at a restaurant to pay for my dinner. I am really disappointed and embarrassed that my card was denied when I tried to use it to pay for my friend's birthday dinner.	declined_card_payment	declined_card_payment	high	medium	yes		
14	How long for money transfer to show?	pending_transfer	pending_transfer	high	medium	yes		
15	My money transfer has not arrived.	transfer_not_received_by_recipient	transfer_not_received_by_	high	medium	yes		
16	There is a withdrawal that isn't mind in the app.	cash_withdrawal_not_recognised	cash_withdrawal_not_recc	high	high	yes		
17	I can't find my password	passcode_forgotten	passcode_forgotten	high	low	yes		
18	What do you need to verify my identity?	verify_my_identity	verify_my_identity	high	low	yes		
19	Can I receive a refund for my item?	request_refund	request_refund	high	low	yes		
20	I've just come back from an eating holiday in the USA and Canada and have SO many pending and duplicated transactions on my account. I think there is something wrong, can you look in to it please?	transaction_charged_twice	transaction_charged_twice	high	high	yes		
21	I ordered a card but it has not arrived. Help please!	card_arrival	card_arrival	high	low	yes		
22	Someone stole my card. I need to report it stolen. I made a police report already, but how do I report it with you?	lost_or_stolen_card	lost_or_stolen_card	high	high	yes		
23	Why was my card payment declined?	declined_card_payment	declined_card_payment	high	medium	yes		
24	Why is my transfer not done yet?	pending_transfer	pending_transfer	high	medium	yes		
25	I am still waiting for a transaction to be completed	transfer_not_received_by_recipient	pending_transfer	high	medium	no		
26	I just lost my wallet and I see that they are already withdrawing money from my account. How can I stop this?	cash_withdrawal_not_recognised	lost_or_stolen_card	high	high	no		
27	How do I retrieve my passcode?	passcode_forgotten	passcode_forgotten	high	low	yes		
28	I need to verify my identity, but how do I do that?	verify_my_identity	verify_my_identity	high	low	yes		
29	Get an item refund	request_refund	request_refund	high	low	yes		
30	Why am I being charged twice fro a restaurant?	transaction_charged_twice	transaction_charged_twice	high	high	yes		
31	Is there a way to know when my card will arrive?	card_arrival	card_arrival	high	low	yes		
32	I cant find my card, it's gone.	lost_or_stolen_card	lost_or_stolen_card	high	high	yes		
33	I was trying to purchase something at the store today and my card has been declined. Why has this happened?	declined_card_payment	declined_card_payment	high	medium	yes		
34	I have a pending transfer	pending_transfer	pending_transfer	high	medium	yes		
35	I made a money transaction but the recipient can't see it	transfer_not_received_by_recipient	transfer_not_received_by_	high	medium	yes		
36	I didn't get cash from an ATM, but the app says I did	cash_withdrawal_not_recognised	cash_withdrawal_not_recc	high	high	yes		
37	My passcode doesn't seem to be working	passcode_forgotten	passcode_forgotten	high	low	yes		
38	How can I verify my indentity?	verify_my_identity	verify_my_identity	high	low	yes		
39	Would I be able to get a refund for something I bought?	request_refund	request_refund	high	low	yes		
40	I would like to know why I was charged twice for my purchase.	transaction_charged_twice	transaction_charged_twice	high	high	yes		
41	My card has not arrived yet.	card_arrival	card_arrival	high	low	yes		
42	My card is lost! What can I do?	lost_or_stolen_card	lost_or_stolen_card	high	high	yes		
43	My payment has been declined, I thought this issue was fixed!	declined_card_payment	declined_card_payment	high	medium	yes		
44	I am waiting for a pending money transfer to process.	pending_transfer	pending_transfer	high	medium	yes		
45	I tried to send someone money but they haven't received it.	transfer_not_received_by_recipient	transfer_not_received_by_	high	medium	yes		

46	My app shows some cash I didn't get.	cash_withdrawal_not_recognised	cash_withdrawal_not_recc	high	high	yes		
47	I lost my password	passcode_forgotten	passcode_forgotten	high	low	yes		
48	What is needed to prove my identity?	verify_my_identity	verify_my_identity	high	low	yes		
49	I need to do a refund	request_refund	request_refund	high	low	yes		
50	I didn't buy this twice	transaction_charged_twice	transaction_charged_twice	high	high	yes		
51	When will I get my card?	card_arrival	card_arrival	high	low	yes		
52	I lost my card	lost_or_stolen_card	lost_or_stolen_card	high	high	yes		
53	My card was declined in a shop	declined_card_payment	declined_card_payment	high	medium	yes		
54	i transfered however its still pending	pending_transfer	pending_transfer	high	medium	yes		
55	How long does it take for a transfer to get to a recipient?	transfer_not_received_by_recipient	pending_transfer	medium	low	no		
56	Why is there a random withdrawal in my app?	cash_withdrawal_not_recognised	cash_withdrawal_not_recc	high	high	yes		
57	My password isn't being accepted and I need to reset it.	passcode_forgotten	passcode_forgotten	high	low	yes		
58	What do you need for my identity check?	verify_my_identity	verify_my_identity	high	low	yes		
59	I need a refund on an item I have not received. Am I able to simply cancel the payment? I don't know how to do this.	request_refund	request_refund	high	low	yes		
60	Why was I chaged twice for the same thing?	transaction_charged_twice	transaction_charged_twice	high	high	yes		
61	Do you know if there is a tracking number for the new card you sent me?	card_arrival	card_arrival	high	low	yes		
62	Oh no! I lost my card! Help!	lost_or_stolen_card	lost_or_stolen_card	high	high	yes		
63	Why did it decline my payment?	declined_card_payment	declined_card_payment	high	medium	yes		
64	I have a transfer that's pending and wanted to know how long it is going to take to process?	pending_transfer	pending_transfer	high	medium	yes		
65	How can the recipient see my money transaction?	transfer_not_received_by_recipient	transfer_not_received_by_	medium	medium	yes		
66	There is a suspicious cash withdraw on the account.	cash_withdrawal_not_recognised	cash_withdrawal_not_recc	high	high	yes		
67	Something is wrong with my password.	passcode_forgotten	passcode_forgotten	high	low	yes		
68	How do you verify an identity?	verify_my_identity	verify_my_identity	high	low	yes		
69	I would like a refund for something I bought	request_refund	request_refund	high	low	yes		
70	Why is there more then one charge on my card I only paid for one not twice how can I fix this?	transaction_charged_twice	transaction_charged_twice	high	high	yes		
71	i have not received my card	card_arrival	card_arrival	high	low	yes		
72	I believe my card has been stolen, what can I do about this situation? It's urgent.	lost_or_stolen_card	lost_or_stolen_card	high	high	yes		
73	My card declined	declined_card_payment	declined_card_payment	high	medium	yes		
74	So the transfer finally worked but now it's been pending for quite a long time. How long do you expect me to wait for it? It's quite urgent	pending_transfer	pending_transfer	high	medium	yes		
75	I transferred money but the recipient says it has not arrived. Why would this be?	transfer_not_received_by_recipient	transfer_not_received_by_	high	medium	yes		
76	I didn't get cash from an ATM, but according to the app a transaction was made when i didn't make it.	cash_withdrawal_not_recognised	cash_withdrawal_not_recc	high	high	yes		
77	Something is wrong with my passcode	passcode_forgotten	passcode_forgotten	high	low	yes		
78	Is there a specific type you need for identity verification?	verify_my_identity	verify_my_identity	high	low	yes		
79	I want to return an item.	request_refund	request_refund	high	low	yes		
80	I have a duplicate payment showing up on the app. How do I stop myself being charged for the thing twice?	transaction_charged_twice	transaction_charged_twice	high	high	yes		
81	still waiting on that card	card_arrival	card_arrival	high	low	yes		
82	Help! Someone stole my card!	lost_or_stolen_card	lost_or_stolen_card	high	high	yes		
83	Can you look at my account ans see why my card was declined	declined_card_payment	declined_card_payment	high	medium	yes		
84	I had made a transfer but its still pending.	pending_transfer	pending_transfer	high	medium	yes		
85	The transfer I did hasn't arrived	transfer_not_received_by_recipient	transfer_not_received_by_	high	medium	yes		
86	The app said I withdrew cash at an ATM and I didn't	cash_withdrawal_not_recognised	cash_withdrawal_not_recc	high	high	yes		
87	How do I reset a forgotten passcode, please?	passcode_forgotten	passcode_forgotten	high	low	yes		
88	I got a message that I need to verify my identity; what do I do?	verify_my_identity	verify_my_identity	high	low	yes		
89	Can I have a refund?	request_refund	request_refund	high	low	yes		
90	Why would I be charged more than once for the same transaction?	transaction_charged_twice	transaction_charged_twice	high	high	yes		
91	Is it normal to have to wait over a week for my new card?	card_arrival	card_arrival	high	low	yes		
92	Help. I have a stolen card!	lost_or_stolen_card	lost_or_stolen_card	high	high	yes		
93	I was out today looking forward to pay with my new card, turns out the payment just kept getting declined. This is really sad, what's going on?	declined_card_payment	declined_card_payment	high	medium	yes		
94	I submitted my transfer but it has been pending for quite a while and I was wondering what takes so long? why hasn't it completed	pending_transfer	pending_transfer	high	medium	yes		

95	how long do money transfers take?	transfer_not_received_by_recipient	pending_transfer	medium	low	no		
96	My app says that I received cash from an ATM and I didn't.	cash_withdrawal_not_recognised	cash_withdrawal_not_recc	high	high	yes		
97	I can't recall my passcode and need to reset it.	passcode_forgotten	passcode_forgotten	high	low	yes		
98	Are there any documents needed for the identity check?	verify_my_identity	verify_my_identity	high	low	yes		
99	I wasn't charged the correct amount for an item I purchased, how can I fix this?	request_refund	request_refund	high	low	yes		
100	I was wondering how I could have two charges for the same item happen more than once in a 7 day period. Is there anyway I could get this corrected asap.	transaction_charged_twice	transaction_charged_twice	high	high	yes		