

1. ATM

'@ICICIBank_Care atm'
'@HDFCBank_Cares atm'
'@AskCiti atm'
'@BofA_Help atm'
'@RBS_Help atm'
'@BarclaysUKHelp atm'
'@Ask_WellsFargo atm'
'@ChaseSupport atm'
'@AskUSBank atm'
'@UCOBankCare atm'

2. Consumer Transaction Complaints

'@flipkartsupport transaction fail'
'@flipkartsupport payment fail'
'@flipkartsupport money fraud'
'@flipkartsupport pay fraud'
'@flipkartsupport pay fail'

3. Credit Card

'@ICICIBank_Care credit card'
'@HDFCBank_Cares credit card'
'@AskCiti credit card'
'@BofA_Help credit card'
'@RBS_Help credit card'
'@BarclaysUKHelp credit card'

4. Customer Service (of major financial institutions)

'@YESBANK bad customer service'
'@TheOfficialSBI bad customer service'
'@ICICIBank_Care bad customer service'
'@financialombuds bad customer service'
'@GooglePayIndia bad customer service'
'@bankofbaroda bad customer service'
'@MyIndusIndBank bad customer service'
'@pnbindia bad customer service'
'@HDFCBank_Cares bad customer service'
'@RBIsays bad customer service'
'@PhonePeSupport bad customer service'
'@Paytmcare bad customer service'
'@AmazonHelp bad customer service'
'@AskCiti bad customer service'

'@BofA_Help bad customer service'
'@RBS_Help bad customer service'
'@BarclaysUKHelp bad customer service'
'@Ask_WellsFargo bad customer service'
'@ChaseSupport bad customer service'
'@AskUSBank bad customer service'

'@YESBANK no response'
'@TheOfficialSBI no response',
'@ICICIBank_Care no response'
'@financialombuds no response'
'@GooglePayIndia no response'
'@bankofbaroda no response',
'@MyIndusIndBank no response',
'@pnbindia no response',
'@HDFCBank_Cares no response',
'@RBIsays no response',
'@PhonePeSupport no response',
'@Paytmcare no response',
'@AmazonHelp no response',
'@AskCiti no response'
'@BofA_Help no response'
'@RBS_Help no response'
'@BarclaysUKHelp no response',
'@Ask_WellsFargo no response'
'@ChaseSupport no response'
'@AskUSBank no response'

'@YESBANK horrible customer service'
'@TheOfficialSBI horrible customer service'
'@ICICIBank_Care horrible customer service'
'@financialombuds horrible customer service'
'@GooglePayIndia horrible customer service'
'@bankofbaroda horrible customer service'
'@MyIndusIndBank horrible customer service'
'@pnbindia horrible customer service'
'@HDFCBank_Cares horrible customer service'
'@RBIsays horrible customer service'
'@PhonePeSupport horrible customer service'
'@Paytmcare horrible customer service'
'@AmazonHelp horrible customer service'
'@AskCiti horrible customer service'
'@BofA_Help horrible customer service'
'@RBS_Help horrible customer service'
'@BarclaysUKHelp horrible customer service'
'@Ask_WellsFargo horrible customer service'

'@ChaseSupport horrible customer service'
'@AskUSBank horrible customer service'

5. Debit Card

'debit card complaint please resolve'
'debit card complaint please reply'
'debit card complaint no help'
'@ICICIBank_Care debit card'
'@HDFCBank_Cares debit card'
'@AskCiti debit card'
'@BofA_Help debit card'
'@RBS_Help debit card'
'@BarclaysUKHelp debit card'
'@Ask_WellsFargo debit card'

6. Financial Apps

'@AmazonHelp pay upi complain'
'@AmazonHelp pay upi problem'
'@AmazonHelp pay upi issue'
'@AmazonHelp pay upi trouble'
'@AmazonHelp pay upi inconvenience'

'@PhonePeSupport complain'
'@PhonePeSupport problem'
'@PhonePeSupport issue'
'@PhonePeSupport trouble'
'@PhonePeSupport inconvenience'
'@Paytmcare complain'
'@Paytmcare problem'
'@Paytmcare issue'
'@Paytmcare trouble'
'@Paytmcare inconvenience'

'@GooglePayIndia complain'
'@GooglePayIndia problem'
'@GooglePayIndia issue'
'@GooglePayIndia trouble'
'@GooglePayIndia inconvenience'

'@AskPayPal complaint'
'@AskPayPal failure'
'@AskPayPal failed'
'@AskPayPal terrible'

'@AskPayPal horrible'
'@AskPayPal bad'
'@AskPayPal wrong'
'@VenmoSupport complaint'
'@VenmoSupport failure'
'@VenmoSupport failed'
'@VenmoSupport terrible'
'@VenmoSupport horrible'
'@VenmoSupport bad'
'@VenmoSupport wrong'
'@Razorpay complaint'
'@Razorpay failure'
'@Razorpay failed'
'@Razorpay terrible'
'@Razorpay horrible'
'@Razorpay bad'
'@Razorpay wrong'
'ApplePay good service'
'ApplePay great service'
'ApplePay smooth'
'ApplePay successful'
'applepay best'
'applepay satisfactory'
'applepay good features'
'applepay great features'
'ApplePay good feature'
'ApplePay great feature'
'ApplePay new features'
'ApplePay new features'
'ApplePay good offer'
'ApplePay great offer'

7. Interest Rates

'@YESBANK interest rate'
'@TheOfficialSBI interest rate'
'@ICICIBank_Care interest rate'
'@financialombuds interest rate'
'@GooglePayIndia interest rate'
'@bankofbaroda interest rate'
'@MyIndusIndBank interest rate'
'@pnbindia interest rate'
'@HDFCBank_Cares interest rate'
'@RBIsays interest rate'
'@PhonePeSupport interest rate'
'@Paytmcare interest rate'

'@AmazonHelp interest rate'
'@AskCiti interest rate'
'@BofA_Help interest rate'
'@RBS_Help interest rate'
'@BarclaysUKHelp interest rate'
'@Ask_WellsFargo interest rate'
'@ChaseSupport interest rate'
'@AskUSBank interest rate'

8. Loan

'@ICICIBank_Care loan'
'@HDFCBank_Cares loan'
'@AskCiti loan'
'@BofA_Help loan'
'@RBS_Help loan'
'@BarclaysUKHelp loan'
'@Ask_WellsFargo loan'
'@ChaseSupport loan'
'@AskUSBank loan'

9. Mortgage

'@ICICIBank_Care mortgage'
'@HDFCBank_Cares mortgage'
'@AskCiti mortgage'
'@BofA_Help mortgage'
'@RBS_Help mortgage'
'@BarclaysUKHelp mortgage'
'@Ask_WellsFargo mortgage'
'@ChaseSupport mortgage'
'@AskUSBank mortgage'

10. Netbanking

'@ICICIBank_Care netbanking'
'@HDFCBank_Cares netbanking'
'@AskCiti netbanking'
'@BofA_Help netbanking'
'@RBS_Help netbanking'
'@BarclaysUKHelp netbanking'
'@Ask_WellsFargo netbanking'

11. Refund policies

'worst refund policies'

'terrible refund policies'
'complaint refund policies'
'complain refund policies'
'refund policies unsatisfactory'
'refund policies issue'
'worst refund policy'
'terrible refund policy'
'complaint refund policy'
'complain refund policy'
'refund policy unsatisfactory'
'refund policy issue'

12. Retail Banking

'@YESBANK complain'
'@YESBANK problem'
'@YESBANK issue'
'@YESBANK trouble'
'@YESBANK inconvenience'
'@TheOfficialSBI complain'
'@TheOfficialSBI problem'
'@TheOfficialSBI issue'
'@TheOfficialSBI trouble'
'@TheOfficialSBI inconvenience'
'@ICICIBank_Care complain'
'@ICICIBank_Care problem'
'@ICICIBank_Care issue'
'@ICICIBank_Care trouble'
'@ICICIBank_Care inconvenience'

'@financialombuds complain'
'@financialombuds problem'
'@financialombuds issue'
'@financialombuds trouble'
'@financialombuds inconvenience'

'@bankofbaroda problem'
'@bankofbaroda issue'
'@bankofbaroda trouble'
'@bankofbaroda inconvenience',
'@MyIndusIndBank complain'
'@MyIndusIndBank problem'
'@MyIndusIndBank issue'
'@MyIndusIndBank trouble'
'@MyIndusIndBank inconvenience'

'@pnbindia complain'
'@pnbindia problem'
'@pnbindia issue'
'@pnbindia trouble'
'@pnbindia inconvenience'

'@HDFCBank_Cares complain'
'@HDFCBank_Cares problem'
'@HDFCBank_Cares issue'
'@HDFCBank_Cares trouble'
'@HDFCBank_Cares inconvenience'

'@UCOBankCare complaint'
'@UCOBankCare fail'
'@UCOBankCare bad'
'@UCOBankCare horrible'
'@UCOBankCare terrible'
'@UCOBankCare fraud'
'@UCOBankCare issue'

13. Transactions

'@UCOBankCare transaction'
'@ICICIBank_Care transaction'
'@HDFCBank_Cares transaction'
'@AskCiti transaction'
'@BofA_Help transaction'
'@RBS_Help transaction'
'@BarclaysUKHelp transaction'
'@Ask_WellsFargo transaction'
'@ChaseSupport transaction'
'@AskUSBank transaction'

14. General

'@FinMinIndia complain'
'@FinMinIndia problem'
'@FinMinIndia issue'
'@FinMinIndia trouble'
'@FinMinIndia inconvenience'
'@RBI complain'
'@RBI problem'
'@RBI issue'
'@RBI trouble'
'@RBI inconvenience'

'(@RBIsays complain
'@RBIsays problem
'@RBIsays issue'
'@RBIsays trouble'
'@RBIsays inconvenience'
'#rbicomplaint'

'Finance policy'
'Financial policy'
'Finance News'
'Financial News'
'Bitcoin'
'Crypto currency'
'Economy'
'Salary'
'Stock Market'
'Stock Prices'
'Tax'

'bank complaint please resolve'
'bank complain please resolve'
'atm complaint please resolve,
'transaction complaint please resolve'
'atm complain please resolve'
'transaction complain please resolve'

'bank complaint please reply'
'bank complain please reply'
'atm complaint please reply'
'transaction complaint please reply'
'atm complain please reply'
'transaction complain please reply'

'bank complaint no help'
'atm complaint no help'
'transaction complaint no help'
'transaction complain no help'
'bank complaint no reply'
'atm complaint no reply'
'transaction complaint no reply'
'atm complaint no reply'

Additional Points about the queries -

1. The queries are case-insensitive.
2. Some finance related keywords that do not return tweets containing complaints have been used with the intention of balancing the dataset with non-complaints tweets (opinions). Some keywords that should have returned complaints, ended up returning some non-complaints too, and were given appropriate labels while annotation.
3. Some keywords returned common tweets, and all repetitions were deleted.