

Lab1 : Using Prompt Lab for Prompt Engineering

1) Classification 0-shot:

The following paragraph is a consumer complaint. The complaint is about one of these options: credit cards, credit reporting, mortgages and loans, retail banking, or debt collection. Read the following paragraph and determine which option the complaint is about.

I've had mortgage with Wells Fargo for many years. Pay every month about 7-10 days early. Between XX/XX/XXXX and XX/XX/XXXX I paid {\$3000.00} every month. In XXXX i received a call from Wells Fargo that my monthly payment was incorrect. After long discussion I agreed to pay additional {\$750.00} to bring account current and to pay \$ XXXX henceforth. On XX/XX/XXXX i received a letter from XXXX that my mortgage is in default and recommending that i take steps immediately. After long discussion I finally discovered that in XX/XX/XXXX the bank got my payment as usual but because the amount was less than they wanted they had NOT Paid MY Mortgage. Instead they had applied the entire payment to principal. They never told me. They have been reporting me to credit agencies, they threaten to foreclose, claiming that I failed to pay when in fact I have never missed a payment or even paid late. They did it to me and they did not even tell me. Why didn't they call me? They had two numbers on file, one of which has been out of service for 20 years. They never called to other one. I note that the young man I spoke to in XXXX was able to reach me by phone. Why not a letter? Why would they do this to me? The computer did it. Why cant they go back to fix it? It was too long ago. I must pay a 13th mortgage payment this year or else face foreclosure. They are cheating me. You would think you could trust a bank with your accounts but I realize now this is not true. I am XXXX years old. Maybe thats why the pursue this policy.

2) One-shot Entity Extraction:

Extract PII entities from the paragraph given

Input	Output
I withdrew \$100 from the bank in New York from my phone (345) 123-7867. Regards, Raj	1. Money:\$100 2. Location:New York 3. PhoneNumber:(345) 123-7867 4. Person:Raj

Test:

Hi I am Ravi Dube. I am writing to you to report an unauthorised transaction on my credit card. On March 30th, 2023, I noticed a charge of \$1,000 on my credit card statement that I did not authorise. The transaction was made at a restaurant in New York, while I was in California on that day. I am concerned about the security of my account and I would appreciate if you could investigate this matter promptly. Please contact me at my phone number (123)456-7890 or email me at ravi.dube@email.com to provide me with an update on

the investigation. My credit card number is 3572267594198019 and my social security number is 175-43-9027. I look forward to hear from you soon.

3) Two-shot Entity Extraction:

Extract PII entities from the paragraph given

Input	Output
I withdrew \$100 from the bank in New York from my phone (345) 123-7867. Regards, Raj	1. Money:\$100 2. Location:New York 3. PhoneNumber:(345) 123-7867 4. Person:Raj
Thank you for contacting me. My credit card was cancelled when I was on holiday overseas. My credit card number is 39482374859 and my account name is Phil Smith and my address is 34 Cityvale, Melbourne, 3000. My preferred means of contact is email: phil.smith@email.com.	1. CreditCardNumber:39482374859 2. Name:Phil Smith 3. Location:34 Cityvale, Melbourne 3000 4. EmailAddress:phil.smith@email.com

Hi I am Ravi Dube. I am writing to you to report an unauthorised transaction on my credit card. On March 30th, 2023, I noticed a charge of \$1,000 on my credit card statement that I did not authorise. The transaction was made at a restaurant in New York, while I was in California on that day. I am concerned about the security of my account and I would appreciate if you could investigate this matter promptly. Please contact me at my phone number (123)456-7890 or email me at ravi.dube@email.com to provide me with an update on the investigation. My credit card number is 3572267594198019 and my social security number is 175-43-9027. I look forward to hear from you soon.