

# Few-Shot Examples for SelfEval

Type	Halluc?	Few-Shot Demonstration
Clear Fact		<p><b>Dialogue History:</b> &lt;user&gt; Tell me about county taxes and supplemental fees &lt;assistant&gt; This are taxes that all residents of New York City and several counties in New York must pay for the registration of a commercial vehicle or the renewal of any commercial vehicle registration. These taxes are collected by the DMV for the city and the counties. &lt;user&gt; What about the supplemental MCTD fee for taxis?</p> <p><b>Reference:</b> All passenger vehicle original registrations and renewals Vehicle use tax - \$80 for 2 years \$40 / year Livery and for - hire vehicles in these registration classes - \$400 for 1 year 3 Supplemental MCTD fee - \$50 for two years \$25 per year. Note : The New York City Taxi and Limousine Commission regulates all TC vehicle plates. All registrants for TC vehicle plates must pay the vehicle use tax.</p>
	X	<p><b>Agent Response:</b>In the case of a passenger vehicle like a taxi, the supplemental MCTD fee is \$50 for two years. All registrants for TC vehicles must pay the tax.</p>
	✓	<p><b>Agent Response:</b> In the case of a passenger vehicle like a taxi, the supplemental MCTD fee is \$350 for two years. Only one registrant for the TC vehicles must pay the tax.</p>
General Fact		<p><b>Dialogue History:</b> &lt;user&gt; Can you give me any additional information about renewing my non-driver ID card? Like, in the case of overseas renewal.</p>

	<b>Reference:</b> Then overseas , you must renew your non - drivers ID card through the mail. Please submit the renewal notice we mailed you , or if you don't have it , an Application for Permit, Driver License or Non - Driver ID Card pdf [5] MV-44 the appropriate fee
X	<b>Agent Response:</b> Yes, you must renew your non-driver ID card if you are planning to go overseas. You can do it through mail.
✓	<b>Agent Response:</b> Renewing a non-driver ID card overseas typically requires contacting the issuing authority for specific instructions. You may need to provide identification documents, proof of residency, and complete an application form. Supporting materials such as passport-sized photographs and payment for renewal fees might be necessary.
Question	<b>Dialogue History:</b> <user> I went to a mall and someone stole my car plates in the parking lot, what should I do? <b>Reference:</b> Yes. You need to report plates that are lost, stolen or destroyed [5] and surrender the registration. In these cases the DMV can issue you a new registration and plates.
X	<b>Agent Response:</b> Agent Response: I'm sorry for that. Did you surrender your registration?

Table 1 Few-Shot Examples for the Department of Motor Vehicles Domain Used in the Self Evaluation Framework. The first column denotes the type of sample and the second denotes whether it is a case of a hallucination (✓) or non-hallucination (X).

Type	Halluc?	Few-Shot Demonstration
Clear Fact		<b>Dialogue History:</b> <user> How do you decide if I am working if I am disabled? <b>Reference:</b> If you are working in 2019 and your earnings average more than \$1,220 a month , you generally cannot be considered disabled.
	X	<b>Agent Response:</b> If you are working in 2019 and your earnings average more than \$1,220 a month you are not disabled.

✓	<b>Agent Response:</b> If you are working in 2019 and your earnings average more than \$5,550 a month , you generally cannot be considered disabled.
General Fact	<p><b>Dialogue History:</b> &lt;user&gt; I’m looking for information regarding benefits planning, can you help me? &lt;assistant&gt; Are you planning for your own future? &lt;user&gt; Yes I am</p> <p><b>Reference:</b> As you plan for the future , you’ll want to think about what your family would need if you should die now. Social Security can help your family if you have earned enough Social Security credits through your work.</p>
X	<b>Agent Response:</b> You need to think about what your family would do if you died now. Social Security can help your family, provided you have earned enough Social Security credits through your work
✓	<b>Agent Response:</b> Benefits planning includes optimizing retirement savings, understanding Social Security options, and considering health and financial needs for a secure future. Consult a financial advisor for personalized guidance.
Question	<p><b>Dialogue History:</b> &lt;user&gt; What Social Security benefits will my divorced husband receive in the event that I die?</p> <p><b>Reference:</b> If you have a surviving divorced spouse , they could get the same benefits as your widow or widower provided that your marriage lasted 10 years or more.</p>
X	<b>Agent Response:</b> Do you have a divorced spouse?

Table 2 Few-Shot Examples for the Social Security Administration (SSA) Domain Used in the Self Evaluation Framework. The first column denotes the type of sample and the second denotes whether it is a case of a hallucination (✓) or non-hallucination (X).

Type	Halluc?	Few-Shot Demonstration
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Clear Fact	<p><b>Dialogue History:</b> &lt;user&gt; Hello there. I would like to know about possible housing grants for veterans, please? &lt;assistant&gt; Hi, no problem. We offer housing grants for veterans and service members with certain service-connected disabilities so they can buy or change a home to meet their needs and live more independently. &lt;user&gt; Can i get some benefit if I'm FY 2019?</p> <p><b>Reference:</b> For FY 2019 , you may be able to get up to 3 grants for a total of up to \$17,130 through the SHA grant program.</p>
X	<p><b>Agent Response:</b> Sure. You may be able to get up to 3 grants for a total of up to \$17,130 through the SHA grant program.</p>
✓	<p><b>Agent Response:</b> Yes you can get up to 10 grants for a total of up to \$19,130 through the SHA grant program.</p>
General Fact	<p><b>Dialogue History:</b> &lt;user&gt; can you give me more information and resources on professional and labor assistance &lt;assistant&gt; View the current subsistence allowance rates to find out the amount we 'll provide to help you pay for basic needs like food and clothing if you 're an eligible Veteran participating in the Voc Rehab program. Want to know Other VA benefits and services? &lt;user&gt; Yes, concerning GI Bill benefits. Are there any other GI Bill programs that i might be eligible for?</p> <p><b>Reference:</b> Montgomery GI Bill Active Duty MGIB - AD If you served at least 2 years on active duty , find out if you qualify for benefits under the Montgomery GI Bill Active Duty program.</p>
X	<p><b>Agent Response:</b> Of course, there is the Montgomery GI Bill Active Duty MGIB - AD program. If you have served active duty for at least 2 years, find out if you are eligible for the Montgomery GI Bill Active Duty program.</p>
✓	<p><b>Agent Response:</b> The Veterans Educational Assistance Program (VEAP) is available to individuals who entered active duty between January 1, 1977, and June 30, 1985. Contributions made during service determine the amount of benefits.</p>
Question	<p><b>Dialogue History:</b> &lt;user&gt; Hello, I need to check my VA claim. &lt;assistant&gt; Of course. You can check the status of a VA claim or appeal online. &lt;user&gt; Great. Can I use this tool?</p>

**Reference:** To use this tool , you ll need to have one of these free accounts : A Premium My HealtheVet account , or A Premium DS Logon account used for eBenefits and milConnect , or that you can create here on VA.gov A verified ID.me account

X **Agent Response:** Do you have any free accounts?

Table 3 Few-Shot Examples for the Veterans Affairs (VA) Domain Used in the Self Evaluation Framework. The first column denotes the type of sample and the second denotes whether it is a case of a hallucination (✓) or non-hallucination (X).

Type	Halluc?	Few-Shot Demonstration
Clear Fact		<p><b>Dialogue History:</b> &lt;user&gt; What can we get forgiven on a teacher loan?</p> <p><b>Reference:</b> The maximum forgiveness amount is either 17,500or5,000, depending on the subject area taught. If you have eligible loans under both the Direct Loan Program and the FFEL Program , \$17,500 or \$5,000 is a combined maximum forgiveness amount for both programs.</p>
	X	<b>Agent Response:</b> The maximum forgiveness amount is either \$17,500 or \$5,000, depending on the subject area taught.
	✓	<b>Agent Response:</b> The maximum forgiveness amount is either \$15,000.
General Fact		<p><b>Dialogue History:</b> &lt;user&gt; Hi could you tell me who is my student loan manager? &lt;assisstant&gt; Of course, learn about the role student loan servicers play in the repayment process and which servicer handles your federal student loans &lt;user&gt; And how do I find out who my loan manager is?</p> <p><b>Reference:</b> The following are loan servicers for loans that the U.S Department of Education ED owns. To find out who your loan servicer is , call the Federal Student Aid Information Center FSAIC at 1 - 800 - 433 - 3243.</p>
	X	<b>Agent Response:</b> Very easy, call the FSAIC Federal Student Aid Information Center at 1 - 800 - 433 - 3243.

✓	<b>Agent Response:</b> heck any loan correspondence or paperwork you received when you took out your student loans. The loan servicer's contact information is often included in these documents.
Question	<p><b>Dialogue History:</b> &lt;user&gt; Hey, I have some questions regarding my application for student aid. &lt;assistant&gt; Of course. Here you can get in-depth information about the FAFSA form and what to expect after you submit your application. Would you like to know the trending topics? &lt;user&gt; Sure, go ahead.</p> <p><b>Reference:</b> Which school year should I select if I am applying for a summer session? What do I do if I forgot my FSA ID username and password? What are the deadlines for filling out the FAFSA form? How do I correct my FAFSA form? What income and tax information do I report on the 2020 21 FAFSA form?</p>
X	<b>Agent Response:</b> Are you wondering which school year you should I select if you are applying for a summer session?

Table 4 Few-Shot Examples for the Federal Student Aid (FSA) Domain Used in the Self Evaluation Framework. The first column denotes the type of sample and the second denotes whether it is a case of a hallucination (✓) or non-hallucination (X).