

## R Notebook

This is an [R Markdown](#) Notebook. When you execute code within the notebook, the results appear beneath the code.

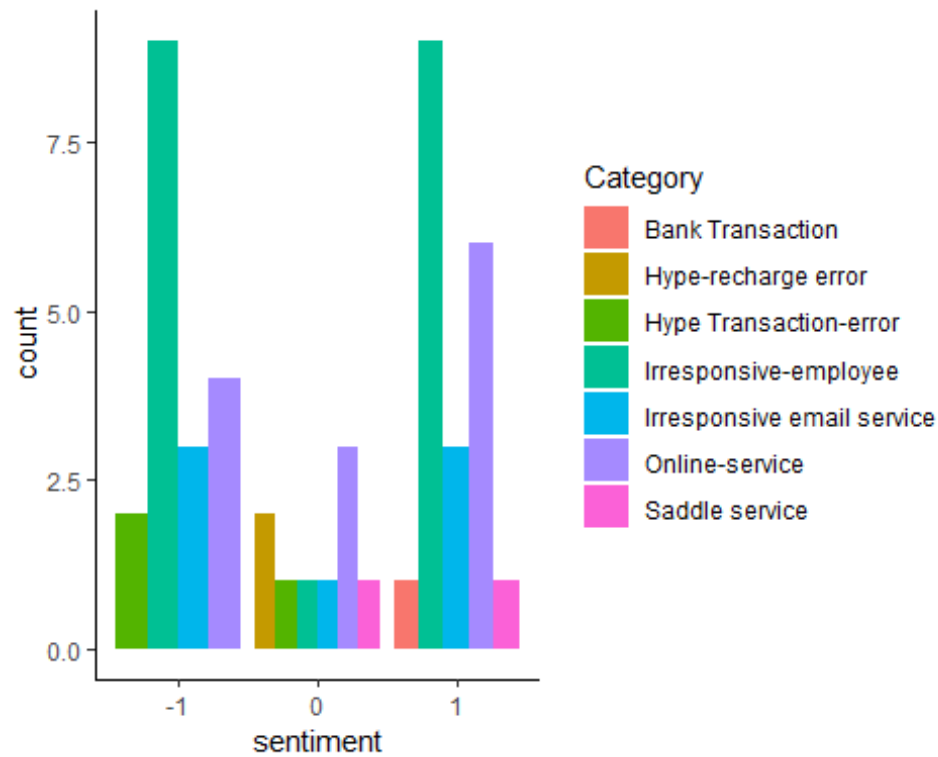
Try executing this chunk by clicking the *Run* button within the chunk or by placing your cursor inside it and pressing *Ctrl+Shift+Enter*.

```
library(ggplot2)
data<-
read.csv(file="C:\\Users\\akile\\Desktop\\bank_review\\sentiment_mapped_data_
bank.csv")

library(plyr)
#CATEGORY FREQUENCY
count(data, "Category")

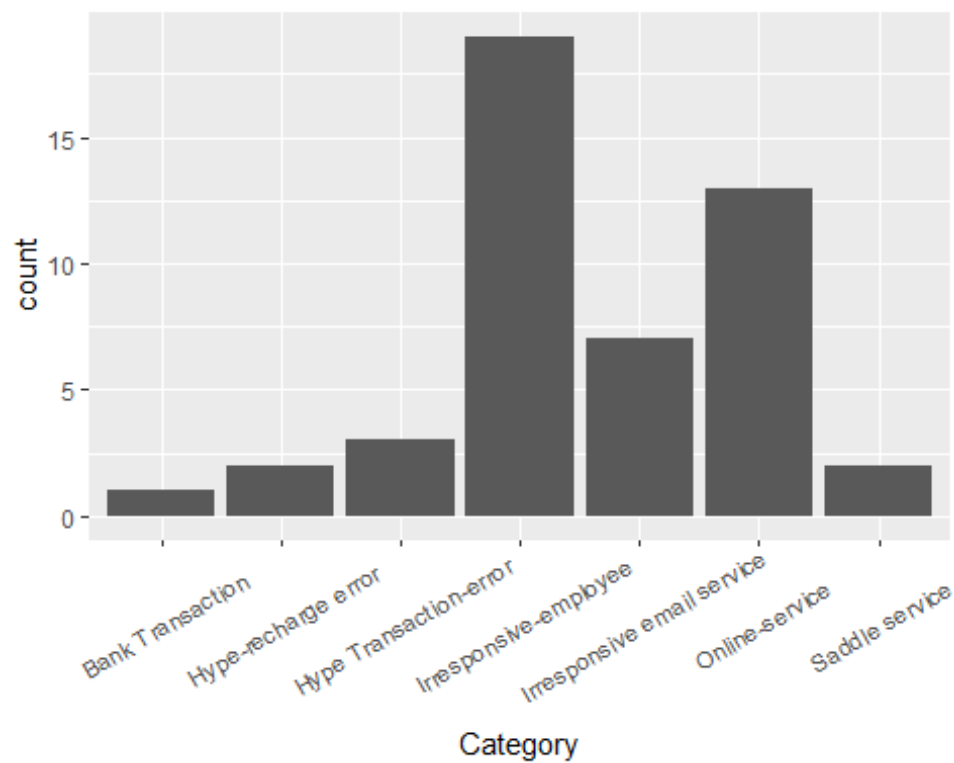
##              Category freq
## 1      Bank Transaction    1
## 2      Hype-recharge error    2
## 3      Hype Transaction-error    3
## 4      Irresponsive-employee   19
## 5      Irresponsive email service    7
## 6      Online-service   13
## 7      Saddle service    2

#CATEGORY-SENTIMENT RELATION
ggplot(data, aes(x = sentiment, fill = Category)) +
  geom_bar(position = position_dodge()) +
  theme_classic()
```

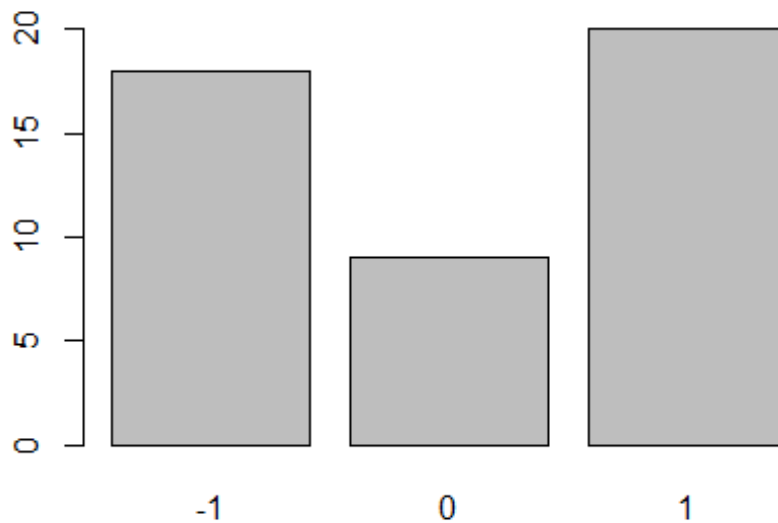


*#CATEGORY chart*

```
ggplot(data, aes(x = Category)) + geom_bar() + theme(axis.text.x = element_text(angle=30, vjust=0.6))
```



```
#SENTIMENT chart
tab <- table(data$sentiment)
barplot(tab)
```



```
#COMPLAINTS
print(data)
```

```
##           Category slno
## 1      Hype Transaction-error    1
## 2      Online-service           1
## 3      Irresponsible-employee    2
## 4      Irresponsible-employee    2
## 5      Irresponsible-employee    2
## 6      Online-service           4
## 7      Irresponsible email service 4
## 8      Online-service           5
## 9      Saddle service           6
## 10     Irresponsible email service 6
## 11     Irresponsible email service 7
## 12     Online-service           7
## 13     Irresponsible-employee    8
## 14     Irresponsible email service 8
## 15     Online-service           9
## 16     Irresponsible-employee    9
## 17     Hype Transaction-error   10
## 18     Irresponsible-employee   10
## 19     Hype Transaction-error   10
```

## 20	Saddle service	10
## 21	Online-service	11
## 22	Irresponsive-employee	11
## 23	Irresponsive-employee	13
## 24	Irresponsive-employee	13
## 25	Irresponsive-employee	13
## 26	Bank Transaction	16
## 27	Online-service	16
## 28	Online-service	16
## 29	Hype-recharge error	18
## 30	Hype-recharge error	18
## 31	Irresponsive email service	19
## 32	Irresponsive-employee	20
## 33	Irresponsive email service	21
## 34	Irresponsive-employee	22
## 35	Irresponsive-employee	23
## 36	Irresponsive-employee	24
## 37	Online-service	26
## 38	Irresponsive-employee	26
## 39	Online-service	26
## 40	Online-service	29
## 41	Irresponsive email service	29
## 42	Online-service	30
## 43	Online-service	30
## 44	Irresponsive-employee	30
## 45	Irresponsive-employee	31
## 46	Irresponsive-employee	31
## 47	Irresponsive-employee	35

##

text

## 1

AVOID HYPE! Continuing unauthorized transactions and fraudulent use by third parties

## 2

There is a quick method to report these scams if you don't fill out a form online and wait without knowing if you will return the money

## 3

The customer service of Hype and bad credit card

## 4

If you make a complaint about Facebook messenger is blocked

## 5

It's a shame because the idea of this paper is good but the customer service is inadequate

## 6

For the moment everything is ok! I requested online account opening hipe plus 3 two days later I received the confirmation email to activate the plus account

## 7

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account

## 8

or to request a prepaid card hype more than once and although he has answered all the exhausting questions (in an application process that initially the Bank claimed to be simple and fast) paper I denied because it DOES NOT FIT the SELFIE that I SENT HIM

## 9

Are several days that I try to work on my card Saddle but I can't manage my money as I would like

## 10

Foreign call center only manages to give generic answers and says he doesn't know when and if this situation will be resolved by e-mail only know how to say that they have problems and solve them without giving precise answers

## 11

From 6 days do not respond to emails don't respond to chat I had to intervene

## 12

Now I have approved funding but: you cannot attach the photo of the documents you are unable to sign the contract with the digital signature (option 1) you are unable to print the paper contract to sign the necessary signatures (2 option obsolete in 2019)

## 13 Hi I have a card I saw some very bad recessions hype on account of this paper from my experience with banca sella, I can say that they have a great customer service but not only I needed balance certifi ato and they sent me this in stock or 2 minutes on my email does not match any difficulty for me to have a great service then I had the need to change phone number and they changed immediately unlike the perils which are due to go to the post office and make a row of at least 2 hours for s weaves things I cant

## 14 Hi I have a card I saw some very bad recessions hype on account of this paper from my experience with banca sella, I can say that they have a great customer service but not only I needed balance certifi ato and they sent me this in stock or 2 minutes on my email does not match any difficulty for me to have a great service then I had the need to change phone number and they changed immediately unlike the perils which are due to go to the post office and make a row of at least 2 hours for s weaves things I cant

## 15

I find out later through app that paper is put automatically pause

## 16

Bad service

## 17

to Hype cannot be used with PIN for payments at shops: they put in serious difficulty when I found myself outside Italy despite having a strong willingness on the paper

## 18

Service that honestly I wouldn't advise: useless take her back if you need to use a common site for small amounts of payments (coffee lunch

## 19

I repeat the 5 digit PIN Hype that my Saddle doesn't work for payments at shops (a detail not just "for my user experience is" impractical "(?)")

## 20

I repeat the 5 digit PIN Hype that my Saddle doesn't work for payments at

shops (a detail not just "for my user experience is" impractical "(?)")

## 21

I also tried the mobile app but to no avail

## 22

You can reset the service soon

## 23

I complained about lack of clarity (Rep 09/12/2018 1931) in the sending of communications that essentially are embedded in the bank statement and in some cases even an argument drowned in a It has nothing to do with each other (so that if one does not read the main argument you also lose that one!) While one and all communications should be sent together with the EC ", even" unto itself and even on a subject "

## 24

Provided a detailed example of cases complained and basically asked if the Bank was planning "in future to send communications in such form

## 25

The Bank's response (13:05 23/01/2019) was all a flourish of explanations and arguments that are inconsistent with the question and superfluous – essentially no response

## 26

or solved many problems with pagamemti online from app I can lock it and transfer funds as well as wire transfers and payments postal bulletins can also receive wire transfers mav

## 27

or solved many problems with pagamemti online from app I can lock it and transfer funds as well as wire transfers and payments postal bulletins can also receive wire transfers mav

## 28

I use it mainly to manage payments online and in-store payments without any problems compatible with google pay that allows me to make payments from your mobile phone

## 29

l 4 December at an atm I make a recharge hype from \20050

## 30

So to do a recharge hype from \200450 I found myself a charge of \200900

## 31

So I sent an email (including the provision of Bank performed correctly) that no one has followed up and hit

## 32

no problem assisting great and never any difficulty using it

## 33

So I sent an email (including the provision of Bank performed correctly) that no one has followed up and hit

## 34

no problem assisting great and never any difficulty using it

## 35

Priority assistance operators put a notice on my request for Hype Plus and replied to every question I could put in excellent times

## 36

Saturday and Sunday, the toll of the assistance is not active

## 37

The 21/11/18 have completed the request for a card Hype Plus and ever since I appeared on happ (the same day) I realized that probably wasn't Plus because the annual ceiling was of equivalent standard as \2002500-packaged to Hype

## 38

The only channel to contact them is through a chat with canned responses responses have never to date no response! In conclusion whatever the problem it is not possible to speak with a operator edopo some questions and answers to Makau appears a form where you can write for the umpteenth time the can't chat perche ti responds a machine you can just send messages and hope

## 39

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## 40

Great Bank Max reliability and punctuality are following you with Skype if all ok send you confirmation email the times being online and right ke are within 5 Max 6 days x me very precise

## 41

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## 42

Attracted by advertising on the web and Apple Pay integrated feature I turned on for me and my son Smart Hype University without difficulty

## 43

After two months of use I started the online procedure to upgrade Hype Plus this on 20 August

## 44

Thanks Banca Sella for the lost time to manage MY MONEY thanks to the assistance compliments for professionalism even I would have asked for a loan

## 45

I requested to be contacted by a service in early August after a few reminders, no response

## 46

Now "finally" I have the service but in reality is incomplete than promoted required and promised

## 47

Their service Hype is great!

## sentiment

## 1 -1

## 2 -1

## 3 -1

## 4 -1

## 5 -1

## 6 1

## 7 1

## 8 -1

## 9	1
## 10	-1
## 11	0
## 12	-1
## 13	1
## 14	1
## 15	0
## 16	-1
## 17	-1
## 18	1
## 19	0
## 20	0
## 21	-1
## 22	0
## 23	-1
## 24	-1
## 25	-1
## 26	1
## 27	1
## 28	1
## 29	0
## 30	0
## 31	-1
## 32	1
## 33	-1
## 34	1
## 35	1
## 36	-1
## 37	0
## 38	1
## 39	1
## 40	1
## 41	1
## 42	1
## 43	0
## 44	1
## 45	-1
## 46	1
## 47	1