Sample Qns

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| S/N | Description | Optional Description | Category |
| 1 | Steps for losing credit card? | I lost my credit card. What are the steps to be taken? | Credit Card (1) |
| 2 | What are the requirements to apply for the ABC Card? |  | Credit Card(1) |
| 3 | Who should I contact if I lost my Credit Card? |  | Credit Card (1) |
| 4 | I wish to cancel my credit card. What number should I call? | I am using ABC credit card. | Credit Card (1) |
| 5 | How to apply for ABC Credit Card? |  | Credit Card (1) |
| 6 | How do I open a savings account? |  | Account (2) |
| 7 | What is the minimum amount for an account before the bank start charging? |  | Account (2) |
| 8 | How much do I have to deposit to open an account? |  | Account (2) |
| 9 | Do I have to pay a fee if I wish to terminate my account? |  | Account (2) |
| 10 | Do I have to pay a fee to switch from current to savings account? |  | Account (2) |
| 11 | What promotions do I get from ABC Card? |  | Promotion (3) |
| 12 | What are the recent promotions? | Any recommendations of good promotions? | Promotion (3) |
| 13 | What are the top promotions? |  | Promotion (3) |
| 14 | When do the promotions expire? |  | Promotion (3) |
| 15 | How do I like the promotions so that my friends can see? | Is it also sharable on Facebook and Twitter? | Promotion (3) |
| 16 | How long does it take to apply for a credit card? | I have just applied for my ABC card and hope to get it by next week. | Credit Card (1) |
| 17 | What documents are required to apply for a loan? |  | Loan (4) |
| 18 | How are my loan interest calculated? |  | Loan(4) |
| 19 | What requirements are there to apply for a loan? | Requirements referring to minimum wage, family background etc. | Loan(4) |
| 20 | What is the current bank interest? |  | General (5) |
| 21 | What are the ways to transfer funds? | Do I always have to go down to the bank to transfer fund? Can I transfer via the internet? | General (5) |
| 22 | What are the ways to contact the bank? |  | General (5) |
| 23 | What are the types of savings accounts that are offered? |  | Account (2) |
| 24 | What are the investment fund packages that are offered? |  | Investment (6) |
| 25 | What kind of credit cards does this bank offer? |  | Credit Card (1) |
| 26 | I am a 20 year old student, what credit card best suits me? |  | Credit Card (1) |
| 27 | What can my ABC credit card points redeem for? |  | Credit Card (1) |
| 28 | What are the bonus points for? |  | General (5) |
| 29 | What are the charges to transfer funds to overseas? |  | General (5) |
| 30 | What are the opening for the branches? |  | General (5) |