## [Demo] NLP Dataset for Customer Service Automation

| Company<br>Type             | Online Banks and FinTech Companies  |
|-----------------------------|---|
| Inquiry<br>Category         | Statement and document requests   |
| Inquiry<br>Sub-<br>Category | Document delivery preferences   |
| Description                 | Inquiries related to customers' preferred methods of receiving statements and other financial documents, such as email, online portals, or physical mail. |
| Data Size                   | 5,146 paraphrases   |
| Want to buy data?           | Please contact nlp-data@qross.me via your business email address.   |

Masked sample paraphrases of one "Online Bank and FinTech Company" customer inquiry. (Purchased data will not be masked.)

| If choose paperless the still send reminders for ?              |
|---|
| communications still ability send email for payment ?           |
| paperless communications send email due?                        |
| Will get email about to digital communication?                  |
| Is it possible payment emails I opt digital?                    |
| If I paperless the system send payment ?                        |
| Can I payment emails if I snail?                                |
| Does still allow email reminders payment ?                      |
| Is there payment date emails ?                                  |
| I am sure email will still sent payment dates I communications. |
| may still email reminders payment deadlines the the             |
| opting for a approach does email continue?                      |
| The system still reminders I for paperless.                     |
| Does the still email if I opt ?                                 |
| Without physical can receive email for ?                        |
| I don't know will payment due dates if paperless communications |
| it get email reminders payment if I digital communication?      |
| If go paperless, the system date?                               |
| Will system me reminders for payment paperless?                 |
| Should system by after choosing paper-free?                     |
| Is it possible will payment reminders by go?                    |
| I to if choosing comms get email reminders.                     |
| If go for paperless communications, will payment ?              |
| I go paperless?   |
| your sending me my if I switch to options?                      |
| Do payment deadline emails communication?                       |
| the system still send email reminders paperless?                |
| Is reminders for upcoming payment still relevant if?            |

| Will y | our       | sen         | ding me              | my            | if I       | switch        | ?         |                 |        |
|--------|-----------|-------------|----------------------|---------------|------------|---------------|-----------|-----------------|--------|
| Will _ |           | send        | reminders _          | my payn       | nents if   | switch to     | )         | ?               |        |
|        | I opt     | _ paperle   | ss communica         | tions, will   | receive    |               |           | _ dates?        |        |
|        |           |             | me pa                |               |            |               |           |                 |        |
|        | the       | peo         | ple                  | deadlines if  | they opt   | no            | ?         |                 |        |
|        |           |             | ill sent _           |               |            |               |           |                 |        |
| Will _ | still     | be          |                      | if I go       | paperless  | ?             |           |                 |        |
|        |           |             | ment if _            |               |            |               |           |                 |        |
|        |           |             | will                 |               | nts remind | er emails?    |           |                 |        |
|        |           |             | will ı               |               |            |               |           |                 |        |
|        |           |             | ss communica         |               |            |               | ema       | ils?            |        |
|        |           |             | dates                |               |            |               |           |                 |        |
|        |           |             | sent via             |               |            |               |           |                 |        |
|        |           |             |                      |               |            | ?             |           |                 |        |
|        |           |             | be                   |               |            |               |           |                 |        |
|        |           |             | I ge                 |               |            |               |           |                 |        |
|        |           |             | receive              |               |            | uuc           |           |                 |        |
|        |           |             | perwork, wha         |               |            | O             | maile2    |                 |        |
|        |           |             | for due o            |               |            |               | mans:     |                 |        |
|        |           |             | mean                 |               |            |               |           |                 |        |
|        |           |             |                      |               |            |               | doodlin   |                 |        |
|        |           |             | _ can ge             |               |            |               | _ ueauiii | iesr            |        |
|        |           |             | in the               |               |            | مانينا        | al 0      |                 |        |
|        |           |             | dates continu        |               |            |               |           | Culmouran       |        |
|        |           |             | otifications abo     |               |            |               |           | erwork?         |        |
|        |           |             | p                    |               |            |               |           |                 |        |
|        |           |             | ole                  |               |            |               | ·         |                 |        |
|        |           |             | ments                |               |            |               | 0         |                 |        |
|        |           |             | l get                |               |            |               | ?         |                 |        |
|        |           |             | payment              |               |            |               |           |                 |        |
|        |           |             |                      |               |            |               |           | ninders         | _ due? |
|        |           |             | notifications _      |               |            |               |           | _ digital?      |        |
|        |           |             | ayment deadli        |               |            | paperles      | ss?       |                 |        |
|        |           |             | s can                |               |            |               |           |                 |        |
|        |           |             | ·                    |               |            | opt for digit | tal?      |                 |        |
|        |           |             | by email if no       |               |            |               |           |                 |        |
|        | -         |             | ail                  |               |            |               | ?         |                 |        |
|        |           |             | payme                |               |            |               |           |                 |        |
|        |           |             | ninders              |               |            |               | paj       | perless?        |        |
|        |           |             | due                  |               |            |               |           |                 |        |
|        |           |             | ss communica         |               |            |               |           |                 |        |
|        |           |             | sent                 |               |            |               |           |                 |        |
| If you | opt for _ | comr        | nunications, $\_$    | you           |            | _ notificatio | ns about  | ?               |        |
|        | it        | I'll re     | ceive payment        | ; a           | ıs a       | opting        | digi      | tal comms?      |        |
|        |           | _ emails    | will persist if $\_$ | choose r      | no         |               |           |                 |        |
|        | don       | ı't pa      | aperwork, wha        | it happens to | payn       | nent due      | ?         |                 |        |
|        |           |             | emails if            |               |            |               |           |                 |        |
|        |           | _ still sen | d me payment         | reminders _   |            | for par       | perless?  |                 |        |
| I      | _ know _  | I'll sti    | ll get pay           | yment         | choos      | ing           | ·         |                 |        |
| If     | _ don't s | end paper   | work,                | pay           | ment due _ | ?             |           |                 |        |
|        | I choose  | com         | munication,          | if            | emails     |               | be        | for payment due |        |

| I           | for       | communic       | ations, will there             | r              | eminders   | for        | dates?                    |
|-------------|-----------|----------------|--------------------------------|----------------|------------|------------|---------------------------|
| Will the _  | senc      | l reminders _  | if                             | to pape        | erless     | ?          |                           |
| Payment     |           | _ may still    | through                        | commu          | unication  |            |                           |
| dead        | lline     | _ still        | with fre                       | e communic     | ation?     |            |                           |
| Do          | pro       | vide email not | ifications u                   | pcoming        | if         | opt for _  | ?                         |
|             | _ payme   | nt reminders o | ontinue                        | opt :          | paperless  | ?          |                           |
| If          |           | ра             | perwork, what h                | appens to pa   | ıyment dı  | ıe         | ?                         |
| Email       | _ remin   | ders will      | be sent I _                    |                | ·          |            |                           |
| I don't     |           | mail,          | get alert                      | for dea        | adlines?   |            |                           |
| Will        | receive   |                | if I choose                    | communic       | ate        | ?          |                           |
|             |           |                | tions                          |                |            | ?          |                           |
|             | _ due me  | essage be      | if yo                          | u don't        | it?        |            |                           |
|             |           |                | der emails                     |                |            |            |                           |
|             |           |                | payment                        |                |            |            |                           |
|             |           |                | _ deadlines                    |                |            |            |                           |
|             |           |                | for payment                    |                |            |            |                           |
|             |           |                | pending                        |                |            |            | pondence?                 |
|             |           |                | ninders for                    |                |            |            |                           |
|             |           |                | I receive email n              |                |            | ?          |                           |
|             |           |                | for with pa                    |                |            |            |                           |
|             | _         |                | nmunications, wi               | -              |            |            | ?                         |
|             |           |                | ns payment                     |                |            |            |                           |
|             |           |                | I receive                      |                |            | S?         |                           |
|             |           |                | system                         |                |            |            |                           |
|             |           |                | et<br>ess will stil            |                |            | dore?      |                           |
|             |           |                | to email _                     |                |            |            |                           |
|             |           |                | nders paym                     |                | ineni uu   | e:         |                           |
|             |           |                | nders payn<br>nders for paymer |                | f          |            | 2                         |
|             |           |                | I I                            |                |            |            | ·                         |
|             |           |                |                                |                |            | r          | paperless communications? |
|             |           |                | ayment dates wi                |                |            | г          |                           |
|             |           |                | ve what haj                    |                |            | e ?        |                           |
|             |           |                | lates be sent                  |                | _          |            |                           |
|             |           |                | if I choose                    |                | ?          |            |                           |
|             |           |                |                                |                |            | erless con | nms?                      |
|             |           |                | email                          |                |            |            |                           |
| Is          |           | about p        | ayment deadline                | s if swi       | tch to     | ?          |                           |
| Will        | get ema   | il for due     | e dates                        | papeı          | rless      | _?         |                           |
|             | possibl   | e I            | get payment                    |                | if I go pa | aperless?  |                           |
| Will the sy | ystem se  | nd             | payment _                      | if _           | choo       | se o       | communication?            |
| Payment _   |           | still se       | ent out,                       | _ still paper- | free?      |            |                           |
| Payment o   | due       | emails         | continue if                    | choose         | ·          |            |                           |
| I pre       | efer elec | tronic         | the                            |                | about pe   | nding pay  | ments?                    |
| payr        | nent due  | e co           | ontinue if cl                  | 100se          | prod       | uce pape   | r?                        |
| Will your   | kee       | ep reminding i | ne about                       | if             |            | paperles   | s?                        |
| Is ar       | ny ]      | payment        | I?                             |                |            |            |                           |
|             |           |                | receive                        |                |            |            |                           |
|             | _         |                | _ via if                       |                |            | ?          |                           |
| Loho        | occo to   | Leti           | 11                             | romindore      | )          |            |                           |

| Is I receive payment opting for digital comms? communications able to send email reminders dates?  paperless communications still reminders dates?  Ispossible that still getpayment reminders choose comms?  I communication the willpayment emails.  email notificationpayment delivered after choosing only?  If Ipaperless willsystem reminder?  not sure if the emailsbe payment dates paperless communication.  I for communications, will continue to send reminders ?  Will I receive about due dates there ?  payments can affected opting for paperless.  email reminders payment deadlines the paperless?  payment date emails continue after paper?  I of when I go digital?  Payment emailsbe I choose communication.  Payment date emails can still be if  reminders still occur the paperless system?  Does email reminders change after opting ?  If paperless, I still receive email?  due emails if choose paper.  I still payment email after go?  If I paperwork, happens my due emails? |
|--|
| paperless communications still reminders   |
| Ispossible that still getpayment reminders choose comms?  I communication the will payment emails.  email notificationpayment delivered after choosing only?  If I paperless will system reminder?  not sure if the emails be payment dates paperless communication.  I for communications, will continue to send reminders ?  Will I receive about due dates there ?  payments can affected opting for paperless.  email reminders payment deadlines the paperless ?  payment date emails continue after paper?  I of when I go digital?  Payment emails be I choose communication.  Payment emails be I choose communication.  Payment date emails can still be if  reminders still occur the paperless system?  Does email reminders change after opting ?  If paperless, I still receive email?  due emails if choose paper.  I still payment email after go ?   |
| Icommunication thewillpaymentemails. email notificationpaymentdelivered after choosingonly?  If Ipaperlesswillsystemreminder? not sure if the emailsbepaymentdatespaperless communication. I forcommunications, willcontinue to sendreminders?  Will I receiveabout due datesthere? payments canaffectedopting for paperless. email reminderspayment deadlinesthe paperless? paymentdate emails continue afterpaper? Iofwhen I go digital?  PaymentemailsbeI choosecommunication.  Paymentdate emails can still beif remindersstill occurthe paperless system?  Doesemail reminderschange after opting?  Ifpaperless,I still receiveemail? dueemailsifchoosepaper. I stillpaymentemail aftergo?  |
| email notificationpayment  |
| If I paperless will system reminder ? not sure if the emails be payment dates paperless communication I for communications, will continue to send reminders ? Will I receive about due dates there ? payments can affected opting for paperless email reminders payment deadlines the paperless ? payment date emails continue after paper? I of when I go digital? Payment emails be I choose communication. Payment date emails can still be if reminders still occur the paperless system? Does email reminders change after opting ? If paperless, I still receive email? due emails if choose paper I still payment email after go ?  |
| not sure if the emailsbepaymentdatespaperless communication.  I for communications, will continue to send reminders ?  Will I receive about due dates there ?  payments can affected opting for paperless.  email reminders payment deadlines the paperless ?  payment date emails continue after paper?  I of when I go digital?  Payment emailsbe I choose communication.  Payment date emails can still be if  reminders still occur the paperless system?  Does email reminders change after opting ?  If paperless, I still receive email?  due emails if choose paper.  I still payment email after go ?   |
| I for communications, will continue to send reminders ?  Will I receive about due dates there ?  payments can affected opting for paperless.  email reminders payment deadlines the paperless ?  payment date emails continue after paper?  I of when I go digital?  Payment emails be I choose communication.  Payment date emails can still be if  reminders still occur the paperless system?  Does email reminders change after opting ?  If paperless, I still receive email?  due emails if choose paper.  I still payment email after go ?  |
| Will I receiveabout due datesthere?payments canaffectedopting for paperlessemail reminderspayment deadlinesthe paperless?paymentdate emails continue afterpaper?Iofwhen I go digital? PaymentemailsbeI choosecommunication. Paymentdate emails can still beifremindersstill occurthe paperless system? Doesemail reminderschange after opting? Ifpaperless,I still receiveemail?dueemailsifchoosepaperI stillpaymentemail aftergo?   |
| Will I receiveabout due datesthere?payments canaffectedopting for paperlessemail reminderspayment deadlinesthe paperless?paymentdate emails continue afterpaper?Iofwhen I go digital? PaymentemailsbeI choosecommunication. Paymentdate emails can still beifremindersstill occurthe paperless system? Doesemail reminderschange after opting? Ifpaperless,I still receiveemail?dueemailsifchoosepaperI stillpaymentemail aftergo?   |
| email reminderspayment deadlinesthe paperless?paymentdate emails continue afterpaper?Iofwhen I go digital? PaymentemailsbeI choosecommunication. Paymentdate emails can still beifremindersstill occurthe paperless system? Doesemail reminderschange after opting?  Ifpaperless,I still receiveemail?dueemailsifchoosepaperI stillpaymentemail aftergo?   |
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| I of when I go digital?  Payment emails be I choose communication.  Payment date emails can still be if  reminders still occur the paperless system?  Does email reminders change after opting?  If paperless, I still receive email?  due emails if choose paper.  I still payment email after go?  |
| PaymentemailsbeI choosecommunication.  Paymentdate emails can still beif remindersstill occurthe paperless system?  Doesemail reminderschange after opting?  Ifpaperless,I still receiveemail? dueemailsifchoosepaper. I stillpaymentemail aftergo?  |
| PaymentemailsbeI choosecommunication.  Paymentdate emails can still beif remindersstill occurthe paperless system?  Doesemail reminderschange after opting?  Ifpaperless,I still receiveemail? dueemailsifchoosepaper. I stillpaymentemail aftergo?  |
| reminders still occur the paperless system?  Does email reminders change after opting?  If paperless, I still receive email?  due emails if choose paper.  I still payment email after go?   |
| reminders still occur the paperless system?  Does email reminders change after opting?  If paperless, I still receive email?  due emails if choose paper.  I still payment email after go?   |
| Does email reminders change after opting?         If paperless, I still receive email?         due emails if choose paper.         I still payment email after go?   |
| If paperless, I still receive email?         due emails if choose paper.         I still payment email after go?   |
| due emails if choose paper I still payment email after go?   |
| I still payment email after go?  |
|  |
|  |
| If I to will receive email due?  |
| Is still to reminders missed payments?   |
| get email payments with a paperless choice.  |
| Is it that receive reminders for due if switch ?   |
| Going I email notifications payment?   |
| Will receive from if I paperless?  |
| Will I get reminders for paperless communication ?   |
| Do for late payments still system?   |
| reminders for still in your paperless?   |
| paperless communications still send reminders payment  |
| Is due date still choose paper?  |
| for affect the reminders for ?   |
| Should receive payment reminders by go?  |
| Will I still receive after go?   |
| Do get late with a option?   |
| Does system due date if go communications?   |
| Is it that payment reminder emails for comms?  |
| I comms mean I will email reminders.   |
|  |
| will be given email with ?   |
| will be given email with ?  receive email notifications for duedates there is ?  |
| receive email notifications for duedates there is ?  |
| receive email notifications for duedates there is ?  Can keep deadline emails even though I mail?  |
| receive email notifications for duedates there is?  Can keep deadline emails even though I mail?  get email payment duedates no paperwork is?  |
|  |
| receive email notifications for duedates there is ?  Can keep deadline emails even though I mail?  get email payment duedates no paperwork is?  Will emails of payments if you no?  Is thing if I paperless?   |
|  |

|        |             | emails still come th | rough with?                           |                |               |          |
|--------|-------------|----------------------|---------------------------------------|----------------|---------------|----------|
| If yo  | u opt for _ | do you               | notifications                         | paymer         | nts?          |          |
| Is it  | that        | system will          | reminders                             | schedules if   | switch        | options? |
|        | the         | remind of late _     | if you opt                            | ?              |               |          |
| If     | go pap      | perless the          | payment                               | date emails?   |               |          |
|        |             | keep sending         | emails about payme                    | ents if prefer | communica     | tion?    |
|        |             |                      | reminders to make pay                 |                |               |          |
|        |             |                      | sent                                  |                |               |          |
|        |             |                      | for payment                           | if             | communication | ns.      |
|        |             |                      | for payments?                         |                |               |          |
|        |             |                      | tions the still _                     |                | ers for       | dates.   |
|        |             |                      | rs about my if I                      |                |               |          |
|        |             |                      | payment dates pap                     | erless choice? |               |          |
|        |             | be via email         |                                       | 1 0            |               |          |
|        |             |                      | payment if I chang                    |                | 2             |          |
|        |             |                      | payment                               |                |               |          |
|        |             |                      | oy if you not _<br>if I go paperless? | man :          |               |          |
|        |             |                      | mail payment if                       | nanerless      | 2             |          |
|        |             |                      | ablesendre                            |                |               |          |
|        |             |                      | uble send re                          |                |               |          |
|        |             |                      | sare sae em<br>l receive              |                |               |          |
|        |             |                      | t email for my                        |                |               |          |
|        |             | ment by if           |                                       |                |               |          |
|        |             |                      | ders payment dates                    | choose         | ?             |          |
|        |             |                      | s upcoming paymen                     |                |               |          |
|        |             | may still sent       | using a option                        | 1.             |               |          |
|        | it          | me to email          | if go pa                              | perless?       |               |          |
|        | I           | payment via          | email I change                        | _ paperless?   |               |          |
| If I _ | for no      | o my                 | date lool                             | k like?        |               |          |
| Will   | seno        | d ema                | ails if?                              |                |               |          |
|        | will be _   | emails               | I choose pape                         | er.            |               |          |
| Is     | s           | sending payment      | z emails if I                         | ?              |               |          |
| Will   | rece        | eive remind          | lers if I to?                         |                |               |          |
|        |             |                      | reminders if I                        |                |               |          |
|        |             |                      | lines still sent if                   |                | ıl?           |          |
|        |             |                      | z payment ema                         |                |               |          |
|        |             |                      | payment                               |                |               |          |
|        | -           |                      | I'll payme                            |                |               |          |
|        |             |                      | reminders for pay                     |                |               |          |
|        |             |                      | nat happens the                       |                | ?             |          |
|        |             |                      | due dates I use                       |                |               |          |
|        |             | paymen<br>send       | t reminders I                         | paperiess?     |               |          |
|        |             |                      |                                       |                |               |          |
|        |             |                      | n paperless?                          | mms?           |               |          |
|        |             |                      | after co<br>ent if I paperle          |                |               |          |
|        |             |                      | by you                                |                |               |          |
|        |             |                      | dates if it chooses                   |                | al?           |          |
|        |             |                      | to paper                              |                |               |          |

| mean for payment deadlines.   |
|---|
| Do for due dates still when you for ?   |
| the payment emails be sent I ?  |
| email of continue opting for digital approach?  |
| Will I get reminders deadlines if I switch ?  |
| Can still get notifications for deadlines using ?   |
| payment still in the paperless system?  |
| still get email reminders payment deadlines if I ?  |
| you opt for emails remind you deadlines?  |
| will email reminders choice?  |
| Is there still reminder for payment the ?   |
| Paper-free may keep payment   |
| I email of payment when going?  |
| the email remind you payments deadlines if ?  |
| Will receive email notifications of if no?  |
| due date be sent communications are   |
| I switch to communication, system send due?   |
| system email due dates if I communications?   |
| receiving email reminders due dates be by opting communications?  |
| Should I reminders dates if I ?   |
| Will I get payment by I ?   |
| I get emails if I paperless?  |
| email me upcoming deadlines if switch to ?  |
| Will email for payments still choose communications?  |
| know if still payment reminders by email if   |
| I receive payment I to paperless?   |
| Do payment paper-less communication?  |
| Did email reminders occur in system?  |
| payment emails continue come through communication?   |
| Istrue I'llget email paymentpaperless?  |
| If is selected, the payment reminder?   |
| I switch to paperless send reminders?   |
| payment due emails continue if don't ?  |
| I get notifications payment duedates if present?  |
| Will payment due emails if choose?  |
| deadline alert via email, when electronic correspondence?   |
| I go paperless, I payment reminders.  |
| Will still payment if I go?   |
| If and a second |
| Ifgo paperless,system stillreminderspayment?  |
| notifications due Dates continue opting for digital?  |
| notifications due Dates continue opting for digital?I email reminders payment if go?  |
| notifications due Dates continue opting for digital? I email reminders payment if go? email dates be sent if I choose ?   |
| notifications due Dates continue opting for digital?  I email reminders payment if go?  email dates be sent if I choose ?  can I receive payment via email?   |
| notificationsdue Dates continueopting fordigital?Iemail reminderspayment ifgo?emaildates be sent if I choose?can I receive paymentvia email?system still send email remindersifopt for paperless?   |
| notificationsdue Dates continueopting fordigital?Iemail reminderspayment ifgo?emailcan I receive paymentvia email?system still send email remindersifopt for paperless? Doreminderspayment still occursystemspeak?  |
| notifications due Dates continue opting for digital? I email reminders payment if go? email dates be sent if I choose ? can I receive payment via email? system still send email reminders if opt for paperless? Do reminders payment still occur system speak ? Does comms mean still receive email payment ?  |
| notificationsdue Dates continueopting fordigital?Iemail reminderspayment ifgo?emaildates be sent if I choose?can I receive paymentvia email?system still send email remindersifopt for paperless? Do reminderspayment still occursystem speak? Does comms mean still receive email payment? Will via emailyou don't mail it?  |
| notificationsdue Dates continueopting fordigital?Iemail reminders payment ifgo?   |
| notificationsdue Dates continueopting fordigital?Iemail reminderspayment ifgo?emaildates be sent if I choose?can I receive paymentvia email?system still send email remindersifopt for paperless? Do reminderspayment still occursystem speak? Does comms mean still receive email payment? Will via emailyou don't mail it?  |

| Is possible that receive if electronic communications?  |            |
|---|------------|
| you don't will you still get via?   |            |
| $\label{thm:continuous} Will your \_\_\_\_ to \_\_\_\_ me \_\_\_\_ regarding \_\_\_\_ schedules if I \_\_\_\_\_\_\_ options?$ |            |
| deadlines via if I choose electronic?   |            |
| reminders still in paperless system?  |            |
| date emails continue choose no?   |            |
| the via emails about pending payments prefer electronic?  |            |
| Is email payments changed for paperless?  |            |
| deadline may with paper-free communication.   |            |
| If I will I still payment reminders?  |            |
| Does paperless still due ?  |            |
| Even if paperless communications, I'm unsure emails still   | due dates. |
| don't will payment due date emails?   | _          |
| will email payment I opt paperless.   |            |
| Will receive email payments if I ?  |            |
| Will email for due dates a approach?  |            |
| Will payment due emails still in ?  |            |
| the notifying me about via email I correspondence?  |            |
| Will system send email payment reminders to?  |            |
| I switch still get payment reminders?   |            |
| there still email for the paperless ?   |            |
| Will system send if switch to paperless ?   |            |
| Will communications email for payment?  |            |
| I paperwork, what happens due date emails?  |            |
| Does the paperless system still email ?   |            |
|   |            |
| Is possible get notifications for payments choice?  There will be email for payment due choose                                |            |
|   |            |
| get email about upcoming payments if to?  |            |
| If file happens payment due date?   |            |
| I email reminders about payment deadlines to digital?   |            |
| Will the remind payments deadlines after opting ?   |            |
| If I opt for no paperwork, what do?   |            |
| email payment still I paperless?  |            |
| Will payment date persist no paper?   |            |
| Will if it's only?  |            |
| payment due come in paperless?  |            |
| email if I ?  |            |
| If I choose paperless communications, if email will be  |            |
| Email payment dates be opting for paperless   |            |
| still be reminder I go paperless?   |            |
| reminders will be sent email if   |            |
| reminders payment still happen paperless system?  |            |
| comms mean I'll email ?   |            |
| payment emails sent out?  |            |
| If go paperless will the send ?   |            |
| Will show up go paperless?  |            |
| reminders for payments be I my payments?  |            |
| reminders payment in the system you offer?  |            |
| date emails be sent if to paperless   |            |
| email about payment duedates if is no?  |            |

| not the be sent for due even if I choose  |
|---|
| Should you provide about upcoming if opt communications?                                  |
| I notifications via email when choose electronic?   |
| I'm not if the emails will sent for even if choose  |
| payment due continue choose no paper?   |
| If use paperwork, my payment due emails?  |
| Should receive email reminders I opt paperless?   |
| for payment due dates can still communications.   |
| do email notifications of payment dates?  |
| Will date emails if don't them?   |
| do if the emails will still be sent payment I communications.                             |
| Is paperless offering email reminders for ?   |
| Will the send for date if I communications?   |
|   |
| Will it still deliver email if it is be?  |
| The system if I choose paperless.   |
| payment due date email I don't ?  |
| Will payment date if I paper?   |
| paperless communications get email payment reminders?                                     |
| Will still reminders for dates if I communication?  |
| sent by the if I choose paperless?  |
| Will email upcoming payment still be there switch ?                                       |
| the payment email reminders if opt for?   |
| email reminders for paperless?  |
| I use I for my bill deadlines?  |
| What happen to due date if paperwork?   |
| email reminders for occur paperless systems?  |
| When choosing paper-free still send payment ?   |
| Will still deliver email to choose digital only?  |
| digital, I receive email notifications payment ?  |
| Will the via email after choosing?  |
| Is still email dates go digital?  |
| be receive payment reminders by email if ?  |
| email reminders payment still the paperless?  |
| Will emails you of deadlines if you papers?   |
| Paper-free may with payments.   |
| system the due I go paperless?  |
| Does still email reminders payment ?  |
| Is email still I go ?   |
| communications, do payment deadlines ?  |
|   |
| Will still payment reminder emails paperless?   |
| If I make no happens due?   |
| reminders are possible through paperless communications.                                  |
| Will reminders be payment dates paperless?  |
| I get if I opt paperless communication?   |
| payment deadline emails come ?  |
| Is it for payments you for paperless?   |
|   |
| Will the system reminders payment due to paperless?                                       |
| Will the system reminders payment due to paperless?  If I choose paperless will payment ? |
|   |

| Do you email notifications                   | are opting digital communications? |
|--|------------------------------------|
| Does paperless mean I'll still               | reminders?                         |
| payment due be sent via email if             | ?                                  |
| still payment email after                    | r opting for paper-free?           |
| Will reminders be dates are?                 |                                    |
| Is communications still able send remin      | ders about?                        |
| Can I payment via choose                     | correspondence?                    |
| send alert via email you choo                | se?                                |
| I chose paperless system pay                 | ment emails?                       |
| I expect to payment via when                 | use correspondence?                |
| Will still deliver payment                   | _ opting for only?                 |
| Do deadline come now communica               | tion paper-free?                   |
| motifications about payment duedates availab | le if?                             |
| it possible to receive reminders             |                                    |
| If paperless, will payment reminder          |                                    |
| possible to email for due dates if _         |                                    |
| notifications about payments continue _      |                                    |
| still get email payment dates,               |                                    |
| Is the payment still sent go?                | 3                                  |
| the system email dates                       | if I choose paperless ?            |
| Email reminders will be for c                |                                    |
| payment notifications via email              |                                    |
| Will payment email persist I choose          | <del></del>                        |
| receive alerts for my without                |                                    |
| if the be sent for e                         |                                    |
| Do reminders occur in the sy                 |                                    |
| Email reminders for the paper                |                                    |
| comms a sign I'll get paymen                 |                                    |
|  |                                    |
| choose the system due                        |                                    |
| Will reminders for sent if are               |                                    |
| If I to paperless system remi.               | nuers payment:                     |
| Is reminder I go paperless?                  |                                    |
| Will due dates by opting                     |                                    |
| Is deadline paper-free comm                  |                                    |
| Will payment due date not                    |                                    |
| Email payment if I paperless                 |                                    |
| payment reminder emails I p                  |                                    |
| Is email payments deadlines you _            |                                    |
| Will the still email payment I               |                                    |
| it possible I get reminders for due          |                                    |
| email notifications late occur with          |                                    |
| due date emails in paperless                 |                                    |
| there email reminders for I I                | aperless?                          |
| Will email payments sent if I                | ?                                  |
| I get email if for paperless?                |                                    |
| With no do payment come?                     |                                    |
| Will email payment due be affected           | d by communication?                |
| it deliver email of dates when               | _ is?                              |
| If I payment emails be                       | sent?                              |
|  |                                    |

| unsure emails will still be sent the dates even paperless communications.   |
|---|
| $\  \  \  \  \  \  \  \  \  \  \  \  \  $   |
| I get if I choose comms?  |
| Will get due message email it?  |
| Paper-free communications for payment?  |
| Email due dates are still paperless   |
| Will still be sent if don't mail?   |
| If opt for still provide email for upcoming?  |
| communications email payment still?   |
| If I communications, will the reminders for due?  |
| Will I get reminders email if go?   |
| Will still reminders if go paperless?   |
| If I opt will continue email reminders payment.   |
| If with what happens due date emails?   |
| Email about deadlines will sent I switch communication.   |
| Will remind payments if you opt papers?   |
|   |
| the system reminders for paperless?   |
| I am sure if the still be the payment even choose paperless   |
| Do deadline emails come through ?   |
| paperless still send reminders due dates?   |
| I not emails will still be for I choose paperless communications.   |
| about duedates if I don't any paperwork?  |
| option, is email sent?  |
| deliver email notifications of when you digital?  |
| Will receive payment even I go?   |
| option: Are deadline still?   |
| option, payment still go?   |
| I email reminders payment deadlines if switch digital?  |
| Do get reminders for dates paperless communication?   |
| I receive notification payment duedates there is ?  |
| don't know opting for paperless comms will get  |
| When electronic can get payment notifications ?   |
| still give about upcoming payments, you opt communications?   |
| Will about upcoming deadlines there if I switch ?   |
| will about upcoining deadines there it is witch :   |
|   |
| I expect to get deadlines choosing correspondence?  |
| I expect to get deadlines choosing correspondence? know the will be payment due dates paperless communications.   |
| I expect to get deadlines choosing correspondence? know the will be payment due dates paperless communications.  Will I receive payment I comms?  |
| I expect to get deadlines choosing correspondence?  know the will be payment due dates paperless communications.  Will I receive payment I comms?  I choose paperless comms, will get ?   |
| I expect to get deadlines choosing correspondence? know the will be payment due dates paperless communications.  Will I receive payment I comms? I choose paperless comms, will get ?  Is possible that for payments be I paperless?  |
| I expect to get deadlines choosing correspondence?  know the will be payment due dates paperless communications.  Will I receive payment I comms?  I choose paperless comms, will get ?  Is possible that for payments be I paperless?  alert for my bill without using mail?   |
| I expect to get deadlines choosing correspondence? know the will be payment due dates paperless communications.  Will I receive payment I comms? I choose paperless comms, will get ?  Is possible that for payments be I paperless? alert for my bill without using mail?  Is paperless communication payment emails?  |
| I expect to get deadlines choosing correspondence?  know the will be payment due dates paperless communications.  Will I receive payment I comms?  I choose paperless comms, will get ?  Is possible that for payments be I paperless?  alert for my bill without using mail?  Is paperless communication payment emails?  I receive payment deadline via choose electronic?  |
| I expect to get deadlines choosing correspondence?  know the will be payment due dates paperless communications.  Will I receive payment I comms?  I choose paperless comms, will get ?  Is possible that for payments be I paperless?  alert for my bill without using mail?  Is paperless communication payment emails?  I receive payment deadline via choose electronic ?  not sure communications still send email dates.  |
| I expect to get deadlines choosing correspondence?  know the will be payment due dates paperless communications.  Will I receive payment I comms?  I choose paperless comms, will get ?  Is possible that for payments be I paperless?  alert for my bill without using mail?  Is paperless communication payment emails?  I receive payment deadline via choose electronic?  not sure communications still send email dates.  it notifications of if it is be only digital?  |
| I expect to get deadlines choosing correspondence?  know the will be payment due dates paperless communications.  Will I receive payment I comms?  I choose paperless comms, will get ?  Is possible that for payments be I paperless?  alert for my bill without using mail?  Is paperless communication payment emails?  I receive payment deadline via choose electronic?  not sure communications still send email dates.  it notifications of if it is be only digital?  Payment come with paper-free communication. |
| I expect to get deadlines choosing correspondence?  know the will be payment due dates paperless communications.  Will I receive payment I comms?  I choose paperless comms, will get ?  Is possible that for payments be I paperless?  alert for my bill without using mail?  Is paperless communication payment emails?  I receive payment deadline via choose electronic?  not sure communications still send email dates.  it notifications of if it is be only digital?  |
| I expect to get deadlines choosing correspondence?  know the will be payment due dates paperless communications.  Will I receive payment I comms?  I choose paperless comms, will get ?  Is possible that for payments be I paperless?  alert for my bill without using mail?  Is paperless communication payment emails?  I receive payment deadline via choose electronic?  not sure communications still send email dates.  it notifications of if it is be only digital?  Payment come with paper-free communication. |
| I expect to get deadlines   |

| I get email for I go?   |
|---|
| Will get reminders for payment if go?   |
| due persist I choose to print?  |
| Do payment emails still the if paperless?   |
| the me via about payments I prefer electronic?  |
| sure if communications will payment due dates.  |
| going digital I get email payment?  |
| If I paperless payment emails be by ?   |
| if opt for no payment due date?   |
| no will to payment due date emails?   |
| still get email I paperless comms?  |
| If choose communication, system send reminders for payment                                |
| not sure if paperless email for dates.  |
| Will be payment emails I?   |
| if date will continue if I no paper.  |
| Will the email remind of deadlinesm papers?   |
| Does email reminders for paper-free?  |
| it that I will reminder email electronic communications?                                  |
| the send alert via email paper-free?  |
| Is payment due still in?  |
| $\begin{tabular}{lllllllllllllllllllllllllllllllllll$                                     |
| Does payment due date?  |
| Does deadline emails still come ?   |
| If I didn't can can for bill deadlines?   |
| $Will \_\_\_ email \ reminders \_\_\_ deadlines \_\_\_ I \_\_\_ to \_\_\_ communication?$ |
| email reminders payment dates with paperless  |
| still notifications about payments, even opt for digital?                                 |
| you choose will still receive due by email?   |
| receive email my bill deadlines without mail?   |
| Will it deliver email of if is chosen ?   |
| payment deadline with paper-free?   |
| Do I get email of payment ?   |
| get get reminders due if paperless communicate?   |
| Is paperless capable of sending reminders ?   |
| get email for deadlines using physical mail?  |
| still send email reminders opt for paperless?   |
| Will send email if you paper-free?  |
| I getting email about payment duedates paperwork?   |
| due emails if I don't paper?  |
| Does choosing mean email will sent?   |
| payment still be sent for paperless?  |
| I keep payment reminders if choose to ?   |
| If I go communication will reminders dates?   |
| there for payment in the system?  |
| due message be sent email mail is?  |
| Is it possible to payment via ?   |
| system payment alerts by email you choose?  |
| option: emails go out?  |
| I get email upcoming payment I switch to communication?                                   |
| Will due emails I paper?  |

| Will receive email notifications about duedates no?   |
|---|
| I get payment email I paperless?  |
| Is possible I'll get payment if opt for ?   |
| it still deliver dates, if it chooses only?   |
| send payment date emails if go?   |
| I'm unsure the for due dates even I communications.   |
| If choose paperless communication, will send payment?   |
|   |
| emails will be by system I go   |
| reminders upcoming deadlines if I to digital communication?   |
| Is the system payment reminder if opt paperless?  |
| Do you send upcoming you opt digital communications?  |
| given for payment dates paperless choice?   |
| still email reminders upcoming payment I switch digital?  |
| the the date if I switch to communications?   |
| Will emails if I choose paper?  |
| Does notifications for dates switch a digital?  |
| Will there be email forselect?  |
| get payment if choose paperless?  |
| Will be if I for paperless?   |
| paperless communications capable for due dates?   |
| Is it true I'll get despite paperless?  |
| Is possible to print still payment via ?  |
| due date email if?  |
| Payments reminder emails will I choose  |
|   |
| your keep reminders about my if I to?   |
| for dates could affected by opting for  |
| Is for with a paperless choice?   |
| Will emails about if opting no?   |
| Should payment emails still paper-free?   |
| The will send reminder go paperless.  |
| will sent if I choose paperless   |
| Will receiving email be changed by for paperless?   |
| $I'm \ not \ sure \underline{\hspace{1cm}} paperless \underline{\hspace{1cm}} result \ in \underline{\hspace{1cm}} still \ being \underline{\hspace{1cm}} for \underline{\hspace{1cm}} \underline{\hspace{1cm}}.$ |
| still payment alert by email choosing?  |
| get payment if I go?  |
| be receiving upcoming I switch to digital communication?  |
| Does come with paper-free?  |
| option: emails still out?   |
| email due dates if to paperless communication?  |
| the system due date emails if paperless?  |
| is no I receive notifications about duedates?   |
| Will it of payment you digital only?  |
|   |
| Is I get reminder emails if communications?   |
| If I don't paperwork, happens due?  |
| it possible that I will get payment ?   |
| When paper-free, the payment by email?  |
| possible to notifications of payment dates I digital?   |
| Will sending payment emails I paperless?  |
|   |
| email payment I choose paperless?   |

| the payment due emails if don't ?   |
|---|
| Is it true I if choose paperless comms?   |
| deadline still with paper-free  |
| Will email reminders I select paperless?  |
| still email reminders deadlines if switch to communication?   |
| Do reminders still take place the ?   |
| I switch paperless will system payment email?   |
| If don't use physical mail, I email ?   |
| reminders for deadlines happen paperless system?  |
| Will having reminders for due dates opting paperless?   |
| the email remind of payments deadlines opt for ?  |
| Is an email late with choice?   |
| Will still my if I paperless?   |
| possible avoid and get payment reminders via?   |
| choose not to you get payment message email?  |
| the system send me reminder I?  |
| get email notifications don't have paperwork?   |
| you think affect the email reminders for?   |
| Will system me about pending my electronic?   |
| Will payment if bother with paper?  |
| to date if I don't have paperwork?  |
| communication able to send for dates?   |
| Is payment date paperless communication?  |
| system send email payments I paperless communications?  |
| If pick mail, still due message by?   |
| If no paperwork, will receive email due?  |
| Will the still send by choosing paper?  |
| I go communications, will the send payment ?  |
| Will payment reminders if?  |
| Will I payment duedates if isn't?   |
| $\_$ if the email will still $\_$ sent $\_$ due dates even if $\_$ paperless $\_$ .                         |
| I will receive email dates if I choose?   |
| Will the payment I switch to?   |
| Will keep giving payments if prefer electronic correspondence?  |
| Will payment date continue I no?  |
| Will it send payment dates it only?   |
| there email reminders with paperless?   |
| communications, do email for deadlines?   |
| go the system send due date?  |
| Will I receive email payment if ?   |
| If I choose know the emails will still sent payment   |
| email notifications for dates continue when for ?   |
| $Is \ \_\_\_ \ get \ \_\_\_ \ deadline \ alerts \ via \ email \ \_\_\_ \ choose \ \_\_\_ \ correspondence?$ |
| Will I still about I switch digital?  |
| emails will continue if no paper.   |
| send payment alert by if paper-free?  |
| Will due date emails if decide ?  |
| I continue get by I go paperless?   |
| Will still receiving reminders about deadlines switch to communication?                                     |
| am communications will that emails will be sent payment due .   |

| Payment due date of paperless?                                |
|---|
| If use paperless will I get reminders ?                       |
| Will the keep of if I electronic correspondence?              |
| go for communications, due date emails sent?                  |
| know if the be sent payment due dates even I                  |
| be given for paperless payment?                               |
| Will notifications about payment no paperwork?                |
| I choose will reminders for payment due dates?                |
| Do payment deadline still with free?                          |
| be given dates paperless?                                     |
| Paper-free option: the still send ?                           |
| I for payment if no paperwork?                                |
| Will system give email reminders for?                         |
| Do come through communication?                                |
| Is that I email for due I use paperless?                      |
| I to communications, the send date emails?                    |
| still send payment by choosing paperless?                     |
| Email payments will I opt for                                 |
| I email notifications bill physical mail?                     |
| emails still sent with communication.                         |
| for payments could sent if I                                  |
| Will due dates?   |
| may still send reminders for due I paperless                  |
| Will email payment due dates paperless communications?        |
| Will get for deadlines using mail?                            |
| The system reminders for payment due I choose                 |
| I receive payment reminders email change paperless?           |
| your continue send me reminders schedules I to paperless?     |
| If I opt for will system email ?                              |
| Will I alert via choosing correspondence?                     |
| for paperless there still be email for due?                   |
| I get reminder emails I go?                                   |
| I am not the emails be payment choose paperless communication |
| Can not mail receive payment deadline?                        |
| still give email about upcoming payments you communications?  |
| system email reminders if switch to paperless?                |
| to paperless communications the system continue to send for ? |
| there be email payment go?                                    |
| I still Reminders by Email I?                                 |
| email payment reminders still if paperless?                   |
| What date emails if no paperwork?                             |
| Is it possible to payment I switch ?                          |
| Is it to receive notifications with choice.                   |
| If choose paperless communications, if still be sent for      |
| If to not have what due emails?                               |
| Payment due email persist I no                                |
| Will the me payment reminders if ?                            |
| I getting reminders email if I paperless?                     |
| I notifications due dates if isn't?                           |
| Will the reminders dates are paperless?                       |

| If paperless will send payment reminder?  |
|---|
| Do payment deadline through ?   |
| payment still work communication?   |
| Will the send payment if I choose ?   |
| Do still email if to paperless comms?   |
| system capable sending payment reminder emails communication?   |
|   |
| physical I expect email notifications for deadlines?  |
| Should payment be sent paperless communication?   |
| use mail, can I get for deadlines?  |
| Paper-free deadline still sent?   |
| The will payment if I paperless.  |
| payment due date I don't print?   |
| system send emails if I communication?  |
| paperless have due date?  |
| I keep email payment reminders choose ?   |
| the emails deadlines if are chosen?   |
| Email dates with paperless will given by ?  |
| Will I get duedates I don't have?   |
| I go paperless, will get email ?  |
| of payment dates still delivered it digital?  |
| if the emails be for payment due dates if communications.   |
| Can I still email reminders paperless?  |
|   |
| Will the system send email for payment paperless?   |
| Ispossible email reminders if I paperless?  |
| Email reminders date can be included in   |
| the send for payment I choose ?   |
|   |
| Will email reminders for due I paperless?   |
| Will email reminders for due I paperless?         the system email reminders I switch to?   |
| Will email reminders for due I paperless?   |
| Will email reminders for due I paperless?         the system email reminders I switch to?   |
| Will  |
| Will email reminders for due I paperless?  the system email reminders I switch to?  I don't paperwork, happen to my due emails?  If I to paperless system payment?  |
| Will email reminders for due I paperless?  the system email reminders I switch to?  I don't paperwork, happen to my due emails?  If I to paperless system payment?  Is it true receive payment I opt for ?  |
| Will email reminders for due I paperless?         the system email reminders I switch to?         I don't paperwork, happen to my due emails?         If I to paperless system payment?         Is it true receive payment I opt for?         payment deadline through with?  |
| Will email reminders for due I paperless?  the system email reminders I switch to?  I don't paperwork, happen to my due emails?  If I to paperless system payment?  Is it true receive payment I opt for ?  payment deadline through with ?  it will get email I paperless?  payment date persist I don't a ?   |
| Will email reminders for due I paperless?  the system email reminders I switch to?  I don't paperwork, happen to my due emails?  If I to paperless system payment?  Is it true receive payment I opt for?  payment deadline through with ?  it will get email I paperless?  payment date persist I don't a?  payment due continue if choose no?   |
| Will email reminders for due I paperless?  the system email reminders I switch to?  I don't paperwork, happen to my due emails?  If I to paperless system payment?  Is it true receive payment I opt for ?  payment deadline through with ?  it will get email I paperless?  payment date persist I don't a?  payment due continue if choose no?  Do reminders for deadlines happen in ?  |
| Will email reminders for due I paperless? the system email reminders I switch to? I don't paperwork, happen to my due emails?  If I to paperless system payment?  Is it true receive payment I opt for? payment deadline through with ? it will get email I paperless? payment date persist I don't a? payment due continue if choose no?  Do reminders for deadlines happen in ? choose to no paperwork, my due date emails?   |
| Will email reminders for due I paperless?  the system email reminders I switch to?  I don't paperwork, happen to my due emails?  If I to paperless system payment ?  Is it true receive payment I opt for ?  payment deadline through with ?  it will get email I paperless?  payment date persist I don't a ?  payment due continue if choose no ?  Do reminders for deadlines happen in ?  choose to no paperwork, my due date emails?  still reminders deadlines I switch to digital?  |
| Will email reminders for due I paperless? the system email reminders I switch to? I don't paperwork, happen to my due emails?  If I to paperless system payment ?  Is it true receive payment I opt for ?  payment deadline through with ?  it will get email I paperless?  payment date persist I don't a ?  payment due continue if choose no ?  Do reminders for deadlines happen in ?  choose to no paperwork, my due date emails?  still reminders deadlines I switch to digital?  the emails payments deadlines if opt for ?  |
| Will email reminders for due I paperless? the system email reminders I switch to? I don't paperwork, happen to my due emails?  If I to paperless system payment?  Is it true receive payment I opt for?  payment deadline through with ?  it will get email I paperless?  payment date persist I don't a ?  payment due continue if choose no ?  Do reminders for deadlines happen in ?  choose to no paperwork, my due date emails?  still reminders deadlines I switch to digital?  the emails payments deadlines if opt for ?  a message if you don't mail it?   |
| Willemail reminders for dueIpaperless?the systememailremindersI switch to?I don'tpaperwork,happen to mydueemails?  If Ito paperlesssystempayment?  Is it truereceive payment! I opt for? payment deadlinethrough with? itwill get emailI paperless? paymentdatepersistI don'ta? payment duecontinue ifchoose no?  Doreminders fordeadlines happen in? choose tono paperwork,mydue date emails? stillremindersdeadlinesI switch to digital? the emailspayments deadlines ifopt for?  amessageif you don't mail it?  Willreceive email reminderspayments ifto?  |
| Will email reminders for due I paperless? the system email reminders I switch to? I don't paperwork, happen to my due emails?  If I to paperless system payment?  Is it true receive payment I opt for? payment deadline through with ? it will get email I paperless? payment date persist I don't a? payment due continue if choose no?  Do reminders for deadlines happen in ? choose to no paperwork, my due date emails? still reminders deadlines I switch to digital? the emails payments deadlines if opt for ? a message if you don't mail it?  Will receive email reminders payments if to?  Email reminders dates will with choice.  |
| Will email reminders for due I paperless? the system email reminders I switch to ? I don't paperwork, happen to my due emails?  If I to paperless system payment ?  Is it true receive payment I opt for ?  payment deadline through with ?  it will get email I paperless?  payment date persist I don't a ?  payment due continue if choose no ?  Do reminders for deadlines happen in ?  choose to no paperwork, my due date emails?  still reminders deadlines I switch to digital?  the emails payments deadlines if opt for ?  a message if you don't mail it?  Will receive email reminders payments if to ?  Email reminders dates will with choice.  Does paperless I will still get ?                                       |
| Will email reminders for due I paperless?   the system email reminders I switch to ?   I don't paperwork, happen to my due emails?   If I to paperless system payment ?   Is it true receive payment I opt for ?   payment deadline through with ? ;   it will get email I paperless? payment a ?   payment date persist I don't a ?   payment due continue if choose no ?   payment deadlines happen in ? my due date emails?   still reminders deadlines I switch to digital?   the emails payments deadlines if opt for ?   the emails payments deadlines if opt for ?   will receive email reminders payments if to ?   Email reminders dates will with choice.   Does paperless I will still get ?   Will I get reminders if I ? |
| the system email reminders for due I paperless?  I don't paperwork, happen to my due emails?  If I to paperless system payment ?  Is it true receive payment I opt for ?  payment deadline through with ?  it will get email I paperless?  payment date persist I don't a ?  payment due continue if choose no ?  Do reminders for deadlines happen in ?  choose to no paperwork, my due date emails?  still reminders deadlines I switch to digital?  the emails payments deadlines if opt for ?  a message if you don't mail it?  Will receive email reminders payments if to ?  Email reminders dates will with choice.  Does paperless I will still get ?  Will I get reminders if I ?  Payment reminders will by email if        |
| Will email reminders for due I paperless?   the system email reminders I switch to ?   I don't paperwork, happen to my due emails?   If I to paperless system payment ?   Is it true receive payment I opt for ?   payment deadline through with ? ;   it will get email I paperless? payment a ?   payment date persist I don't a ?   payment due continue if choose no ?   payment deadlines happen in ? my due date emails?   still reminders deadlines I switch to digital?   the emails payments deadlines if opt for ?   the emails payments deadlines if opt for ?   will receive email reminders payments if to ?   Email reminders dates will with choice.   Does paperless I will still get ?   Will I get reminders if I ? |
| Willemail reminders for dueIpaperless?the systememail remindersI switch to?I don'tpaperwork,happen to mydueemails?  If Ito paperless systempayment?  Is it true receive payment I opt for?payment deadline through with?it will get email I paperless?payment date persist I don't a?payment due continue if choose no?  Do reminders for deadlines happen in ? choose to no paperwork, my due date emails? still reminders deadlines if opt for ? a message if you don't mail it?  Will receive email reminders payments if to?  Email reminders dates will with choice.  Doespaperless I will still get ?  Will I get reminders if I ?  Payment reminders will by email if ?  Will ne of payments if I opt ?                        |
| Willemail reminders for dueIpaperless?the systememail reminders I switch to?I don'tpaperwork,happen to mydueemails?  If Ito paperless systempayment?  Is it true receive payment I opt for?payment deadline through with?it will get email I paperless?payment date persist I don't a?payment due continue if choose no?  Do reminders for deadlines happen in? choose to no paperwork, my due date emails? still reminders deadlines if opt for? a message if you don't mail it?  Will receive email reminders payments if to?  Email reminders dates will with choice.  Doespaperless I will still get?  Will I get reminders if I?  Payment reminders will by email if  the still send payment email choosing?                     |
| Willemail reminders for dueIpaperless?the systememail remindersI switch to?I don'tpaperwork,happen to mydueemails?  If Ito paperless systempayment?  Is it true receive payment I opt for?payment deadline through with?it will get email I paperless?payment date persist I don't a?payment due continue if choose no?  Do reminders for deadlines happen in ? choose to no paperwork, my due date emails? still reminders deadlines if opt for ? a message if you don't mail it?  Will receive email reminders payments if to?  Email reminders dates will with choice.  Doespaperless I will still get ?  Will I get reminders if I ?  Payment reminders will by email if ?  Will ne of payments if I opt ?                        |

|        |              | _ still capab | le of sending   | remind                  | lers       | payment?     |                                     |              |
|--------|--------------|---------------|-----------------|-------------------------|------------|--------------|-------------------------------------|--------------|
| Will   |              | notify me _   |                 | payn                    | nents      | _ I prefer   | electronic correspondence?          |              |
|        | _ you        | a payr        | nent due me     | ssage                   | if you     |              | _ mail?                             |              |
| I'm    | sure _       | paperle       | ess communi     | cations will _          |            | emails       | being sent                          | dates.       |
| If     | W            | ill           | _ email         | reminders?              |            |              |                                     |              |
| Is th  | ere email _  | la            | nte             | paper                   | less choic | e.           |                                     |              |
|        |              |               |                 | or deadli               |            | using phy    | sical?                              |              |
| I'll s | till get     | _ payment _   | if              | I                       | ·          |              |                                     |              |
|        |              |               |                 | nt                      |            |              | ?                                   |              |
|        |              |               |                 | nt reminders            |            |              |                                     |              |
|        |              |               |                 | email if                |            | d?           |                                     |              |
|        |              |               |                 | choose r                |            |              |                                     |              |
|        |              |               |                 |                         |            | _ I switch   | to communication?                   |              |
|        |              |               |                 | I us                    |            | dua dataa    | I                                   |              |
|        |              |               |                 |                         |            |              | even I com: digital communications? | munications. |
|        |              |               |                 | _ upcoming _<br>opens m |            |              |                                     |              |
|        |              |               |                 |                         |            |              | ;<br>digital?                       |              |
|        |              |               | emails          |                         |            |              | argitar                             |              |
|        |              |               |                 | still                   | not        | ifications   | email?                              |              |
|        |              |               |                 | deadline                |            |              |                                     |              |
|        |              |               |                 | no p                    |            | ?            |                                     |              |
|        |              |               |                 |                         |            |              | e paperless?                        |              |
|        | _ I choose p | paperless co  | mmunication     | n, will                 |            | reminders    | s for?                              |              |
|        | the syster   | m send        | for pa          | yment                   |            | choice?      |                                     |              |
|        | _ email      | _ reminders   | s still valid _ | I                       | comms      | s?           |                                     |              |
|        |              |               |                 | ent reminders           |            |              |                                     |              |
|        |              |               |                 |                         |            |              | I electronic?                       |              |
|        |              |               |                 | f i                     |            |              | ?                                   |              |
|        |              |               |                 | deadl                   |            |              |                                     |              |
|        |              |               |                 |                         |            |              | paperless?                          |              |
|        |              |               |                 | payme<br>ail reminders  |            |              | s?                                  |              |
|        |              |               |                 |                         |            |              | )                                   |              |
|        |              |               |                 | happens                 |            |              |                                     |              |
|        |              |               |                 |                         |            |              | t for paperless communication       | ons?         |
|        |              |               |                 |                         |            |              |                                     |              |
|        |              |               |                 |                         |            |              | <br>fer ?                           |              |
|        |              |               |                 | with                    |            |              |                                     |              |
| If I c | opt for      |               | happens         | payment _               |            | ?            |                                     |              |
| Will   |              | keep          | me              | _ about                 | payments   | s if I prefe | er?                                 |              |
| If th  | ere is       | will th       | nere be         |                         | dueda      | ates?        |                                     |              |
|        | email pay    | ment          | I 9             | go?                     |            |              |                                     |              |
|        | _ paperless  | s still _     | sei             | nd email                | for paym   | ent          | dates?                              |              |
|        |              |               |                 |                         |            |              | ·                                   |              |
|        |              |               |                 | ers if                  |            |              |                                     |              |
|        |              |               |                 | _ still get             |            |              | ?                                   |              |
|        |              |               |                 | ninders                 |            | _?           |                                     |              |
|        |              |               |                 | pa                      |            | -10          |                                     |              |
| VV 111 | 1 ema        | ш rem         | maers           | switch                  | pape       | erress?      |                                     |              |

| I don't need paperwork, what happens my ?  |
|--|
| go the send payment due emails.  |
| Will reminder emails still sent paperless?   |
| it possible that I payment choosing paperless comms?                                       |
| Is it possible receive payment notifications via ?   |
| reminders for payment dates paperless choice.  |
| the come through with paper-free communication?  |
| keep sending payment if switch to paperless?   |
| not sure if the emails be for choose paperless.  |
| Will I receive email I to paperless?   |
| I email due paperless communication occurs?  |
| Will the system send payment choosing?   |
| paperless, will send me payment date emails?   |
| Will due date persist if no?   |
| Will payment due emails print it?  |
| email still occur paperless system?  |
| email still occur paperless system: notifications about bill deadlines without using mail? |
| it possible I get reminders dates I for paperless ?  |
| sure if the still the payment if I choose paperless communications.                        |
| there paperwork, I notifications about due dates?  |
| due date continue choose to print the ?  |
| Can communications still email reminders payment ?   |
| Will receive email reminders about I switch digital?                                       |
| reminders for payments be choose paperless?  |
|  |
| the still send reminders if paperless? that I still get I choose paperless comms?          |
| it to avoid and receive payment reminders ?  |
| Do deadline emails still through there is ?  |
| Will the emails about payments for papers?   |
|  |
| When I paperless, I still get ?  Is possible get email payment reminders paperless?        |
| think I'll email reminders I paperless comms.  |
| email notifications of dates still delivered digital ?                                     |
| Do email through paper-free communication?   |
| Can I email alerts using mail?   |
| Payment emails may still through   |
|  |
| continue receive reminders payment deadlines if I to ?                                     |
| Will payment reminder emails go paperless?   |
| I still receive email reminders regarding deadlines I ?                                    |
| If I for paperless get reminder due?   |
| Is possible that I email for dates I paperless?  |
| Is email for sent I?   |
| I if the emails will be sent due paperless   |
| If I opt paperless will payment be?  |
| I email for bill using mail?   |
| of upcoming payment deadlines remain if switch ?   |
| email notifications continue if a digital approach?  |
| II get email?  |
| Will still send email about upcoming payments you?   |
| it possible to reminders for opt for?  |

| Will still send payment I go paperless?                                  |
|--|
| I for will system due date?  |
| I am unsure the sent for the due dates choose communications.            |
| Is due emails if I no paper?   |
| get reminders for payment dates with ?                                   |
| possible that still payment reminders with paperless?                    |
| deliver email dates if you choose only?                                  |
| Will system still payment notifications paper-free?                      |
| Is possible to email notifications for payments ?                        |
| Will for payment sent if I switch paperless?                             |
| if the will be sent due dates I paperless                                |
| Will it email payment they choose digital?                               |
| Paper-free communication result in                                       |
| email notifications about payment duedates no ?                          |
| I receive email about my if there ?                                      |
| Paper-free option: payment still ?                                       |
| Does opting for paperless reminders ?                                    |
| payment reminder if I for electronic?                                    |
| payment due email you don't mail?  |
|  |
| Is still the way to reminders paperless?                                 |
| Will system keep me about pending I electronic ?                         |
| paperless communication, will get email for dates?                       |
| Will the system payment due if ?   |
| not the emails still be for payment dates I to paperless communications. |
| Will notifications by email when paper-free?                             |
| payment email if I paperless?  |
| If paperwork, notifications about payment duedates?                      |
| Do provide for if you opt for communications?                            |
| not sure the emails will be on time if communications.                   |
| I get payment dates when I switch ?                                      |
| If payment?  |
| I payment via email if I?  |
| Will payment in email I go?  |
| I go get payment reminders?  |
| I reminders email if I go?   |
| Will I email regarding if no?  |
| emails come in with communication?                                       |
| payment deadline email come after ?                                      |
| happens payment date if don't any paperwork?                             |
| If I get payment in email?   |
| communications might payment deadlines.                                  |
| If I choose communications, system reminder?                             |
| reminders for payment dates affected by paperless communications.        |
| about my duedates if there is no?  |
| The might about if you opt papers.                                       |
| · · · · _ · · _ · · · _ · · · _ ·  |
| Is paperless communications able to payment ?                            |
| Is paperless communications able to payment ?  due I do not print paper? |
| due I do not print paper?  |
| due I do not print paper?  I want choosing comms means I email payment   |
| due I do not print paper?  |

|         | _ paper-free will send by email?                          |
|---------|---|
| Will    | payment due if I paper?                                   |
|         | _ it notifications payment choosing digital only?         |
|         | for payment deadlines may with                            |
|         | get email reminders paperless?                            |
|         | got omas comms mean I'll get email                        |
|         | payment still sent no mail is chosen?                     |
|         | you still email payments opting digital communications?   |
|         | payment deadline still communication?                     |
|         |   |
|         | the send reminders when choose ?                          |
|         | paperless, will email reminders for?                      |
|         | about pending payments my preference is correspondence?   |
|         | _ email remind payments if I paperless?                   |
|         | payment due be sent email to mail it?                     |
|         | get payment reminders go?                                 |
|         | stillemailpaymentsyou optdigital communications?          |
|         | opt for happens to the payment ?                          |
|         | still sent if go?   |
|         | paperless communications still send reminders ?           |
|         | choose will system send payment email?                    |
|         | send notifications via email you choose?                  |
|         | to send payment reminders I go paperless?                 |
|         | the send reminder if paperless communication?             |
|         | _there email reminders paperless?                         |
| Is th   | e system still sending I change ?                         |
|         | sign what happens due date emails?                        |
| Do e    | email upcoming payments for digital communications?       |
| Is pa   | ayment date still no paper?                               |
| Will    | the system me I prefer electronic?                        |
|         | reminders payment if switch to paperless communications?  |
|         | reminders dates may be affected for paperless             |
|         | _ I digital, I email of payment dates?                    |
| If      | don't use physical can expect notifications for ?         |
|         | emails remind you of you opt papers?                      |
|         | system send notifications pending payments if electronic? |
|         | the still email payment reminders if paperless?           |
|         | email reminders deadlines in the paperless?               |
| Can     | I receive payment via email correspondence?               |
|         | I receive emails about paperwork?                         |
|         | an email for my bill sing ?                               |
|         | I get duedates I paperwork?                               |
|         | paperless I not if will be for payment due dates.         |
|         | if still be sent for dates even I switch paperless        |
|         | choose to paperless, email reminders?                     |
|         | I expect get payment via if electronic correspondence?    |
|         | still send email for due if paperless?                    |
|         | paperless include payment emails?                         |
|         | reminder by I go paperless?                               |
|         | I opt paperless communications, will for dates?           |
|         | thestill send mereminders?                                |
| A A 111 | mo smi sona mo reminacis :                                |

| the emails you if you for papers?   |
|---|
| Is I'll still payment reminders if I paperless?   |
| With communication, can still received?   |
| Will reminders due date be sent choose paperless?   |
| the system send email reminders if I ?  |
| Is email possible go?   |
| the still reminders for if I choose ?   |
| $I'm \ not \ sure \ if \underline{\hspace{1cm}} \ will \underline{\hspace{1cm}} \ be \underline{\hspace{1cm}} \ for \ due \underline{\hspace{1cm}} \ if \underline{\hspace{1cm}} \ paperless \underline{\hspace{1cm}}.$ |
| $\_\_\_ not sure \_\_\_ emails will be \_\_\_ the due \_\_\_ if \_\_\_ choose paperless \_\_\$  |
| If don't physical mail, can receive notifications ?   |
| $I'm\ not\ \_\_\_\_\ emails\ \_\_\_\ still\ be\ \_\_\_\_\ payment\ \_\_\_\ dates\ if\ \_\_\_\_\_\ communications.$  |
| Does paperless the to send email for dates?   |
| Will for sent with my paperless?  |
| Will there payment choose paperless communication?  |
| When I communication, system payment reminder?  |
| reminders be given for with paperless   |
| payment emails come through?  |
| receive email alert my without using mail?  |
| system send payment email choosing paper-free?  |
| paperless mean still email payment reminders?   |
| Will get email reminders choose paperless?  |
| system send me payment if I paperless?  |
| Payment deadline might come communication   |
| you about upcoming you opt for digital?   |
| Is paperless communication email reminders payment due?   |
| it be possible via email I choose communications? payment reminders there I go?   |
| payment reminders there 1 go ? I receive payment via email when choose electronic ?   |
| still provide email for future you opt digital?   |
| Is to receive via while print?  |
| there still email reminders payment system?   |
| Payment be given email reminders  |
| opt for paperless I email for due?  |
| Will the system send me reminder paperless?   |
| the system still alert email choosing paper-free?   |
| you provide email notifications upcoming payments once for?   |
| I paperless communications the system for due dates?  |
| Will it email notifications for after digital?  |
| opting for affect getting payments?   |
| Payment date email still included communication.  |
| I reminders for payments I paperless?   |
| email reminders for choice?   |
| Email reminders about upcoming payment can if switch  |
| still able send reminder emails for payment ?   |
| $I'm \_\_\_\_ if the \_\_\_\_ still \_\_\_ sent \_\_\_ payment due \_\_\_ even \_\_\_ I \_\_\_ paperless communications$  |
| If paperless, I still payment reminder?   |
| Will payment emails if I paper?   |
| choose communications, I'm if will still be for payment   |
| Will getting email payment due dates if communications?   |
| still email notifications regarding payments you digital communications?  |

| communication have due date?   |
|--|
| If I communications the system will continue for payment   |
| paperless still able send email reminders ?  |
| paperless communications payment due ?   |
| Are reminders for deadlines paperless system?  |
| you email notifications if you opt for digital?  |
| choose will be sent for payments?  |
| still send emails about payments if communications?  |
| email for payments when I paperless?   |
| If I paperless will email payment?   |
| Sending email payments be opting for   |
|  |
| Do provide email regarding upcoming when you opt ?   |
| Do provide email regarding upcoming when you opt ?  Is I will receive payment reminder if electronic ?   |
|  |
| Is if electronic?  |
| Is I will receive payment reminder if electronic?  Is will get for if choose paperless communication?  |
| Is I will receive payment reminder if electronic?  Is will get for if choose paperless communication?  paperless communication email reminders for due?  |
| Is I will receive payment reminder if electronic?  Is will get for if choose paperless communication?  paperless communication email reminders for due?  Will due message be email you mail?   |
| Is I will receive payment reminder if electronic ?  Is will get for if choose paperless communication?  paperless communication email reminders for due ?  Will due message be email you mail?  Will I email about the there is ?  |
| Is I will receive payment reminder if electronic ?  Is will get for if choose paperless communication?  paperless communication email reminders for due ?  Will due message be email you mail?  Will I email about the there is ?  there reminders due I paperless communication?                                  |
| Is I will receive payment reminder if electronic?  Is will get for if choose paperless communication?  paperless communication email reminders for due?  Will due message be email you mail?  Will I email about the there is ?  there reminders due I paperless communication?  communication include due emails? |