[Demo] NLP Dataset for Customer Service Automation

Company Type	Health Insurance Companies
Inquiry Category	Appeals, grievances, and complaint handling
Inquiry Sub- Category	Complaints about billing errors
Description	Customers may submit complaints regarding billing discrepancies, such as incorrect charges, double billing, or unauthorized services, seeking clarification and resolution of the billing issue.
Data Size	5,062 paraphrases
Want to buy data?	Please contact nlp-data@qross.me via your business email address.

Masked sample paraphrases of one "Health Insurance Company" customer inquiry. (Purchased data will not be masked.)

Can you the	e bill?
have _	about the I have my bill?
can I under	stand?
I if	can clarify
]	know you can clarify bill.
I	I you can tell me charges.
What	that we about?
What charges	we bill?
us what	bill
Can you	the bill.
went	
went	up?
wondering	if have any the charges on
What's	_ with my?
charge	
Please tell	the
	you clarify my charges?
	am you talk about charges
What the ch	narges are?
Can tell	about charges?
HelpClarify	?
the charges	that
What	we for the items the?
My?	
Can tell	about the on
charg	es?
did	charged this?
explain	_ charges on

Why has so?
billing is important.
where these from.
Can you me?
Please tell what
Help the
am wondering my went
Can you tell charges?
Do me bill?
Please us what has
billing
want to know I'm
You charges on my bill.
Will be able expenses?
me bill is.
expenses clarified?
Tell me happened.
Is there can about my?
tell bill has.
you the the bill?
I assistance to
reasoning behind the
Is anything could tell charges?
Clarify bill
Why I much?
Please items.
Tell me the for bills.
Are you able to me about charges ?
Can give description the ?
I was wondering give explanation charges have on my bill?
What the charges ?
Please clarify
have and I question you talk about
Please the
Can tell something about ?
Provide clarity
Do understand I'm being ?
tell us bill's contents
Can you the on
To clarify for?
need a for
the reason expensive?
were my bills ?
Can my costs?
would like charges.
What charges we?
Do you know ?

Can you	_ me where	are	the?
have _	bill,	_ I would like	the
Can you		the bill?	
Do you know	what		bill?
g	ive a	my char	rges??
you giv	re us an		?
Give	for	bills.	
p	rovide an exp	planation th	e charges on?
you		_ the charges?	
	out what	t the charges	_?
you		for my cha	irge?
g	ive more	_ about bill	?
c	harges on	bill, you	have an?
There's	you te	ell the	charges on
What are	for _	?	
provide	e inforn	nation the _	details.
Do you	explan	ation for	I have my?
Please expla	in	_·	
wonder	r if	the charge	es on bill.
to	o if you	can about t	he
Please tell _		contains.	
tell me	c	charges.	
	what I'm	charged fo	r?
have a		am	can explain the charges
are	char	ged much?	
are the	charges for		our?
	any	for the charges	have?
Can you	abou	t?	
have _	what I ge	et	
Please let us	t	he	
	about th	ese bills.	
You cla	arify cos	sts the	•
The	to a	ccount need	clarified.
		are on the _	?
I to		about the	
		us?	
I need		charges.	
Do und			
Can	cost on _	?	
		ı can me on	?
	right nov		
		_ invoice	
	xplain the		
		?	
a		_ charges?	
c			
		_ can my	
			es?
I'd			
Why	do i	up??	

have any explanation of charges	my bill?
I a for	
Can explain ?	
Can the?	
My billing charges	
Can be understood?	
me some	
us what happened bill.	
it understood the are?	
I on my are.	
the charges.	
explained?	
Is explanation for the I on ?	
an for what I have bill?	
I don't went up.	
Understand?	
you the costs the?	
What charges do we for bill?	
I don't my	
get get charged	
me the invoices?	
there a billing costs?	
have an explanation for charges on	_?
Interpret bill	
Tell me these	
do we in this?	
Please explain me.	
Can me what about?	
Tell charges?	
Why I charged?	
Please give for the	
going clarify charges?	
the is expensive?	
Can you why charges?	
the of these	
the fees?	
Can you us about on the?	
Understand cost ?	
I have bill wondering you to	me the
possible to the?	
down my bill	
the invoice	
toClarify my billing	
tell the costs?	
Define being for.	
Can tell costs?	
have a reason my	
charges!	
tell about the details.	
more about my charges?	

reason my?
Let clear get
Why me?
Does anything you can me on my?
Tell me are.
an of expenses.
give us description of
I have am wondering if about the charges.
provide information the bill?
down, about my charges?
Can you charges?
What we have?
you about the?
Is anything to ?
you what the on the bill?
you a breakdown costs bill?
You reason for charges.
what charged.
if you can to me about
you explanation on bill?
What we for items in ?
To my
Is am clear on some of the?
you bill?
are on bill?
me bills
clear up bill?
want a for charges.
What you tell the?
bill!
Can you tell me with ?
Clarifying charges
you sure I'm charges?
Do you have an my bill?
Please me cost.
Understand some?
there something can tell about my?
My need be
charges?
have a and if can me the charges.
Please clarify
these charges,?
Can you charges?
explain my
Discuss?
Can in the?
I like a reason charges.
we facing the bill?
Clarify the my
me reasons are bills.

Can costs,?
I to I am being
describe reasons for
you the my charges?
Give an explanation
me what get for.
have and I wonder if about it
about charges.
Please tell this
what I get for.
Yes, it to ?
it possible you ? Tell what the
Please tell bill
Please the
get charged.
the explained.
Please my
What the bill?
us on the details.
are charges?
Why cost so?
need to explained.
Can me reason charges?
you what happened on ?
Why did bill?
What charges do we for bill?
Please explain the
Ask reason for
do you what the?
you make sure understand ?
I reasons for
you tell the are?
What charges bill?
there this bill?
Please help understand
for to give me a for my?
Please tell what .
Please tell what I want you to I the charges.
I want you to I the charges.
I want you to I the charges you sense of ?
I want you to I the charges you sense of ? I wonder give a reason charges.
I want you to I the charges you sense of ? I wonder give a reason charges I'm being
I want you to I the charges you sense of ? I wonder give a reason charges I'm being you tell about bill?
I want you to I the chargesyou sense of ? I wonder give a reason charges I'm being you tell about bill? might the charges?
I want you to I the charges. you sense of ? I wonder give a reason charges. I'm being you tell about bill? might the charges? please?
I want you to I the charges you sense of ? I wonder give a reason charges I'm being you tell about bill? might the charges? please? Tell me are.
I want you to I the chargesyou sense of ? I wonder give a reason charges I'm being you tell about bill? might the charges? please? Tell me are were included in ?
I want you to I the charges you sense of ? I wonder give a reason charges I'm being you tell about bill? might the charges? please? Tell me are were included in ? I clarify my ?
I want you to I the chargesyou sense of ? I wonder give a reason charges I'm being you tell about bill? might the charges? please? Tell me are were included in ?

tell us bill here.
you explained charges on ?
to explain my
I clarify ?
Can sure am with the charges?
Please bill .
How about break down?
Please are?
What charged for the?
Bill be?
Can an excuse for ?
you make clear about ?
me the
Does anyone I charges bill?
you give information fees?
Can tell what the ?
Explain
have an explanation the charges bill ?
Can you me the
Can you costs on ?
explain my are.
understand price.
Can you the are?
Tell about
Please costs
Are you able a reason ?
us bill means.
the that to account.
Let me clarify get
come are these?
bill charges, down?
Tell me these
My bills explained.
with the bill?
us what happened bill.
Please items to
Why this charged to?
Please what's my
Can a description on bill?
What you me about charges bill?
you tell the costs on the?
Can you clarification ?
you have any information charges my?
Tell the of
Please give of my
about the that about?
does the more?
some the bill.
For to be?
So want to ?

Do you have explanation?
am being much?
Do you have explanation for my?
charged me.
Allow me clarify charged.
please tell about ?
Is it charged for?
me how charges
the components?
give me an I to know why.
Clarify the charges
Can clarify ?
give description of what the ?
what are charges ?
Please tell us bill
Do know the charges ?
the bill.
the charges?
Please,
Please prices.
me come from.
Is way clarify bill?
You any charges on my?
clear up the me?
I request explain to
Have you able to?
Explain?
Understand of?
you to give me information charges on ?
tell me these are?
a your charges?
bill explained?
you anything to the charges on my?
Why am this?
you about the fees?
Why this?
Do for charges I incur?
Is on the?
Please give the reasons
need be explained.
is on bill?
to know that to my account.
I for the
have explanation I have on my account?
Do you have to about the my?
bit about bills.
let me know bill.
My account clarified.
my bill?
clarification what I

any on bill?
should me the bills.
I wonder could my
Are it possible?
you an explanation for charges on
supposed clarify charges.
a bill, wonder if about it.
give details about charges?
you know I charges on bill?
Do have an the charges my?
clarify I for.
I need charged.
it possible to the?
describe the ?
It to the charges my account.
I for charges.
Can you costs on ?
Is there you provide on my bill?
you clarify what about?
Can you me my?
I understand bill
has my gone?
Can II clear about certain?
Tell us has.
Can charge? Can the fees?
do bill charges?
Please reasons for bills
Why bill charges?
charges should clearly
if you can clarify
me these bills.
Is you can me the charges bill?
you an explanation charges on my?
to can clarify my
explain
Tell details.
you us the are?
Do you something about ?
can't understand charges bill.
Please Explain
I want my
Do you know what the?
you tell me what ?
Do have for the on bill?
$I \ \underline{\hspace{1cm}} if \ \underline{\hspace{1cm}} can \ talk \ \underline{\hspace{1cm}} charges \ \underline{\hspace{1cm}} I \ \underline{\hspace{1cm}} a \ \underline{\hspace{1cm}}.$
you clarify?
on my bill.
Please clarify what
it clear what my ?

Do I'm being charged
You on bill.
Tell little about the
Do costs on the?
provide more my charges?
Can me a my?
Please us know bill.
need about fees.
Costs?
Tell details bills.
My billing clarified.
there anything you can tell the bill?
explain fees.
Can me about this?
A clarification what I .
My be clarified.
I want to it charged.
Can you charges on my bill?
Please tell is
me what caused
bill?
Can describe costs on ?
you have an charges.
Explain fees
Please the
me understand my?
know what I
you mind clarifying?
me going on with
The charges apply account be
am charged for.
costs?
Let know what this
I a bill, and to about charges.
a reason my charges.
"What have the bill?
me any information on the on my?
should be able explain the bill.
have wonder about the charges.
it to the?
me what's the
my
Can give me reason I charged?
the bill ?
Can that I'm clear charges?
What were the items bill?
that with my account.
Tell bills happen.
is the hill?

What do have	on the?
wish to	my charges.
Why I charged	?
Can you story	this ?
what it bill?	
Can let what	are?
explained?	
the bill?	
tell us costs?)
give a description	
might be to	
Tell me bills	
are what	
To my	are for.
	mv 2
Can you the	
I need your	·
I want my	2
What charges that	
you me	
Is down	
provide some information	
Inform me of	
bill charging	
me more the	
Tell me reasons an	
do youClarify	_?
my please.	
Can you give me	
you give	
Clarify what	
Is to clarify	
You to bill.	
Is reason bil	
Tell bills are	·
explains	
it possible me to _	?
me know I'm	<i>;</i>
can clarify c	harges?
you tell abou	ıt bill?
you	clear on my charges?
clarify	my charges.
help underst	and charges on bill?
My should be	_•
needs to exp	lained,
How clarifying	?
Will the	
don't why I	
I telling	
about clarify the _	
be to unders	

Clarify charged
tell me are.
tell much it on the bill?
toClarify billing charges.
you give me for ?
Give me accounting
I wonder if have any on my
Thank you, ?
something the bill
have a I'd like know charges.
Do explanation for the charges ?
Is information you about the charges?
Is to my expenses?
Please on bill.
there reason being?
Can tell us costs on ?
Please me reasons these
Please about the ?
what charged for?
help my charges?
Help me
Can me a charges?
know about costs request that you it.
What on with ?
Understand a bill?
Can some the charges?
Please let what's bill.
please.
explain on the bill.
you give me a?
Please the bill has.
I have a bill, and I talk
what to for.
Please charges on
with my bill?
Please me how costs.
costs
Does I can the charges on my?
me reason the
Please tell
I was wondering if costs.
I charged for.
us more the
us in bill.
like my charges.
you make I on of the
To what charged
To what charged expenses be?

Can	to me?
	clarify charges
yo	ou need charges?
	ning?
	nere reason charges?
	the costs associated bill?
	costs on bill.
	what charged?
Why	bill?
al	bout bill?
ex	xplain invoice
	an explanation the
	the
	u give of the bill?
	have an for those my ?
	the charges on my bill?
yo	ou am clear the charges?
m	y
	to what my costs I request you explain
yo	ou more about fees.
	ear charged?
	oout right?
	about my
	get charged
	u reason my?
	hat for?
Can	tell how the?
te	ell these bills are
Explain	l
	reasons for the
ar	m this?
ar	n explanation of
	any way clarify ?
	costs the bill?
	possible summarize the fees?
	make I'm on the
	clarify my
	break down charges?
m	y
yo	ou tell me this?
	us information the
	make my charges?
	te know get charged
	more about bill?
	tell bill.
Can you	u me details ?
	charges need be
yo	ou me with my bill?
	my charges?
	e what the reason
	

tell me reason the
you me some charges?
give some on the
tell what charges are?
You the charges have?
You be able this
Can you us description charges are?
with my charges?
What the charged much?
understand charges my bill.
costs?
a reason my
Why am charged ?
tell me the is
want if can tell me about the my
come I have bill?
Can you explain I my?
Please what the
me reason of
Tell me is
what bill contains.
I can me the charges, I have bill.
me the on my bill?
Understand my
Please us bill's
Please say the bill
it possible expenses?
can clarify
about clarify charges.
Can an idea of costs the ?
you clarify charges?
us on the bill
My be understood.
I'm charged?
What you about this?
think clarify the charges?
the
What our have?
Please invoices?
any reason the charges on my bill?
Clarify is charged
give information the
Can explain ?
it Possible summarize ?
you information the I have my?
invoice items.
you have for my bill?
What my?
I if can talk me about I have
Help cost is.

I help
Please my
tell me those
Clarify I charged
Please reasons for
what the costs on are?
Please!
understanding cost.
the behind bills.
for bills?
bill charges?
fees on bill
Please what's in bill.
What my up?
billing?
Explain
Do you explanation my?
the that I
you give more information?
Is for you charges?
fees?
What do have for ?
Please know details of
I am an explanation the charges bill.
Is possible to me what charges are?
there charges you can on bill?
What the bill?
Is there you can say on ?
Can about the charges?
Please now!
What about?
the for my
me understand
you me clarity charges?
tell me about
Understand bill.
tell what bill
Is anything can about charges on ?
know the reasons for charges my?
Would you be expenses?
you have for my?
Is it you this?
Why I being ?
assistance in cost.
on what the?
What are are wondering?
billing charges to
Understand charged for.
tell us is.

the costs on a?
there a these?
I been charged?
Why charged?
do billing?
Is a to bill ?
I'm the apply to
my charge?
an explanation the charges I have?
how these about.
Clarify applied my
me understand
They to clarify
What reasons behind?
is necessary get charged.
Please describe
us what has.
me expenses.
Please costs.
need I am clear on some of
you what charges are?
make that clear about charges?
Provide with about
yourcharges.
what charged
Can more about ?
give description of the charges on ?
give description of the charges on ? Help costs the bill
give description of the charges on ? Help costs.
give description of the charges on ? Help costs the bill
give description of the charges on? Help costs the bill you me are?
give description of the charges on? Help costs the bill you me are? Can you a behind ?
give description of the charges on? Help costs the bill you me are? Can you a behind ? Understand ?
give description of the charges on? Help costs the bill you me are? Can you a behind ? Understand ? What the bill?
give description of the charges on? Help costs the bill you me are? Can you a behind ? Understand? What the bill? Why my go? clarify my?
give description of the charges on? Help costs the bill you me are? Can you a behind ? Understand ? What the bill? Why my go ? clarify my ? my bill gone ?
give description of the charges on? Help costs the bill you me are? Can you a behind? Understand? What the bill? Why my go? clarify my? my bill gone? mm my charges.
give description of the charges on? Help costs the bill you me are? Can you a behind? Understand? What the bill? Why my go? clarify my? my bill gone? am my charges clear what I charged
give description of the charges on? Help costs the bill you me are? Can you a behind? Understand? What the bill? Why my go? clarify my? my bill gone? am my charges clear what I charged me the these bills
give description of the charges on? Help costs the bill you me are? Can you a behind? Understand? What the bill? Why my go? clarify my? my bill gone? am my charges clear what I charged me the these bills can you charges?
give description of the charges on? Help costs the bill you me are? Can you a behind? Understand? What the bill? Why my go? clarify my? my bill gone? am my charges clear what I charged me the these bills can you charges? How these charges?
give description of the charges on? Help costs the bill you me are? Can you a behind? Understand? What the bill? Why my go? clarify my? my bill gone? am my charges clear what I charged me the these bills can you charges? How these charges? bills about.
givedescription of the charges on? Helpcosts the billyou me are? Can you a behind? Understand? What the bill? Why my go? clarify my? my bill gone? my bill gone? am my charges clear what I charged these bills can you charges? How these charges? me bills about. Why charging me?
give description of the charges on? Help costs the bill you me are? Can you a behind? Understand? What the bill? Why my go? clarify my? my bill gone? am my charges clear what I charged me the these bills can you charges? How these charges? me bills about. Why charging me? Can you description of?
give description of the charges on? Help costs the bill you me are? Can you a behind? Understand? What the bill? Why my go? clarify my? my bill gone? am my charges clear what I charged me the these bills can you charges? How these charges? me bills about. Why charging me? Can you description of? Clarify bill.
give description of the charges on? Help costs the bill you me are? Can you a behind? Understand? What the bill? Why my go? clarify my? my bill gone? am my charges clear what I charged me the these bills can you charges? How these charges? me bills about. Why charging me? Can you description of? Clarify bill bill break one?
give description of the charges on? Help costs the bill you me are? Can you a behind? Understand? What the bill? Why my go? clarify my? my bill gone? am my charges clear what I charged me the these bills can you charges? How these charges? me bills about. Why charging me? Can you description of? Clarify bill bill break one? Is way to costs on?
give description of the charges on? Help costs the bill you me are? Can you a behind? Understand? What the bill? Why my go? clarify my? my bill gone? am my charges clear what I charged me the these bills can you charges? How these charges? me bills about. Why charging me? Can you description of? Clarify bill bill break one? Is way to costs on? How can charges?
give description of the charges on? Help costs the bill you me are? Can you a behind? Understand? What the bill? Why my go? clarify my? my bill gone? am my charges clear what I charged me the these bills can you charges? How these charges? me bills about. Why charging me? Can you description of? Clarify bill bill break one? Is way to costs on?

you elaborate bill?
charges bill.
going my bill?
understand expenses.
Please the
Clarify the my
you me an about my bill?
there you can tell me the bill
A about bill
expenditures?
I you could me about
should clarify
Is understand what the ?
bill go up?
Why bill charge?
have a description fees?
tell about items!
reason these charges?
know what for?
What charges I?
Can explain
about charges, them down?
are of the bill?
have bill I you can tell me
Does any explanation charges I have my?
costs be ?
costs be? I have a bill. I can to about .
I have a bill, I can to about
I have a bill, I can to aboutthe charges my you?
I have a bill, I can to about the charges my you? need what are. I request that you explain
I have a bill, I can to about the charges my you? need what are. I request that you explain can me the charges I pay?
I have a bill, I can to about the charges my you? need what are. I request that you explain can me the charges I pay? Can more about costs on bill?
I have a bill, I can toabout the charges my you? need what are. I request that you explain can me the charges I pay? Can more about costs on bill? Can tell me costs bill?
I have a bill, I can to about the charges my you? need what are. I request that you explain can me the charges I pay? Can more about costs on bill? Can tell me costs bill? there reason for
I have a bill, I can toabout the charges my you? need what are. I request that you explain can me the charges I pay? Can more about costs on bill? Can tell me costs bill?
I have a bill, I can to about the charges my you? need what are. I request that you explain can me the charges I pay? Can more about costs on bill? Can tell me costs bill? there reason for
I have a bill, I can toabout the charges my you? need what are. I request that you explain can me the charges I pay? Can more about costs on bill? Can tell me costs bill? there reason for charges clarified?
I have a bill, I can toabout the charges my you? need what are. I request that you explain can me the charges I pay? Can more about costs on bill? Can tell me costs bill? there reason for charges clarified? explain on my? Costs "
I have a bill, I can toabout the charges my you? need what are. I request that you explain can me the charges I pay? Can more about costs on bill? Can tell me costs bill? there reason for charges clarified? explain on my? Costs " give a reason charges?
I have a bill, I can toabout the charges my you? need what are. I request that you explain can me the charges I pay? Can more about costs on bill? Can tell me costs bill? there reason for charges clarified? explain on my? Costs " give a reason charges? I question could expenses.
I have a bill, I can toabout the charges my you? need what are. I request that you explain can me the charges I pay? Can more about costs on bill? Can tell me costs bill? there reason for charges clarified? explain on my? Costs " give a reason charges? I question could expenses. I charged.
I have a bill, I can toabout the charges my you? need what are. I request that you explain can me the charges I pay? Can more about costs on bill? Can tell me costs bill? there reason for charges clarified? explain on my? Costs " give a reason charges? I question could expenses. I charged. Help the
I have a bill, I
I have a bill, I
I have a bill, I can toabout
I have a bill, I can toabout the charges my you? need what are. I request that you explain can me the charges I pay? Can more about costs on bill? Can tell me costs bill? there reason for charges clarified? explain on my? Costs " give a reason charges? I question could expenses. I charged. Help the Does anything I can ask charges my? like you to my explanation for the the bill?
I have a bill, I
I have a bill, I can toabout
I have a bill, I
I have a bill, I can toabout
I have a bill, I

Why bill?
me what the bills
my fees
Clarify the
expenses?
Can you me the ?
Can more about bill?
my
me reason the
for the bills.
I wondering if you can tell charges
me know the my account.
are associated the?
charges have with bill?
to me.
did invoice go?
What is the for in ?
you me the costs the are?
I have charged?
me why there.
charges are in ?
tell the shows.
Can tell me the ?
Can bill
Do have for the on bills?
bills need to
explain to
Please explain!
costs please?
rates.
Explain my
Let the bills there.
for you to charges?
Understand bill?
Does anyone on the on bill?
you give me a ?
wondering you clarify charges.
Fees on be
sure that clear about certain charges?
invoice please?
can clarify
Can you me my?
Please us something items.
we shelling the bill?
you costs?
Please tell about
Tell me the
need clear I get
Clarify charges?
·

would if could sort my costs.
that I'm the charges?
to clarify my?
Are to me?
Can explain ?
a and would like know the are.
to the costs?
it you can charges?
please.
give clarification this?
all the bill.
Tell the bill
Why charged?
would costs
I a I wonder you talk me the
my charges is I
about my charges?
I bill and am you have explanation for
Can us the costs ?
say the costs the bill?
me something the the
they tell about ?
of what I
me the
you give me charges I have bill?
Can you me the bill? you the fees?
were bills ?
if it possible to clarify
Mind clarifying?
want for my charges
I have been
it to clarify ?
Explanation on?
Do you your?
Please, are?
Please the bill
Can you what the ?
How these ?
Can make clear on some
I you speak about
How clarify these charges?
Explain invoices,?
Can you me the?
anything on the charges bill?
The charges may
I would to understand
you explain huh?
Can you me fees?
Do you have charges on my bill?

can you bill?
What charges I have my?
I'm if you explain charges my
you have for charges I?
clarify charges for?
billing charges should
are some the costs ?
costs, please?
Help understand will cost.
happened to me?
was so expensive?
Can on fees?
would to explain expenses.
Can description are?
What's for pricey ?
Understand much billing ?
about my
us what says.
the bill?
be explained?
Is there can me about ?
out costs on bill?
a reason for the?
charges there for the?
Please for these
Is there me about the
to explain the
Doknow my charges down?
me the for the this bill?
Can this bill?
I am for.
our my charges are
I to know the the
tell me the bill?
I what I get
I would like what
tell about invoice!
me these
to summarize the fees?
my expenses?
with my bill?
Please the contains.
I have if you can discuss the charges
Are give me a for my?
Clarify charges to your
articulate the?
what for.
Are there any things you the my?
Can sure I about of the?
Do any for on my bill?

Is clarify costs on bill?
that apply account are not
want to if could out costs.
Understand?
Please provide more information
I a why my up.
you explain the ?
give an idea of healthcare that you explain
charges items the bill?
want to clear what charged.
expensive bill?
wish give me reason for my
Please the details.
Tell the bill
tell us about bill?
about down my?
wish you my
my?
tell me the bills.
you that clear on some charges?
Can you a for charges?
to a reason for charges.