## [Demo] NLP Dataset for Customer Service Automation

| Company<br>Type          | Water and Wastewater Utility Companies   |  |  |
|--------------------------|--|--|--|
| Inquiry<br>Category      | Billing and payment inquiries  |  |  |
| Inquiry Sub-<br>Category | Billing statements and account summaries   |  |  |
| Description              | Customers may require assistance understanding the details and charges listed on their billing statements and account summaries. |  |  |
| Data Size                | 5,039 paraphrases  |  |  |
| Want to buy data?        | Please contact nlp-data@qross.me via your business email address.  |  |  |

Masked sample paraphrases of one "Water and Wastewater Utility Company" customer inquiry. (Purchased data will not be masked.)

| Can explain there a payment            | account summary? |
|--|------------------|
| is a late fee account?                 |                  |
| Why should pay late fee statement?     |                  |
| Can clarify for payments?              |                  |
| there latepayment penalty statement?   |                  |
| there been a late payment?             |                  |
| late payment on?                       |                  |
| reason behind the ?                    |                  |
| you me a late fee charge?              |                  |
| a late payment ?                       |                  |
| What reason the late?                  |                  |
| is late fee my?                        |                  |
| the behind late payment?               |                  |
| come this shows ?                      |                  |
| like to account summary has late payme | ent              |
| Explain reason this                    |                  |
| anyone have for cost?                  |                  |
| Why am I a account statement?          |                  |
| you why account summary has a ?        |                  |
| How did late on summary account        | ?                |
| late fee shown bill?                   |                  |
| there fee for my?                      |                  |
| is the late fee                        |                  |
| the behind late payment?               |                  |
| know you can clarify the fee.          |                  |
| I wondering you can provide late _     | charge.          |
| would like know reason for late        |                  |
| Please let me know why aa.             |                  |
| Why do for late?                       |                  |

| Late charge is reason?                |
|---------------------------------------|
| Let the reason the                    |
| my account late?                      |
| How did up payment on summary account |
| What is the the?                      |
| you fee charge?                       |
| am Penalized Late?                    |
| is payment charge,?                   |
| a late fee to?                        |
| do I a payment my?                    |
| did late fee?                         |
| was the late fee my bill?             |
| an extra for payments?                |
| I for late fee on my                  |
| clarify fee payment.                  |
| Why do I have a?                      |
| What is behind the late summary?      |
| Do you why is ?                       |
| reason for the payment?               |
| you tell reason for late?             |
| do to pay late fee my account?        |
| There late on account                 |
| did account end a late payment?       |
| the fee is my?                        |
| did I end a late surcharge summary?   |
| know why summary a late payment       |
| Can an explanation charge?            |
| has a late payment?                   |
| Why was the fee?                      |
| pay fees are reflected?               |
| make that account has a late fee?     |
| did I get payment?                    |
| my late payment penalty?              |
| come I've delayed fee?                |
| statement come late payment fee?      |
| know the late penalty.                |
| do I have late on my?                 |
| for payment charge?                   |
| Why cost late in my?                  |
| has late charge been?                 |
| Why there an payments?                |
| there the late payment fee on ?       |
| How crazy delayed fee?                |
| my account charged fee?               |
| A late payment was placed             |
| an late fee charge?                   |
| You a late fee account?               |
| do you charge for payments?           |
| I a fee my summary?                   |
| Is there about late fee charge?       |

| extra cost for ?                         |
|--|
| have been charged payment on my account? |
| Can you my summary has payment?          |
| not sure why a late                      |
| Why is there a my summary?               |
| Why I see payment penalty statement?     |
| How there payment in my?                 |
| on my statement?                         |
| Can tell for the late?                   |
| Why I getting late payments?             |
| you to tell us purpose fee?              |
| What is a for payments?                  |
| this payment charge about?               |
| You to reason late penalty.              |
| What late payment penalty on my?         |
| are reasons behind late ?                |
| a the late payment fee?                  |
| Why charged a payment on my?             |
| does my bill fee?                        |
| come late payment fee?                   |
| cause of late payment?                   |
| there any reason late payment on ?       |
| was it this late was?                    |
| Anyone charge?                           |
| I wondering late was my bill.            |
| Reason a late?                           |
| it there for charges?                    |
| Can you give for late ?                  |
| Why facing for paying?                   |
| it possible to of the late?              |
| am about the payment account summary.    |
| I there a payment penalty on             |
| you the inclusion fee charge?            |
| I want to why is payment my              |
| fee for delayed?                         |
| have absurd delayed fee?                 |
| you explain to why account payment fee?  |
| this late payment come?                  |
| How on my account statement?             |
| did I with payment on my summary?        |
| to reason late penalty.                  |
| did end with late payment fee summary?   |
| I like for Payment                       |
| How Summary late?                        |
| Why I a fee summary?                     |
| Why has statement late?                  |
| Why there been late?                     |
| come is summary showing fee?             |
| did summary account a fee?               |
| description of the late charge?          |

| Why late been included?               |
|---------------------------------------|
| What the behind late ?                |
| does be an late payments?             |
| is rationale late penalty?            |
| going on late charge on me?           |
| Why did a charge?                     |
| the late fee been?                    |
| me know why there's late fee my       |
| A late my summary                     |
| Is a for charge on late ?             |
| late charge happen?                   |
| What is happening payments?           |
| Why this payment ?                    |
| What the reason the extra late?       |
| Why fee late?                         |
| You tell us why payment               |
| Could you me there is charge for ?    |
| Why statement subject payment fee?    |
| I'd payment charges.                  |
| What's the for ?                      |
| would to why late payment charged.    |
| is this late charge?                  |
| Why has delayed fee ?                 |
| I'm not I'm charged late fee.         |
| late fee my summary?                  |
| why the late payment ?                |
| I want to is charge late              |
| want why there's a payment            |
| Does it make that charge for late?    |
| there be an charge for ?              |
| Why was summary ?                     |
| I ended with a late my summary?       |
| Why do I overdue?                     |
| more information on late payment?     |
| Why is late ?                         |
| How why there's late charge?          |
| did I a late?                         |
| How explain a late charge?            |
| a charge present?                     |
| There payment charge summary account. |
| Can you me the late recent bill?      |
| Why have a late fee ?                 |
| paying a late fee my account?         |
| I delayed payment fee here?           |
| Is there an charge?                   |
| you tell about fee?                   |
| you clarify late ?                    |
| Why fee applied?                      |
| why I late charge.                    |
| Why a payment fee summary?            |
|                                       |

| What this happen?                  |
|------------------------------------|
| did end up with fee?               |
| is it I late fee on ?              |
| is the showing ?                   |
| Why are fine for late?             |
| Can you reason late?               |
| Can me the my account summary?     |
| Why get charged a on bill?         |
| What is the charging late ?        |
|                                    |
| Why it late ?                      |
| waslatecharge?                     |
| please payment charge?             |
| Why is late on statement?          |
| tell me why is extra for late?     |
| with the fee?                      |
| Why charge payment?                |
| payment charges I explanation for. |
| you clarify the the fee?           |
| I wonder why got delayed           |
| the late payment charges?          |
| is the my bill?                    |
| Why I being for?                   |
| is the late is there?              |
| am I my statement?                 |
| Can explanation about late fee?    |
| There is payment my                |
| Can tell me a late payment?        |
| me I'm getting punished late.      |
| Why do to fee??                    |
| reason the late payment?           |
| Why fine for late?                 |
| Why late been applied?             |
| Why a fee my account statement?    |
| Why the late?                      |
| was fee on account?                |
| does account include a fee?        |
| How did with late fee on summary ? |
| How come delayed fee?              |
| Why is late?                       |
| has fee late payments?             |
| Why payment penalty?               |
| is payment?                        |
| Can you the inclusion fee?         |
| I late fee on my account           |
|                                    |
| need to invoice shows late fee.    |
| I have fee here?                   |
| did I a payment fee my?            |
| clarify payment fee?               |
| Why a that I am?                   |
| need on payment charges.           |

| You can      | payment on summary.                            |
|--------------|--|
| Why is it    | payment ?                                      |
| did my       | y say?   |
| me wh        | ny account late                                |
| Can you      | why there a charge?                            |
|              | having a fee on ?                              |
|              | late payment charge?                           |
|              | have to a payment account?                     |
|              | charge included?                               |
|              | a for payment.                                 |
|              | g on on my bill?                               |
| I            | why my includes a fee.                         |
|              | a payment?                                     |
| Explain to _ | I'm for late.                                  |
|              | if was reason payment fee listed my statement. |
|              | explain the Payment?                           |
|              | charged payment account statement?             |
|              | ow there's charge?                             |
|              | late on statement?                             |
|              | an late payment charges.                       |
|              | the reason for payment on ?                    |
|              | e fees?  |
|              | been an payment?                               |
|              | the reason for payment on bill?                |
|              | an late payments?                              |
|              | the account a late payment                     |
| What's       | reason extra for payments?                     |
|              | a payment penalty?                             |
| How          | had delayed fee?                               |
| How          | an delayed fee here?                           |
|              | to late payment fee?                           |
| you          | to me about late fee?                          |
| late         | on my is                                       |
| there        | any reason for an charge ?                     |
| Did          | the late payment my summary?                   |
| Why is       | _ late payment fee on ?                        |
| How come     | shows ?  |
|              | about for late payment.                        |
|              | me late fee on my?                             |
| Why          | assessed late fee?                             |
| you al       | ole to why extra charge late?                  |
|              | reason late payment fee?                       |
|              | summary have a late fee?                       |
| There is     | late ?   |
| why _        | a late applied?                                |
|              | the late showing?                              |
|              | my account a late?                             |
|              | have explanation late cost?                    |
|              | exist reason for fee?                          |
|              | foo chargo?                                    |

| am I a delayed ?                    |
|-------------------------------------|
| I get a charge.                     |
| Can why the account summary a?      |
| Tell why charged                    |
| I a late penalty?                   |
| payment fee is account              |
| Are a :                             |
| Is any the charge?                  |
| do I have pay penalty?              |
|                                     |
| Why there penalties on?             |
| I want know why there's a my        |
| the for charging a late payment my? |
| late penalty my statement?          |
| up in my summary?                   |
| Can you explain why is a summary?   |
| the show late fee?                  |
| Did account summary has a payment?  |
| explain a payment fee is on the ?   |
| What tell about the charge?         |
| a late payment fee ?                |
| What the late fee in my?            |
| Could you tell me is payment?       |
| the rationale for the late my?      |
| is it that I have on?               |
| reason for late penalty?            |
| How why a payment ?                 |
|                                     |
| Why the late charge ?               |
| is for the payment in my account?   |
| a late payment?                     |
| is the reason behind the payment ?  |
| How come Summary shows ?            |
| reason behind the late?             |
| can't there is charge for late      |
| is the for payment fee my summary?  |
| there displayed on my?              |
| led to late fee?                    |
| late penalty to                     |
| Please why the account              |
| is showing late fee?                |
| Please tell me a                    |
| I'd like to for the charges.        |
| clarify late payment?               |
|                                     |
| I like an the payment               |
| been with an payment?               |
| did I pay my summary?               |
| Is a for late ?                     |
| Why have pay late to bill?          |
| Can you why late?                   |
| the late payment fee the summary.   |
| The late bill is .                  |

| tell me asap I for paying  |
|--|
| Why did late fee on summary?                                     |
| do pay fee my account statement?                                 |
| late fee my statement.   |
| does the late payment ?  |
| What is reason payment my ?                                      |
| I have question the account summary fee.                         |
| for charging a payment penalty?                                  |
| Why I pay to ?   |
|  |
| account a late charge?   |
| I have to a on my Statement?                                     |
| Please me why late payment fee.                                  |
| there late fee my?   |
| Why a late fee?  |
| account carrying a payment fee?                                  |
| why my account has   |
| Did payment charge is?   |
| Do have late fee charge.   |
| Why would a on account statement?                                |
| is my showing late fee?  |
| I not sure why have late fee on                                  |
| was penalty levied?  |
| Why there an for ?   |
| Why is a?  |
| Do you know account has payment?                                 |
| please fee for   |
| with a fine late payment?  |
| Why does summary a fee?  |
| Provide explanation of late .                                    |
| the charge have an ?   |
| Can give explanation late fee?                                   |
| How a payment fee?   |
| What is the fee on my?   |
| ambeing chargedlate?   |
| Why are account statement?                                       |
| How come late penalty on bill?                                   |
|  |
| Can you tell an fee charge? you give information about late fee? |
|  |
| you what the late fee is my?                                     |
| Can why account has a payment?                                   |
| How you have charge?   |
| the reason for be late payment penalty?                          |
| me why is an overdue?  |
| Explain I'm fined for late.                                      |
| do you late?   |
| I as why a late payment fee.                                     |
| Why has the been?  |
| prompted this payment 2  |
| prompted this payment?   |
| prompted this payment : me late charge.                          |

| Why is a payment?  |
|--|
| it my account has fee?   |
| there a reason for ?   |
| explain why summary a payment fee?   |
| How there late payment fee account?  |
| Nhy did pay in?  |
| that shows late?   |
| why summary a late payment fee   |
| why I being payment fee.   |
| 'd like to there late  |
| do you why account summary has late ?  |
|  |
| am with late payment?  |
| come summary shows?  |
| How come penalty on my statement?  |
| Why did have to a penalty my   |
| Nhy my a late?   |
| to pay late payment in statement?  |
| is an for paying?  |
| Why you have a fee summary?  |
| does a payment Fee?  |
| come up with a late payment fee ?  |
| What the late up?  |
| What's the for payment?  |
| Why's late payment?  |
| you able to a late charge?   |
|  |
| What is the reason applied?  |
| want know why I have to fee  |
| the the late payment?  |
| What is for late fee?  |
| What's the this late payment fee ?   |
| tell me fee on my summary?   |
| is the behind the up?  |
| Nhy delayed charge?  |
| Why does cost late my statement?   |
| Why theremy summary?   |
| it applied when late?  |
| Nhy the have fee?  |
| Why am late?   |
| Why a late fee?  |
| Why is displayed my  |
| is the the late showing ?  |
|  |
| Why late fee my ?  |
| tell me late payment fee?  |
| Why fee late my?   |
|  |
| is payment fee come?   |
| is a late payment account.   |
|  |
| is a late payment account.  Why payment occur?  Can tell the payment fee bill? |
| is a late payment account.  Why payment occur?                                 |

| What is reason a payment fee in ?            |
|--|
| come there's a payment ?                     |
| you clarify the late payment summary         |
| there a fee account?                         |
| Did you explain why a ?                      |
| Why we a late?                               |
| The account has payment can you why?         |
| I would to why late payment                  |
| about why is a late                          |
| the for late on my bill?                     |
| What is behind late payment my?              |
| the fee charge ?                             |
| you tell me account summary late payment it? |
| I a payment fee?                             |
| Fee for ?                                    |
| Why late payment?                            |
| Does anyone know for charge?                 |
| Please me late payment                       |
|  |
| is cause of the fee?                         |
| Please why a payment on my account           |
| is a late in                                 |
| come I to a penalty?                         |
| Why charge show?                             |
| Why are I paying bill?                       |
| led late payment?                            |
| Tell why have a late account.                |
| an explanation payment charges               |
| is it I a late ?                             |
| Can tell me I have a late?                   |
| is it the charge?                            |
| Why was fee in                               |
| Why this payment ?                           |
| The payment charge?                          |
| to me immediately why being punished         |
| Why slapped late charge?                     |
| there reason me to be charged a ?            |
| What the for late ?                          |
| A my why?                                    |
| is a fee late payment statement.             |
| I'd to why my a charge.                      |
| Why have to a payment on account?            |
| you me why the late fee account?             |
| is there for ?                               |
| Please explain the                           |
| is charged payment fee?                      |
| Why I delayed fee ?                          |
| I fee on my statement?                       |
| Why is late fee on ?                         |
| Why a late ?                                 |
| Why am paying a my?                          |
| J F-J J                                      |

| Explain     | me why           | punished           | •          |        |
|-------------|------------------|--------------------|------------|--------|
| is          | late             | fee listed on m    | y?         |        |
| do no       | t understand v   | why I              | late _     | •      |
|             |                  | account summ       |            |        |
|             |                  | a fee?             |            |        |
|             |                  | has                | ?          |        |
|             |                  | payı               |            |        |
|             | te               | <del>_</del>       |            |        |
|             |                  | for cha            | arges.     |        |
|             |                  | payment?           | 3          |        |
|             |                  |                    | ?          |        |
|             |                  | a payment f        |            |        |
|             |                  | on my              |            |        |
|             |                  | for the fee _      |            |        |
|             |                  | late charge        |            |        |
|             | pay fees _       |                    | •          |        |
|             |                  |                    | aharga?    |        |
|             | an excus<br>late | e for late         | charge:    |        |
|             |                  |                    |            |        |
|             |                  | be explained.      |            |        |
|             |                  | why?               | <b>.</b>   | 2      |
|             |                  | ate payment penal  | ty         | f      |
|             | a late charge    |                    | 0          |        |
|             |                  | ave a late         |            |        |
|             |                  | in                 | ?          |        |
|             | xplain the       |                    |            |        |
|             |                  | ?                  |            |        |
|             |                  | overdue pay        | ment?      |        |
|             |                  | _ have a late fee? |            |        |
|             |                  | te on my           |            |        |
|             |                  | to                 |            |        |
|             |                  | _ for ch           |            |        |
| you ex      | xplain           | payment fee        | ?          |        |
|             | for              |                    |            |        |
|             | clear wh         | y there an         | charge for | late   |
| Why         | charged          | fee                | _ my bill? |        |
| is the      | reason t         | the fee _          | ?          |        |
| is a la     | te               | me?                |            |        |
| is          | _ late           | present?           |            |        |
| my ac       | count summa      | ry, clari          | fy the pa  | yment? |
|             | the              | on my bill?        |            |        |
| Can you pro | ovide some       | late               | ?          |        |
|             | for the late     | ?                  |            |        |
| Did you kno | ow the _         | has                | late       | _?     |
|             | I paid lat       | te fee my          | _?         |        |
| You can     | the late pay     | yment fee          |            |        |
|             |                  | on my              |            |        |
|             |                  | e on sta           |            | ?      |
|             |                  | arged a late?      |            |        |
|             |                  | charge for         |            |        |
|             |                  | al charges for     |            |        |
|             |                  |                    |            |        |

|        | would     | have             | on my st        | atement?  |               |
|--------|-----------|------------------|-----------------|-----------|---------------|
|        |           | with a charge f  | or late payment | ?         |               |
| Why    |           | have a           | payment         |           |               |
|        |           |                  | e               |           |               |
|        |           |                  | lelayed         |           |               |
|        |           | the p            |                 | _         |               |
|        |           |                  | payment         | fee in 7  | •             |
|        |           | been late _      |                 | . 100 111 |               |
|        |           | delayed          |                 |           |               |
|        |           |                  |                 |           |               |
|        |           | a late           |                 |           |               |
|        |           | ate              |                 |           |               |
|        |           | ere late         |                 |           |               |
|        |           |                  | ?               |           |               |
|        | an _      | regarding _      | payment cha     | rges.     |               |
| Is     | late      | explaine         | d the accou     | ınt?      |               |
|        | me why I  | late _           | <del>.</del>    |           |               |
| Why    |           | late charge sho  | wing            | ?         |               |
|        | you       | a late           | ?               |           |               |
|        | does my_  | show a           | ?               |           |               |
|        |           | late payme       |                 |           |               |
|        |           |                  | there           | extra     | for .         |
|        |           | a late           |                 |           |               |
|        |           | for              |                 |           |               |
|        |           |                  | <br>I pay       |           |               |
|        |           |                  | an for          |           |               |
|        |           |                  |                 |           |               |
|        |           |                  | late payme      |           |               |
|        |           |                  | payment         | penaity.  |               |
|        |           | shows lat        |                 |           |               |
|        |           |                  | red payment     | _?        |               |
|        |           | late             |                 |           |               |
| Did _  |           | there is         | charge?         |           |               |
|        | want an _ | latepay          | yment           |           |               |
| Why    | Late      | Charge           | ?               |           |               |
|        | up w      | th the late payr | ment            | ?         |               |
| Is the | ere       | for the          | ?               |           |               |
| How    | come      | _ have           | fee?            |           |               |
| Ther   | e         | _ late payment _ | listed on       | ?         |               |
|        | have      | fee o            | on my summary _ | ?         |               |
|        |           | appear           |                 |           |               |
|        |           |                  | <br>fee on      | ?         |               |
|        |           |                  |                 | -         |               |
|        |           | have late        |                 |           |               |
|        |           | _ late late      |                 |           |               |
|        |           |                  |                 | atatam    | am#2          |
|        |           |                  | penalty on      | statem    | entr          |
|        |           | payment fe       |                 |           |               |
|        |           |                  | up on a         | ccount?   |               |
|        |           | led a            |                 |           |               |
|        |           |                  | give an         | the       | _ fee charge? |
|        |           | have late fee?   |                 |           |               |
|        | is fe     | e for late       | ?               |           |               |

| does account summary a payment?       |
|---------------------------------------|
| Did give an the late ?                |
| I charged payment in my?              |
| I don't why there extra for           |
| would an explanation, late            |
| Is for late payment?                  |
| it late payment fee on ?              |
| The reason the needs be               |
| the behind the payment?               |
| late payment make my account summary? |
| Why fee is displayed?                 |
| the charge?                           |
| tell me why the summary late fee?     |
| What the charge show?                 |
| How extra charge late?                |
| I why I to pay a fee                  |
| Why cost me late?                     |
| do a late charge?                     |
| How fee for delayed payments?         |
| Is fee payment?                       |
| did I saddled with a ?                |
| there payment charges,?               |
| for a late payment?                   |
| How come late fee?                    |
| come there absurd delayed payment ?   |
| is a late charge is?                  |
| Is reason the late charge ?           |
| Please explain to asap why punished   |
| I a for late payment?                 |
| Why assessed a fee?                   |
| late charge show?                     |
| Do have late payment penalty my?      |
| Why being for late payment?           |
| Please there's fee in my invoice.     |
| clarify the fee summary.              |
| How late up in my summary?            |
| does the come up?                     |
| Why charge up?                        |
| I have late penalty?                  |
| is reason for the late fee my ?       |
| my summary come late?                 |
| explain the reason payment            |
| is the fee displayed on my?           |
| did I get with payment?               |
| an late payment charges.              |
| Why is payment something?             |
| Why it pay payment penalty?           |
| the late payment fee on my            |
| the reason late fee my bill?          |
| Why is on bill?                       |
|                                       |

| my account summary a payment?                |
|--|
| Why late payment charge?                     |
| there a late payment charge?                 |
| What happened to fee on my ?                 |
| is it to late?                               |
| does charge me?                              |
| bill show the late?                          |
| cost me late?                                |
| is it a charge?                              |
| Why a payment applied?                       |
| explain is late payment the summary account? |
| Is reason for payment?                       |
| How come shows fee?                          |
| Why late my account?                         |
| I'm charged payment fee on my                |
| What reason for the latepayment summary?     |
| reason for the fee?                          |
| Did the the fee?                             |
| did a late payment fee on ?                  |
| you late charge?                             |
| wonder why I'm a late                        |
| I would why late payment                     |
| Why is late ?                                |
| Please tell a payment fee invoice.           |
| does statement say have late penalty?        |
| why there is a late fee my                   |
| the late there?                              |
| Tell I with late charge.                     |
| You me why a late charge.                    |
| What late fee?                               |
| There is payment summary account?            |
| Is it provide an explanation the ?           |
| Why bill come with a late?                   |
| Is a payments on my summary?                 |
| Why did account payment?                     |
| late payments fee on my bill?                |
| Can explain payment on my?                   |
| I know my late payment fee.                  |
| I to pay late penalty on ?                   |
| with the charge of payment?                  |
| Why late fee?                                |
| A payment on bill?                           |
| like an payment charges.                     |
| end having a late payment fee summary?       |
| I is a for the late?                         |
| reason for the pending                       |
|  |
| behind the late payment?                     |
| behind the late payment? there late charge?  |
|  |

| an explanation Late charges.   |  |
|--|--|
| to know there's a payment  |  |
| What is the charge payment on?   |  |
| What on me?  |  |
| What is the for paying?  |  |
| $\label{eq:please_model} Please \_\_\_\_ light on \_\_\_\_ reason \_\_\_\_ the late \_\_\_\_ fee \_\_\_\_ my \_\_$ |  |
| I an explanation for   |  |
| Why do I payment?  |  |
| clarify for late   |  |
| Can reason for the ?   |  |
| you tell there a for payments?   |  |
| clarify the charge?  |  |
| There's payment fee in my so tell  |  |
| Why is summary has a late?   |  |
| How come a fee payment?  |  |
| can the late fee my summary.   |  |
| the this outrageous charge late payment?   |  |
| you how late charge was included?  |  |
| How the showed late?   |  |
| Why is late pay?   |  |
| come the summary has late?   |  |
| a fee for delay?   |  |
| Are reasons there is a ?   |  |
| Why a my account?  |  |
| is going on the late charge ?  |  |
| It's a?  |  |
| What happening late charge on?   |  |
| see an absurd payment here?  |  |
| the late surcharge been?   |  |
| Can me late charge included?   |  |
| there late charge?   |  |
| Can you how the charge ?   |  |
| Can you to why the fee charge ?  |  |
| Why got delayed fee?   |  |
| you reasons for overdue?   |  |
| What it this for ?   |  |
| the reason overdue penalty?  |  |
| How do why late charge?  |  |
| Why did I incur on summary?  |  |
| would like know an for the   |  |
| The late present summary   |  |
| is the late charge?  |  |
| have payment charge?   |  |
| Can explanation for the late ?   |  |
| What the for late fee summary?   |  |
| Can you information about payment?   |  |
| I'm not why I to pay fee   |  |
| me an being punished for paying  have late on summary?   |  |
|  |  |
| Please why I'm paying late.  |  |

| Why a fee bill?                            |
|--|
| know the for late                          |
| my statement?                              |
| What the charge showing?                   |
| explain why a late is included?            |
| Why late charge?                           |
| Why I a fee my?                            |
| late on why?                               |
| why is a late payment charge?              |
| Can us the fee ?                           |
| explain late payment?                      |
| is charge included?                        |
| reason the late fee in statement?          |
| Why does statement fee?                    |
| Please me why a late payment my            |
| Why do on my account?                      |
| was my late payment penalty?               |
| did with late payment fee on summary?      |
| Why is present?                            |
| me there latepayment fee in my             |
| Explain me why punished payment.           |
| Why does payment?                          |
| What fee to included here?                 |
| there reason the extra for missed?         |
| this charge for a late?                    |
| come I charged on my bill?                 |
| Why statement have a late payment ?        |
| charged late charge?                       |
| There is a fee?                            |
| am I paying a my?                          |
| for late penalty on my bill?               |
| the for the late                           |
| tell the late payment fee invoice.         |
| Why has payment fees?                      |
| Why with an late?                          |
| do have an fee here?                       |
| Why it that I have late account statement? |
| Is fee delay explained?                    |
| need to has a late fee.                    |
| please for payment                         |
| What's the reason?                         |
| does there an for ?                        |
| I don't understand the on account          |
| Tell my is late.                           |
| you late on my summary account?            |
| I want know late fee on my                 |
| charge is why?                             |
| is for the extra charge late?              |
| Why late ?                                 |
| in my statement that paid?                 |
| · <del></del>                              |

| fee for payment?                     |
|--------------------------------------|
|                                      |
| Why does show a ?                    |
| the showed late?                     |
| did my summary late?                 |
| How have late fee to my ?            |
| I wish explanation charges.          |
|                                      |
| Explain to me immediately am late.   |
| How come late payment fee account?   |
| me being punished late               |
| Was reason late fee on my ?          |
| is statement charged a late ?        |
| any explanation the late charge?     |
| understand I late fee on my bill.    |
| Why were late fees ?                 |
| tell me why you fee charge?          |
| there is an extra late payments.     |
| don't understand how have fee on my  |
| There's a payment my                 |
| a late payment charge on me?         |
| Was anyone to ?                      |
| there charge me a late penalty?      |
| tell about payment fee.              |
| Why an fee for?                      |
| Why are late payment ?               |
| Why I a late payment fee ?           |
| What is behind late ?                |
| How I've delayed here?               |
| Why did I a late on?                 |
| am charged a late payment on ?       |
| Why late my account?                 |
| How come charged payment penalty on? |
| do I have delayed ?                  |
| why my account statement has fee.    |
| Why payment charges?                 |
| an of late charge?                   |
| Why a payment happen?                |
| Please explain payment               |
| clarify delayed charge?              |
| have the late charge?                |
| What payment in my summary?          |
| what this is about?                  |
| Can an as a late is included?        |
| I a late fee bill?                   |
| Is a reason a late fee ?             |
| wondering my account has             |
| Why do I have pay payment statement? |
| fee my account, why?                 |
| Why do I pay late ?                  |
| happened a payment on?               |

| explain the late charge is?  |
|--|
| Can you me the the payment?  |
| Why am I being charged fee ?                                       |
| What that late fee for?  |
| Why late charge ?  |
| understand why my a late payment                                   |
| the reason the Charge?   |
| What on my bill?   |
| why I an account   |
| Why do late payment?   |
| is it I being charged late ?                                       |
| has a fee ?  |
|  |
| How come late my bill?   |
| I would to know why there an                                       |
| I'd like payment   |
| What was cause of charge?  |
| islatecharge?  |
| come we payment charge?  |
| Why my carry payment fee?  |
| How I have a fee bill?   |
| Why there payment fee account?                                     |
| what happened the late payment appearing in my there late payment. |
| Why there late payment ?   |
| was why there was a late bill.                                     |
| Why I have late my account statement?                              |
| is being charged fine late?  Why fee my summary?                   |
|  |
| an regarding late charge?  |
| I'd know why my invoice a  |
| How did wind up fee on summary? did fee appear?                    |
|  |
| What is behind charge?   |
| it the has a payment fee?  |
| Why payment fee been?  |
| What for my late?  |
| would to why there payment charges.                                |
| What is behind payment summary?                                    |
| want to there's a payment  |
| fee on my statement?   |
| Why is there?  |
| my statement.  |
| caused the late ?  |
| is the account summary's late payment?                             |
| How come shows ?   |
| Is a behind the ?  |
| Would be to clarify the late?                                      |
| the account pay a payment?   |
| explain is a late payment?   |
| Why there payment?   |
| I charged payment fee my account                                   |

| would like the late charges.        |
|-------------------------------------|
| see payment fee here?               |
| going with this charge ?            |
| are being for paying ?              |
| there a late payment                |
| to why I pay late                   |
| Did have explanation for late ?     |
| Why do a payment ?                  |
| the late displayed my ?             |
| Why late payment ?                  |
| I about late payment on summary.    |
| How come extra fee payments?        |
| It's a my account                   |
| caused the payment fee here?        |
| you state late fee?                 |
| the reasons behind charge?          |
| don't understand how have a payment |
| us late fee in my invoice.          |
| Why the a fee?                      |
| late is in account summary.         |
| you up payment fee my account       |
| am I late payments?                 |
| don't why I a on bill.              |
| Why would be a my statement?        |
| Why is fee me?                      |
| an of the late payment              |
| a late ?                            |
| Why have a charge?                  |
| Why do I need late ?                |
| Why did charge?                     |
| the reason for on statement?        |
|                                     |
| is for that late payment fee ?      |
| am a fee on bill?                   |
| Why is payment charges?             |
| it for anyone clarify delay?        |
| Why do has a payment fee?           |
| extra for delays?                   |
| Why am I to?                        |
| that I have a on my?                |
| the for payment explained?          |
| Why my showing late?                |
| Why I forced a late my?             |
| pay charges.                        |
| Why is account subject late fee?    |
| How come a delayed?                 |
| Why to a late?                      |
| Please reason for penalty.          |
| is late is showing up?              |
| Tell why my                         |
| Please tell me there an extra       |

| led t   | o inclusion late payment?   |
|---|---|
| Please  | an explanation late   |
| has   | payment fee been?   |
| com   | e my delayed payment is?  |
|   | a late bill?  |
|   | for the fee?  |
|   | why invoice contains a late fee.  |
|   |   |
|   | derstand why there payment on my  |
|   | pay for my?   |
|   | g on with charge?   |
|   | a late fee?   |
|   | _ I have to pay payment on?   |
| You can c   | larify a payment  |
| Can   | explanation about late fee?   |
|   | account summary has a late payment?   |
| Can   | explain in my account summary?  |
|   | e reason late fee statement?  |
|   | being charged payment?  |
|   | e extra charge for ?  |
|   | derstand a late   |
|   |   |
|   | _I a late charge my ?   |
|   | some delayed fee?   |
|   | reason this payment?  |
|   | to to why there extra for late payments.  |
| What is _   | cause of a late summary?  |
| Why   | fee late?   |
| can   | account late payment fee?   |
| Why is a l  | ate?  |
|   |   |
| Give  | reason for charge.  |
|   | reason for charge.  |
|   | reason for charge. give a for charge being included?  |
| <br>Please  | reason for charge.  give a for charge being included?  to paying late.  |
| Please  | reason for charge give a for charge being included? to paying late late payment fee on seriously?   |
| Please brow   | reason for charge.  give a for charge being included?  to paying late.  late payment fee on seriously?  ght about payment?  |
| Please brow   | reason for charge give a for charge being included? to paying late late payment fee on seriously? ght about payment? ?  |
| Please brow   | reason for charge.  give a for charge being included?  to paying late.  late payment fee on seriously?  ght about payment?  ere ?  that a payment my statement?   |
| Please brow Why is the is it I'd like to  | reason for charge give a for charge being included? to paying late late payment fee on seriously? ght about payment ? ?   |
| Please browwhy is the is it I'd like to How   | reason for charge give a for charge being included? _ to paying late late payment fee on seriously? ght about payment? ere ? that a payment my statement? payment are have late fee in my?  |
| Please browwhy is the is it I'd like to How   | reason for charge give a for charge being included? to paying late late payment fee on seriously? ght about payment ? ?   |
| Pleasebrowwhy is theis it I'd like to HowPlease   | reason for charge give a for charge being included? _ to paying late late payment fee on seriously? ght about payment? ere ? that a payment my statement? payment are have late fee in my?  |
| Please browwhy is the is it I'd like to How Please What's to   | reason for charge. give a for charge being included? to paying late late payment fee on seriously? ght about payment ? ere ? that a payment my statement? payment are have late fee in my ? the cost  |
| Please brown why is the is it I'd like to How Please What's   | reason for charge give a for charge being included? _ to paying late late payment fee on seriously? ght about payment? ere ? that a payment my statement? payment are have late fee in my? _ the cost reason for the ?  |
| Please brown why is the is it I'd like to How Please What's   | reason for charge. give a for charge being included? to paying late late payment fee on seriously? ght about payment ? that a payment my statement? payment are have late fee in my ? the cost reason for the ? I charged a payment ? like explanation the payment charges.   |
| Please browwhy is the is it I'd like to How Please What's Why   | reason for charge .  give a for charge being included?  to paying late.  late payment fee on seriously?  ght about payment?  ere ?  that a payment my statement?  payment are  have late fee in my?  the cost  reason for the ?  charged a payment ?  |
| Please browwhy is the is it I'd like to How Please What's Why Why   | reason for charge .  give a for charge being included?  to paying late.  late payment fee on seriously?  ght about payment ?  ere ?  that a payment my statement?  payment are  have late fee in my ?  the cost  reason for the ?  I charged a payment ?  like explanation the payment charges.  charge exist?  I'm fined for paying  |
| Please browwhy is the is it I'd like to How Please What's Why W | reason for charge .  give a for charge being included?  to paying late late payment fee on seriously?  ght about payment?  that a payment my statement?  payment are  have late fee in my?  the cost  reason for the ?  I charged a payment?  like explanation the payment charges.  charge exist?  I'm fined for paying  it my statement that ?  |
| Please brown why is the is it I'd like to How Please What's Why Why Why Why Why   | reason for charge .  give a for charge being included?  to paying late late payment fee on seriously?  ght about payment ?  ere ?  that a payment my statement?  payment are  have late fee in my ?  the cost  reason for the ?  I charged a payment ?  like explanation the payment charges.  charge exist?  I'm fined for paying  it my statement that ?  know why there's a for ?  |
| Please brou Why is the is it I'd like to How Please What's Why Why ther   | reason for charge .  give a for charge being included?  to paying late late payment fee on seriously?  ght about payment ?  that a payment my statement?  payment are  have late fee in my ?  the cost  reason for the ?  I charged a payment ?  like explanation the payment charges.  charge exist?  I'm fined for paying  it my statement that ?  know why there's a for ?  e a reason the extra charge ?  |
| Please browwhy is the is it I'd like to How Please What's Why Why ther is the   | reason for charge .  give a for charge being included?  to paying late late payment fee on seriously?  ght about payment?  ght about payment my statement?  ?  that a payment my statement?  payment are  have late fee in my?  the cost  reason for the ?  I charged a payment?  like explanation the payment charges.  charge exist?  I'm fined for paying  it my statement that ?  know why there's a for ?  e a reason the extra charge ?  e for late in statement? |
| Please browwhy is the is it I'd like to How Please What's Why Why ther is the is the image.   | reason for charge give a for charge being included? to paying late late payment fee on seriously? ght about payment? gre ? that a payment my statement? payment are have late fee in my ? the cost reason for the ? I charged a payment ? _ like explanation the payment charges charge exist? I'm fined for paying it my statement that ? _ know why there's a for ? e a reason the extra charge ? e for late in statement? late fee put in place?                     |
| Please brown why is the is it I'd like to How Please What's Why when ther is the is the is the Can Can when when when when when when when when  | reason for charge .  give a for charge being included?  to paying late late payment fee on seriously?  ght about payment?  ght about payment my statement?  ?  that a payment my statement?  payment are  have late fee in my?  the cost  reason for the ?  I charged a payment?  like explanation the payment charges.  charge exist?  I'm fined for paying  it my statement that ?  know why there's a for ?  e a reason the extra charge ?  e for late in statement? |

| come I have          | payment         | my          | summary  | ?        |
|----------------------|-----------------|-------------|----------|----------|
| you offer expla      | nation          | fee ch      | arge?    |          |
| Why am               | late?           |             |          |          |
| The is               | my why?         |             |          |          |
| What reason _        | the late paymen | t           | my       | account? |
| Exactly why has      | fee             | _?          |          |          |
| was there late       | fee on my       | ?           |          |          |
| to _                 | up?             |             |          |          |
| Is there any for the | late            | ?           |          |          |
| late payment _       | there?          |             |          |          |
| the reason           | late paymen     | t fee being | ?        |          |
| am a                 | late payment    | s?          |          |          |
| Can explain the late | payment         | the         | ?        |          |
| does for             | delay up?       |             |          |          |
| is that ha           | ave pay         | fee         | my bill? |          |
| Why does bill        | penalty         | payme       | ents?    |          |
| Why I a f            | ee my account   | ?           |          |          |
| How being            | ng charged a    | on          | bill?    |          |
| do summ              | ary a late payn | nent        | ?        |          |
| have a _             | payment penalty | on h        | oill?    |          |
| payment fee _        | my statement    | a           |          |          |