Part 1: Data Exploration

Part 1.1: Understand the Raw Dataset

```
In [45]:
import pandas as pd
import numpy as np
churn_df = pd.read_csv('bank_data.csv')
```

churn_df.head()

Out[45]:

	RowNumber	CustomerId	Surname	CreditScore	Geography	Gender	Age	Tenure	Balanc
0	1	15634602	Hargrave	619	France	Female	42	2	0.0
1	2	15647311	Hill	608	Spain	Female	41	1	83807.8
2	3	15619304	Onio	502	France	Female	42	8	159660.8
3	4	15701354	Boni	699	France	Female	39	1	0.0
4	5	15737888	Mitchell	850	Spain	Female	43	2	125510.8
4									>

In [46]:

```
# check data info
churn_df.info()
```

<class 'pandas.core.frame.DataFrame'>
RangeIndex: 10000 entries, 0 to 9999
Data columns (total 14 columns):

Data	columns (total 14	4 columns):	
#	Column	Non-Null Count	Dtype
0	RowNumber	10000 non-null	int64
1	CustomerId	10000 non-null	int64
2	Surname	10000 non-null	object
3	CreditScore	10000 non-null	int64
4	Geography	10000 non-null	object
5	Gender	10000 non-null	object
6	Age	10000 non-null	int64
7	Tenure	10000 non-null	int64
8	Balance	10000 non-null	float64
9	NumOfProducts	10000 non-null	int64
10	HasCrCard	10000 non-null	int64
11	IsActiveMember	10000 non-null	int64
12	EstimatedSalary	10000 non-null	float64
13	Exited	10000 non-null	int64
dtype	es: float64(2), in	nt64(9), object(3)
memoi	ry usage: 1.1+ MB		

```
In [47]:
```

```
# check the unique value for each column
churn_df.nunique()
```

Out[47]:

RowNumber	10000
CustomerId	10000
Surname	2932
CreditScore	460
Geography	3
Gender	2
Age	70
Tenure	11
Balance	6382
NumOfProducts	4
HasCrCard	2
IsActiveMember	2
EstimatedSalary	9999
Exited	2
dtype: int64	

Part 1.2: Understand the Features

```
In [48]:
```

```
# check missing values
churn_df.isnull().sum()
```

Out[48]:

RowNumber	0
CustomerId	0
Surname	0
CreditScore	0
Geography	0
Gender	0
Age	0
Tenure	0
Balance	0
NumOfProducts	0
HasCrCard	0
IsActiveMember	0
EstimatedSalary	0
Exited	0
dtype: int64	

Part 1.2.1: Understand the Numerical Features

```
In [49]:
```

```
churn_df[['CreditScore', 'Age', 'Tenure', 'NumOfProducts', 'Balance', 'EstimatedSalary']].describe()
Out[49]:
```

	CreditScore	Age	Tenure	NumOfProducts	Balance	EstimatedSala
coun	t 10000.000000	10000.000000	10000.000000	10000.000000	10000.000000	10000.0000
mear	650.528800	38.921800	5.012800	1.530200	76485.889288	100090.2398
sto	96.653299	10.487806	2.892174	0.581654	62397.405202	57510.4928
mir	350.000000	18.000000	0.000000	1.000000	0.000000	11.5800
25%	584.000000	32.000000	3.000000	1.000000	0.000000	51002.1100
50%	652.000000	37.000000	5.000000	1.000000	97198.540000	100193.9150
75%	718.000000	44.000000	7.000000	2.000000	127644.240000	149388.2475
max	850.000000	92.000000	10.000000	4.000000	250898.090000	199992.4800

In [50]:

import seaborn as sns

```
# check the features' distribution
# pandas. DataFrame. describe()
# boxplot, distplot, countplot
# the column 'Exited' is our target
import matplotlib.pyplot as plt
```

```
In [51]:
```

Part 1.2.2: Understand the Categorical Features

Part 2: Feature Preprocessing

Part 2.1: Extract Features

```
In [53]:

# Get feature space by dropping useless feature
# Obviously, these do not have a logical connection with churn
feature_drop = ['RowNumber', 'CustomerId', 'Surname', 'Exited']
X = churn_df.drop(feature_drop, axis=1)
X.head()
X. head()
```

Out[53]:

	CreditScore	Geography	Gender	Age	Tenure	Balance	NumOfProducts	HasCrCard	IsAc
0	619	France	Female	42	2	0.00	1	1	
1	608	Spain	Female	41	1	83807.86	1	0	
2	502	France	Female	42	8	159660.80	3	1	
3	699	France	Female	39	1	0.00	2	0	
4	850	Spain	Female	43	2	125510.82	1	1	
4									•

```
# There are two types of our features: categorical / numerical
Out[54]:
CreditScore
                     int64
Geography
                    ob iect
Gender
                    object
                     int64
Age
Tenure
                     int64
Balance
                   float64
NumOfProducts
                     int64
HasCrCard
                     int64
IsActiveMember
                     int64
EstimatedSalary
                   float64
dtype: object
In [55]:
cat cols = X. columns[X. dtypes == 'object']
num cols = X. columns [(X. dtvpes == 'float64') | (X. dtvpes == 'int64')]
In [56]:
cat cols
Out[56]:
Index(['Geography', 'Gender'], dtype='object')
In [57]:
num cols
Out[57]:
Index(['CreditScore', 'Age', 'Tenure', 'Balance', 'NumOfProducts', 'HasCrCard',
       'IsActiveMember', 'EstimatedSalary'],
      dtype='object')
In [58]:
# Get target variable
y = churn df['Exited']
```

In [54]:

```
In [59]:

# Splite data into training(75%) and testing(25%) using model_selection function in sklearn
from sklearn import model_selection

X_train, X_test, y_train, y_test = model_selection.train_test_split(X, y, test_size=0.25, stratify =
#stratified sampling

print('training data has '+ str(X_train.shape[0]) + ' observation with ' + str(X_train.shape[1]) + '
print('test data has '+ str(X_test.shape[0]) + ' observation with ' + str(X_test.shape[1]) + ' feat
# Show the size of both training of test data

training data has 7500 observation with 10 features
test data has 2500 observation with 10 features

In [60]:

# stratified sampling is used here to prevent extreme cases
X_train.head()
Out[60]:
```

	CreditScore	Geography	Gender	Age	Tenure	Balance	NumOfProducts	HasCrCard	ls
7971	633	Spain	Male	42	10	0.00	1	0	
9152	708	Germany	Female	23	4	71433.08	1	1	
6732	548	France	Female	37	9	0.00	2	0	
902	645	France	Female	48	7	90612.34	1	1	
2996	729	Spain	Female	45	7	91091.06	2	1	
4									•

Part 2.2: Encoding for Categorical Data

In [62]:

In [61]:

```
X train. head()
```

Out[62]:

	CreditScore	Gender	Age	Tenure	Balance	NumOfProducts	HasCrCard	IsActiveMember
0	633	Male	42	10	0.00	1	0	1
1	708	Female	23	4	71433.08	1	1	0
2	548	Female	37	9	0.00	2	0	0
3	645	Female	48	7	90612.34	1	1	1
4	729	Female	45	7	91091.06	2	1	0
4								•

In [63]:

```
# Ordinal encoding
from sklearn.preprocessing import OrdinalEncoder

categories = ['Gender']
enc_oe = OrdinalEncoder()
enc_oe.fit(X_train[categories])

X_train[categories] = enc_oe.transform(X_train[categories])

X_test[categories] = enc_oe.transform(X_test[categories])
# Encoding 'Gender'
```

```
In [64]:
X train. head()
Out [64]:
   CreditScore Gender Age Tenure Balance NumOfProducts HasCrCard IsActiveMember
          633
                  1.0 42
                              10
                                     0.00
          708
                  0.0 23
                              4 71433.08
          548
                  0.0 37
                                     0.00
                  0.0 48
                              7 90612.34
          729
                  0.0 45
                              7 91091.06
Part 2.3: Standardize/Normalize Data
In [65]:
# Scale the data, using standardization
# Advantages:
# 1. speed up gradient descent
# 2. same scale
# 3. algorithm requirments
from sklearn.preprocessing import StandardScaler
```

```
scaler = StandardScaler()
scaler.fit(X train[num cols])
X train[num cols] = scaler.transform(X train[num cols])
X test[num cols] = scaler.transform(X test[num cols])
In [66]:
X train. head()
```

Out[66]:

	CreditScore	Gender	Age	Tenure	Balance	NumOfProducts	HasCrCard	IsActiveM
0	-0.172985	1.0	0.289202	1.731199	-1.218916	-0.912769	-1.542199	9.0
1	0.602407	0.0	-1.509319	-0.341156	-0.076977	-0.912769	0.648425	-1.0
2	-1.051762	0.0	-0.184093	1.385806	-1.218916	0.796109	-1.542199	-1.0
3	-0.048922	0.0	0.857156	0.695022	0.229625	-0.912769	0.648425	9.0
4	0.819517	0.0	0.573179	0.695022	0.237278	0.796109	0.648425	-1.0
4								+

Part 3: Model Training and Result Evaluation

Part 3.1: Model Training

```
In [67]:
# Build models
from sklearn.ensemble import RandomForestClassifier
from sklearn.neighbors import KNeighborsClassifier
from sklearn.linear model import LogisticRegression
# Logistic Regression
classifier logistic = LogisticRegression()
# K Nearest Neighbors
classifier KNN = KNeighborsClassifier()
# Random Forest
classifier_RF = RandomForestClassifier()
In [92]:
# Train the model
classifier logistic.fit(X train, y train)
Out[92]:
LogisticRegression()
In [93]:
# Prediction of test data
classifier logistic.predict(X test)
Out[93]:
array([0, 0, 0, ..., 0, 0, 0], dtype=int64)
In [94]:
# Accuracy of test data
classifier_logistic.score(X_test, y_test)
Out[94]:
0.8088
```

```
In [71]:
# Use 5-fold Cross Validation to get the accuracy for different models
model names = ['Logistic Regression', 'KNN', 'Random Forest']
model list = [classifier logistic, classifier KNN, classifier RF]
count = 0
for classifier in model list:
    cv score = model selection.cross val score(classifier, X train, v train, cv=5)
   print(cv score)
   print('Model accuracy of ' + model names[count] + ' is ' + str(cv score.mean()))
   count += 1
[0, 81933333 0, 80666667 0, 80666667 0, 80933333 0, 82
Model accuracy of Logistic Regression is 0.8124
[0.84133333 0.84066667 0.83
                                  0.83066667 0.84
Model accuracy of KNN is 0.83653333333333334
[0.87666667 0.86266667 0.85466667 0.85866667 0.86266667]
Model accuracy of Random Forest is 0.86306666666666666
```

Part 3.2: Use Grid Search to Find Optimal Hyperparameters

```
In [72]:

# Loss/cost function --> (wx + b - y) ^2 + 1 * |w| --> 1 is a hyperparameter

In [95]:

from sklearn.model_selection import GridSearchCV

# helper function for printing out grid search results
def print_grid_search_metrics(gs):
    print ("Best score: " + str(gs.best_score_))
    print ("Best parameters set:")
    best_parameters = gs.best_params_
    for param_name in sorted(best_parameters.keys()):
        print(param_name + ':' + str(best_parameters[param_name]))
```

Part 3.2.1: Find Optimal Hyperparameters - LogisticRegression-lambda

```
In [96]:
# Possible hyperparamter options for Logistic Regression Regularization
# Penalty is choosed from L1 or L2
# C is the 1/lambda value(weight) for L1 and L2
# solver: algorithm to find the weights that minimize the cost function
# ('11', 0.01) ('11', 0.05) ('11', 0.1) ('11', 0.2) ('11', 1)
# ('12', 0.01) ('12', 0.05) ('12', 0.1) ('12', 0.2) ('12', 1)
parameters = {
    'penalty': ('11', '12'),
   'C': (0.01, 0.05, 0.1, 0.2, 1)
Grid LR = GridSearchCV(LogisticRegression(solver='liblinear'), parameters, cv=5)
Grid LR. fit (X train, y train)
Out[96]:
GridSearchCV(cv=5, estimator=LogisticRegression(solver='liblinear'),
             param grid={'C': (0.01, 0.05, 0.1, 0.2, 1),
                         'penalty': ('11', '12')})
In [105]:
# the best hyperparameter combination
\# C = 1/1ambda
print grid search metrics (Grid LR)
Best score: 0,812533333333333333
Best parameters set:
penalty:11
In [106]:
# best model
best_LR_model = Grid_LR.best_estimator_
best LR model
Out[106]:
LogisticRegression(C=1, penalty='ll', solver='liblinear')
In [107]:
best LR model.predict(X test)
Out[107]:
array([0, 0, 0, ..., 0, 0, 0], dtype=int64)
In [108]:
best LR model.score(X test, y test)
Out[108]:
0.8092
```

```
LR models = pd. DataFrame(Grid LR. cv results)
res = (LR models.pivot(index='param penalty', columns='param C', values='mean test score'))
 = sns. heatmap(res, cmap='magma')
                                                 -0.812
                                                 -0.810
                                                 - 0.808
                                                  0.806
                                                  0.804
   2
                                                  0.802
                                                  0.800
        0.01
                0.05
                                        1.0
                        0.1
                                0.2
                      param C
Part 3.2.2: Find Optimal Hyperparameters: KNN-C
In [110]:
# Possible hyperparamter options for KNN
# Choose k
parameters = {
    'n neighbors': [1, 3, 5, 7, 9]
Grid KNN = GridSearchCV (KNeighborsClassifier(), parameters, cv=5)
Grid_KNN.fit(X_train, y_train)
Out[110]:
GridSearchCV(cv=5, estimator=KNeighborsClassifier(),
             param grid={'n neighbors': [1, 3, 5, 7, 9]})
In [111]:
# best k
print_grid_search_metrics(Grid KNN)
Best score: 0.84333333333333334
Best parameters set:
n neighbors:9
```

In [109]:

In [112]:

best KNN model = Grid KNN.best estimator

Part 3.2.3: Find Optimal Hyperparameters: Random Forest-depth

```
# best number of tress
print_grid_search_metrics(Grid_RF)

Best score: 0.8664000000000002
```

```
In [115]:
```

```
# best random forest
best_RF_model = Grid_RF.best_estimator_
best_RF_model
```

Out[115]:

RandomForestClassifier(max depth=10, n estimators=80)

Part 3.3: Model Evaluation - Confusion Matrix (Precision, Recall, Accuracy)

TP: correctly labeled real churn

Precision(PPV, positive predictive value): tp / (tp + fp); Total number of true predictive churn divided by the total number of predictive churn; High Precision means low fp, not many return users were predicted as churn users.

Recall(sensitivity, hit rate, true positive rate): tp / (tp + fn) Predict most postive or churn user correctly. High recall means low fn, not many churn users were predicted as return users.

```
In [118]:
from sklearn.metrics import confusion matrix
from sklearn.metrics import classification report
from sklearn, metrics import precision score
from sklearn.metrics import recall score
# calculate accuracy, precision and recall, [[tn, fp], []]
def cal evaluation (classifier, cm):
   tn = cm[0][0]
   fp = cm[0][1]
   fn = cm[1][0]
    tp = cm[1][1]
    accuracy = (tp + tn) / (tp + fp + fn + tn + 0.0)
   precision = tp / (tp + fp + 0.0)
   recall = tp / (tp + fn + 0.0)
   print (classifier)
   print ("Accuracy is: " + str(accuracy))
   print ("precision is: " + str(precision))
   print ("recall is: " + str(recall))
   print ()
# print out confusion matrices
def draw confusion matrices (confusion matricies):
   class names = ['Not', 'Churn']
   for cm in confusion matrices:
       classifier, cm = cm[0], cm[1]
        cal evaluation (classifier, cm)
In [119]:
# Confusion matrix, accuracy, precison and recall for random forest and logistic regression
confusion matrices = [
    ("Random Forest", confusion matrix(v test, best RF model.predict(X test))),
    ("Logistic Regression", confusion matrix(y test, best LR model.predict(X test))),
    ("K nearest neighbor", confusion matrix(v test, best KNN model.predict(X test)))
draw confusion matrices (confusion matrices)
Random Forest
Accuracy is: 0,8604
precision is: 0.8076923076923077
recall is: 0.412573673870334
Logistic Regression
Accuracy is: 0.8092
precision is: 0.5963855421686747
recall is: 0.1944990176817289
K nearest neighbor
Accuracy is: 0.8428
```

Part 3.4: Model Evaluation - ROC & AUC

precision is: 0.7283464566929134

recall is: 0.36345776031434185

Part 3.4.1: ROC of RF Model

```
In [120]:

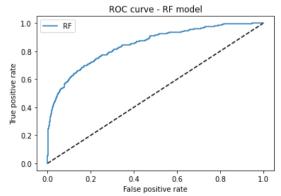
from sklearn.metrics import roc_curve
from sklearn import metrics

# Use predict_proba to get the probability results of Random Forest
y_pred_rf = best_RF_model.predict_proba(X_test)[:, 1]
fpr_rf, tpr_rf, _ = roc_curve(y_test, y_pred_rf)
```

```
In [121]:
best_RF_model.predict_proba(X_test)
Out[121]:
array([[0.75138239, 0.24861761],
```

In [122]:

```
# ROC curve of Random Forest result
import matplotlib.pyplot as plt
plt.figure(1)
plt.plot([0, 1], [0, 1], 'k--')
plt.plot(fpr_rf, tpr_rf, label='RF')
plt.xlabel('False positive rate')
plt.ylabel('True positive rate')
plt.title('ROC curve - RF model')
plt.legend(loc='best')
plt.show()
```



```
In [123]:
from sklearn import metrics

# AUC score
# The probability that a randomly-chosen positive example is ranked more highly than a randomly-chos metrics.auc(fpr_rf, tpr_rf)

Out[123]:
0.8459640089637159
```

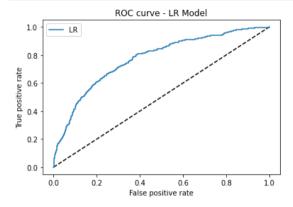
Part 3.4.2: ROC of Logistic Regression Model

[0.89278331, 0.10721669],

[0.85561097, 0.14438903]])

```
In [126]:
```

```
# ROC Curve
plt.figure(1)
plt.plot([0, 1], [0, 1], 'k-')
plt.plot(fpr_lr, tpr_lr, label='LR')
plt.xlabel('False positive rate')
plt.ylabel('True positive rate')
plt.title('ROC curve - LR Model')
plt.legend(loc='best')
plt.show()
```



```
In [127]:
```

```
# AUC score
metrics. auc(fpr_lr, tpr_lr)
```

Out[127]:

0.7722008369687169

Part 3.4.3: ROC of KNN Model

```
In [128]:
```

```
# Use predict_proba to get the probability results of Logistic Regression
y_pred_lr = best_KNN_model.predict_proba(X_test)[:, 1]
fpr_lr, tpr_lr, thresh = roc_curve(y_test, y_pred_lr)
```

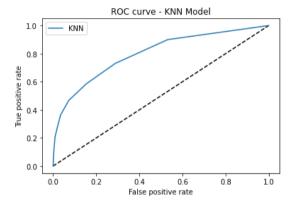
```
In [129]:
```

```
best_KNN_model.predict_proba(X_test)
Out[129]:
```

```
array([[1. , 0. ], [1. , 0. ], [0.88888889, 0.111111111], ..., [0.77777778, 0.22222222], [1. , 0. ], [1. , 0. ]])
```

In [130]:

```
# ROC Curve
plt.figure(1)
plt.plot([0, 1], [0, 1], 'k--')
plt.plot(fpr_lr, tpr_lr, label='KNN')
plt.xlabel('False positive rate')
plt.ylabel('True positive rate')
plt.title('ROC curve - KNN Model')
plt.legend(loc='best')
plt.show()
```



```
In [131]:

# AUC score
metrics.auc(fpr_lr, tpr_lr)
Out[131]:
```

0. 7986385690420251

Part 4: Model Extra Functionality

Part 4.1: Logistic Regression Model

In [132]:

```
X_with_corr = X.copy()

X_with_corr = OneHotEncoding(X_with_corr, enc_ohe, ['Geography'])
X_with_corr['Gender'] = enc_oe.transform(X_with_corr[['Gender']])
X_with_corr.head()
```

Out[132]:

	CreditScore	Gender	Age	Tenure	Balance	NumOfProducts	HasCrCard	IsActiveMember
0	619	0.0	42	2	0.00	1	1	1
1	608	0.0	41	1	83807.86	1	0	1
2	502	0.0	42	8	159660.80	3	1	0
3	699	0.0	39	1	0.00	2	0	0
4	850	0.0	43	2	125510.82	1	1	1

In [133]:

```
# Add L1 regularization to logistic regression
# Check the coef for feature selection

scaler = StandardScaler()
X_11 = scaler.fit_transform(X_with_corr)
LRmodel_11 = LogisticRegression(penalty="11", C = 0.04, solver='liblinear')
LRmodel_11.fit(X_11, y)

indices = np.argsort(abs(LRmodel_11.coef_[0]))[::-1]

print ("Logistic Regression (L1) Coefficients")
for ind in range(X_with_corr.shape[1]):
    print ("(0) : {1}".format(X_with_corr.columns[indices[ind]],round(LRmodel_11.coef_[0][indices[ind])
```

Logistic Regression (L1) Coefficients

Age: 0.7307

IsActiveMember: -0.5046 Geography_Germany: 0.3121

Gender: -0.2409
Balance: 0.1509
CreditScore: -0.0457
NumOfProducts: -0.0439
Tenure: -0.0271
EstimatedSalary: 0.0092
Geography_France: -0.0042
HasCrCard: -0.0022

Geography_Spain: 0.0

In [134]: # Add L2 regularization to logistic regression # Check the coef for feature selection np.random.seed() scaler = StandardScaler() X_12 = scaler.fit_transform(X_with_corr) LRmodel 12 = LogisticRegression(penalty="12", C = 0.1, solver='liblinear', random state=42)

 $indices = np. \, argsort \, (abs(LRmodel_12. \, coef_[0])) \, [::-1] \\$

print ("Logistic Regression (L2) Coefficients")
for ind in range(X with corr.shape[1]):

print ("{0}: {1}".format(X_with_corr.columns[indices[ind]], round(LRmodel_12.coef_[0][indices[ir

Logistic Regression (L2) Coefficients

Age: 0.751

IsActiveMember : -0.5272

LRmodel_12.fit(X_12, y)
LRmodel 12.coef [0]

Gender : -0.2591

Geography_Germany: 0.2279

Balance : 0.162

Geography_France: -0.1207 Geography_Spain: -0.089 CreditScore: -0.0637 NumOfProducts: -0.0586 Tenure: -0.0452

EstimatedSalary: 0.0272 HasCrCard: -0.0199

Part 4.2: Random Forest Model - Feature Importance Discussion

```
In [135]:
```

```
X_RF = X.copy()

X_RF = OneHotEncoding(X_RF, enc_ohe, ['Geography'])
X_RF['Gender'] = enc_oe.transform(X_RF[['Gender']])

X_RF.head()
```

Out[135]:

	CreditScore	Gender	Age	Tenure	Balance	NumOfProducts	HasCrCard	IsActiveMember
0	619	0.0	42	2	0.00	1	1	1
1	608	0.0	41	1	83807.86	1	0	1
2	502	0.0	42	8	159660.80	3	1	0
3	699	0.0	39	1	0.00	2	0	0
4	850	0.0	43	2	125510.82	1	1	1
4								>

In [136]:

```
# Check feature importance of random forest for feature selection
forest = RandomForestClassifier()
forest.fit(X_RF, y)
importances = forest.feature_importances_
indices = np.argsort(importances)[::-1]

# Print the feature ranking
print("Feature importance ranking by Random Forest Model:")
for ind in range(X.shape[1]):
    print ("{0} : {1}".format(X_RF.columns[indices[ind]], round(importances[indices[ind]], 4)))
```

Feature importance ranking by Random Forest Model:

Age: 0.2395

EstimatedSalary: 0.1469 CreditScore: 0.1449 Balance: 0.1403 NumOfProducts: 0.1271 Tenure: 0.0827 IsActiveMember: 0.0423 Geography Germany: 0.0206

Gender: 0.0185 HasCrCard: 0.0181