Objective: This analysis is to analyse Car insurance claims in detail and to support future decision making based on the insights drawn from the data and to provide better customer service.

Summary of the dataset:

* Source : Great Lakes Learning
* Dimension: 10284 entries and 21 variables.
* ID: Total 8737 distinct no of customer ids.

Assumptions & Pre-Analysis:

* Nulls: Values that are not available not taken into consideration for analysis and representation. Such values are filtered as and when required in the Tableau workbook.
* YOJ (Year in which the car owner applied for the car insurance policy) = (current year-number of total years given in the dataset)
* One value in Car age was (-3), that does not make any sense in the context of age as a result the value has been filtered out.
* As per inconsistent variable description of Kids Drive and Home Kids, these two variables are not taken into consideration for the representation purpose.
* Cut-off’s assumed below are clearly based on the total customers who purchase the insurance.
* OCCUPATION - We are ignoring the customers who aren’t working.

Variables:

|  |  |
| --- | --- |
| ID | Id of customer |
| KIDSDRIV | Total No of kids the car driver has |
| BIRTH | Date of birth |
| HOMEKIDS | No of kids the driver has at home |
| YOJ | Year in which the car owner applied for the car insurance policy |
| INCOME | Income |
| PARENT1 | If car owner has his parents |
| HOME\_VAL | Value of the house owned |
| MSTATUS | Marital status |
| GENDER | Gender |
| EDUCATION | Education level |
| OCCUPATION | Occupation level |
| TRAVTIME | Travel time taken in minutes (on an average) |
| CAR\_USE | Purpose of using the car |
| BLUEBOOK | What is the worth of the car |
| CAR\_TYPE | Car type |
| OLDCLAIM | Previous claim |
| CLM\_FREQ | How often claimed |
| CLM\_AMT | Current Claimed amount |
| CAR\_AGE | Age of car |
| URBANICITY | Where the car is being driven primarily |