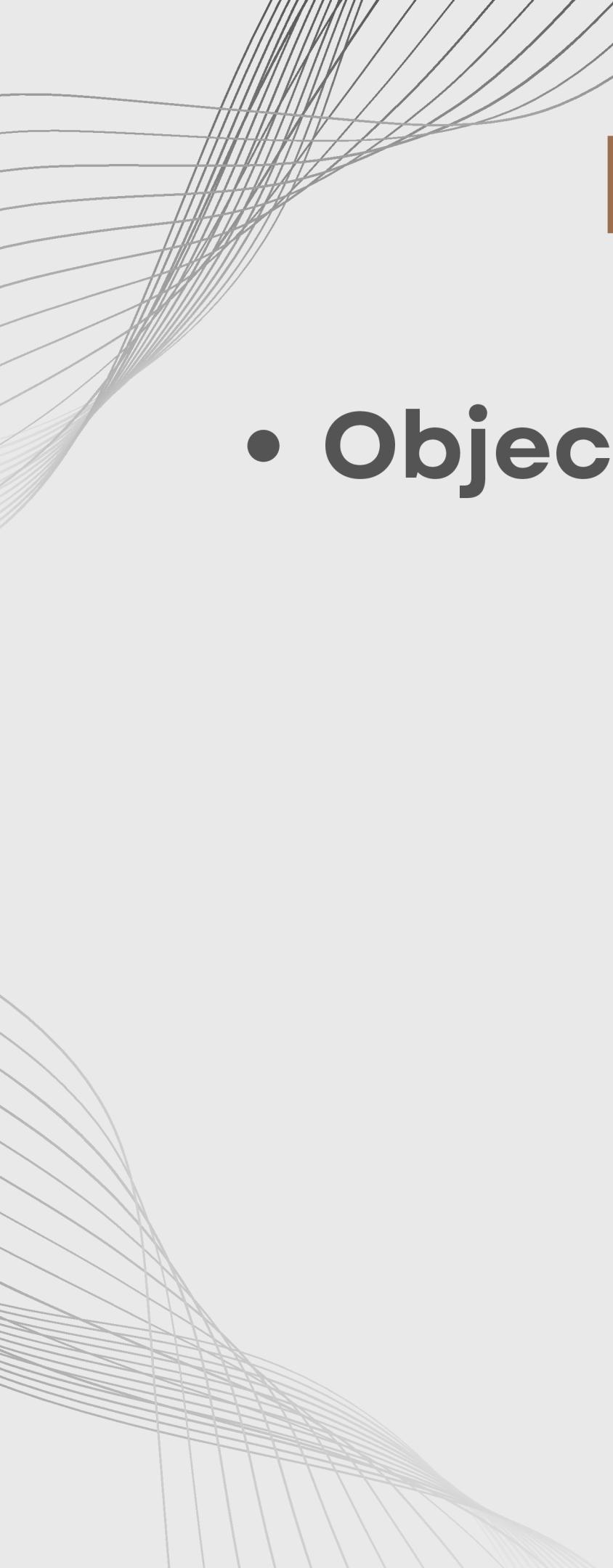


AUTOMOBILE INSURANCE COMPLAINTS ANALYSIS

Project Team ID - PTID-CDA-FEB-25-356

Project ID - CDACL-001

By - Pratik Suryawnashi



INSIGHTS

- **Objectives of the analysis:**
 - Understand complaint patterns
 - Evaluate premium trends
 - Recommend improvements



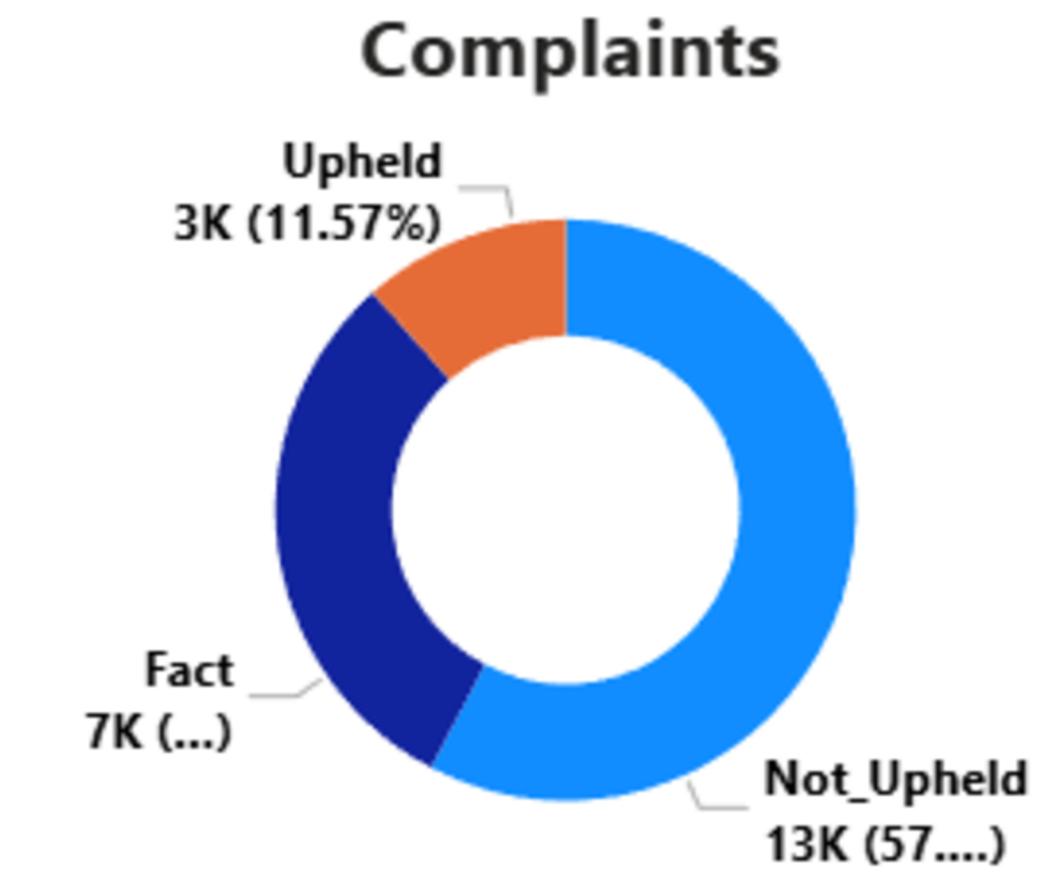
INSIGHTS

- Company Overview :
- Company Chosen: All state Insurance Company
- Total Complaints: ~2,576
- Premiums Written: ~\$5.49 Billion
- Ranking Concerns: High volume of complaints vs. premium size

INSIGHTS

- Complaint Diagnostic Overview

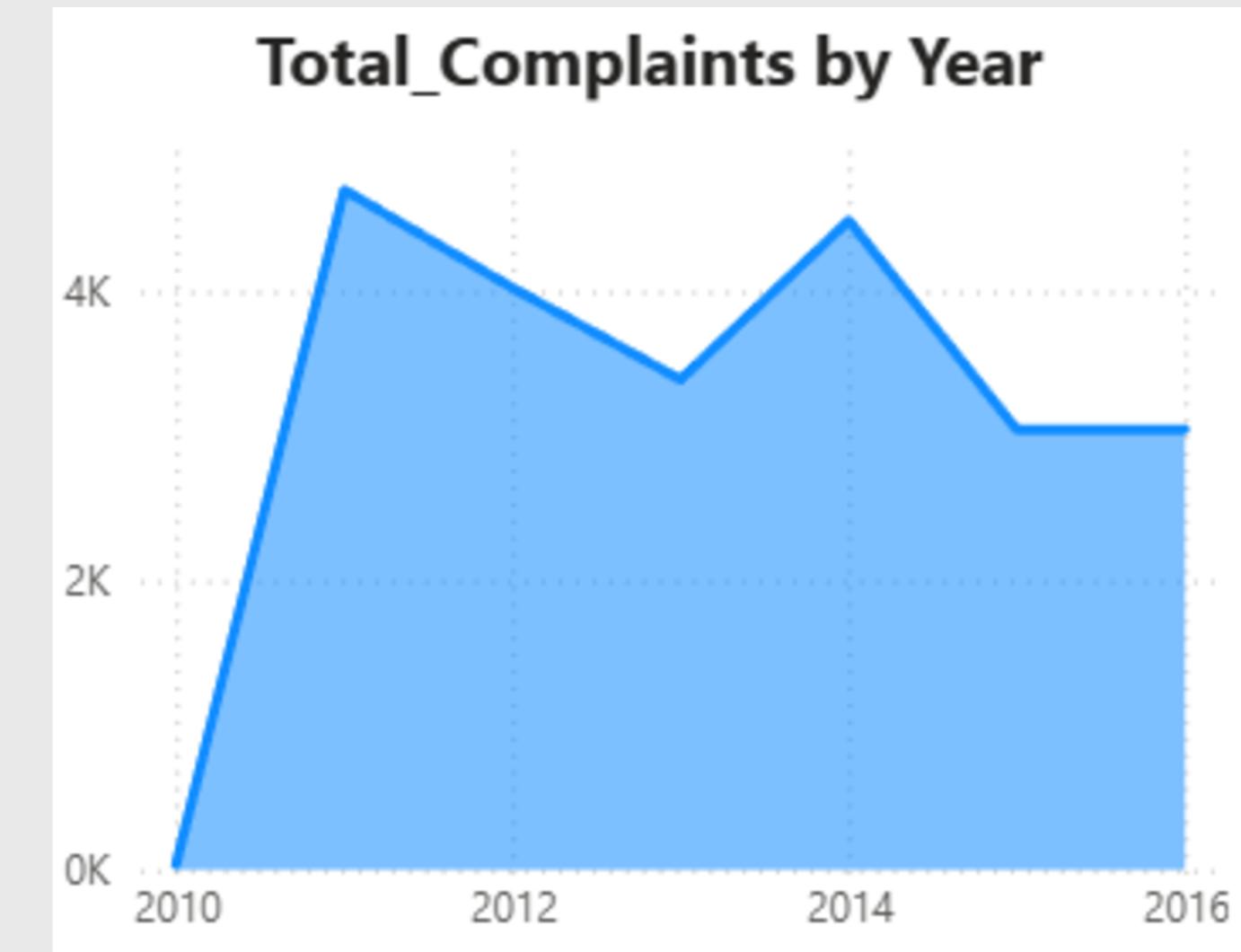
- Upheld Complaints: 2629
- Not Upheld Complaints: 13000
- Fact Complaints: 6986



INSIGHTS

- Trends Over the Years

- Possible reasons: Regulatory changes, internal policy shifts, customer dissatisfaction





INSIGHTS

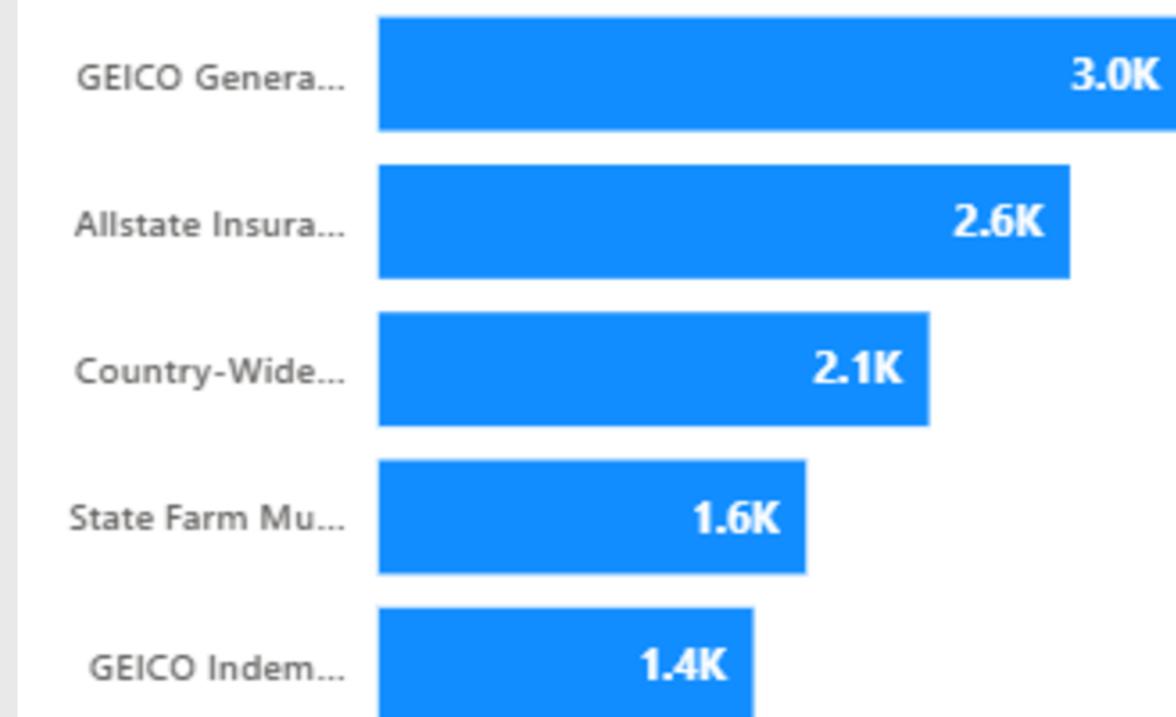
- **Root Causes of Complaints**
 - Delay in no-fault claims
 - Policy cancellations
 - Claim denials
 - Customer service dissatisfaction

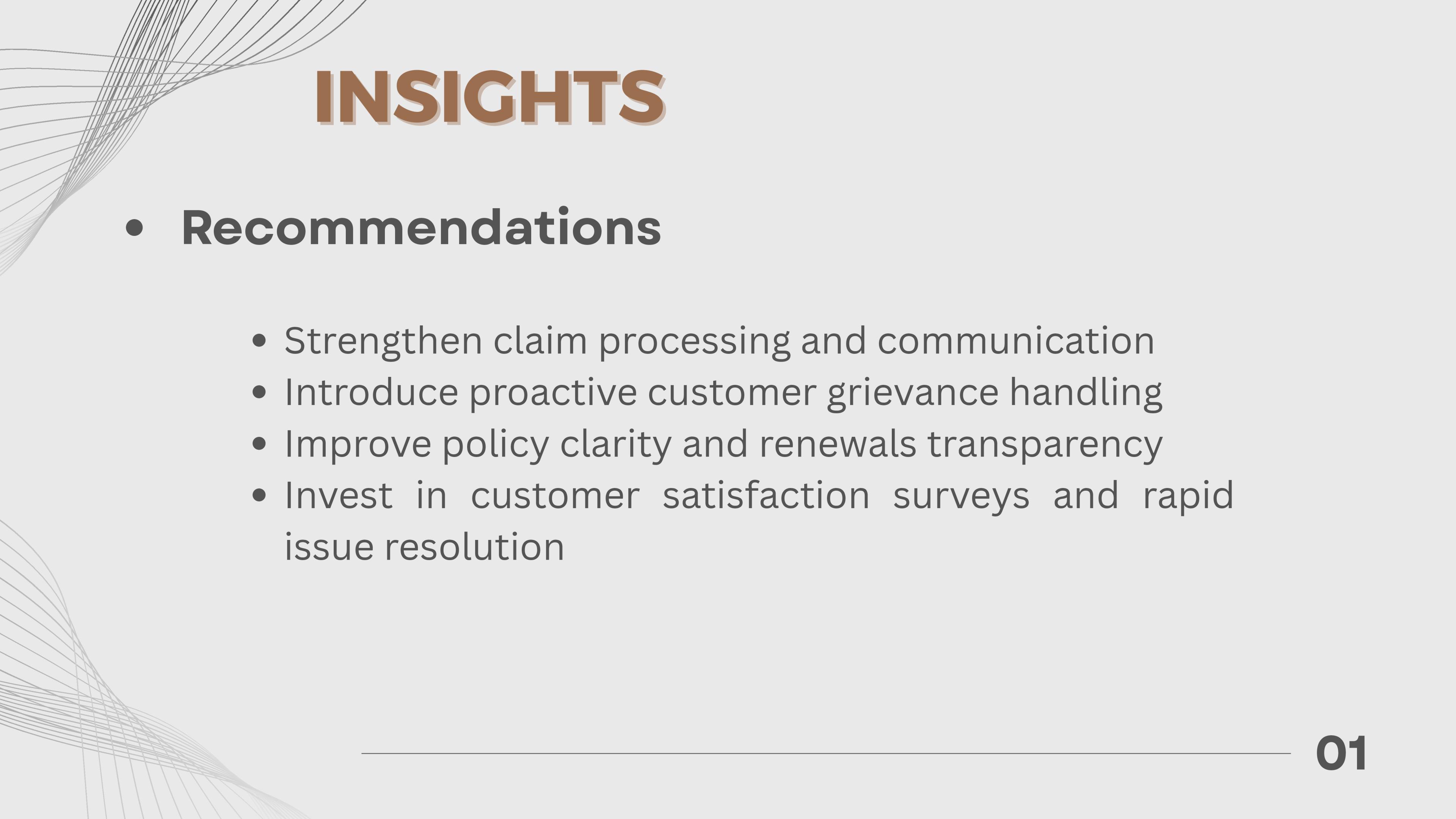
INSIGHTS

• Comparative Analysis

- Allstate ranks second
- Higher upheld complaints than competitors like GEICO

Total_Complaints by Company_Name





INSIGHTS

- **Recommendations**

- Strengthen claim processing and communication
- Introduce proactive customer grievance handling
- Improve policy clarity and renewals transparency
- Invest in customer satisfaction surveys and rapid issue resolution



INSIGHTS

- Conclusion

- All state has potential to improve
- Strategic intervention can lower complaint volumes
- Ensuring fairness and transparency is key
- Lower complaint ratios
- Improved DFS rankings
- Customer retention and brand trust



THANK YOU

