# **Introduction**

This case study project was related to predicting fraudulent claims in a claims dataset while utilizing driver information, policy variables, & vehicle information. Fraudulent claims make up ~16% of the claims so they are relatively sparse.

My approach will be outlined in detail below but high level a large focus of mine was placed on cleaning the data (which had many issues) and creating new variables based off the claim notes. These both ended up being important when the modeling was being performed.

For the modeling itself, a few different classification models were attempted and, in the end, a boosted classification tree model was used for reasons that will be explained in more detail below.

All preparation, data analysis, & modeling building were performed in R.

# **Data Preparation and Exploratory Data Analysis**

As mentioned above, data preparation was an important step in the analysis. The first part of this was looking at the 4 different data sets. In particular, I first wanted to analyze the variables that were going to be used in the joins to the claim dataset:

#########################################################  
## Data Checking & Joining  
#########################################################  
## Going to comment out sections that were previously used for checking  
## Can uncomment those sections to see the checks  
  
#### Policy Data Pre-Join Check  
## Checking the uniqueness of the variables that we are going to be joining on  
raw\_policy\_data %>%  
 count(policy\_id) %>%  
 filter(n > 1) %>%  
 arrange(desc(n))

## # A tibble: 142 x 2  
## policy\_id n  
## <chr> <int>  
## 1 P101444063304 2  
## 2 P102556840894 2  
## 3 P102703578880 2  
## 4 P103104864603 2  
## 5 P104193703875 2  
## 6 P104406377720 2  
## 7 P104953093800 2  
## 8 P105429252423 2  
## 9 P106032254976 2  
## 10 P106094769084 2  
## # i 132 more rows

*Note that many of these checking sections are commented out in the final\_code.R that was submitted as they slowed down performance (due to the use of the View() function). They can be uncommented as necessary by highlighting the rows and hitting Ctrl + Shift + C.*

For the policy (as well as vehicle, driver, & claims) datasets, the ID fields were not unique. This would cause issues/duplicates when joining the datasets together.

I looked at a sample Policy ID from this list and manually checked that there were no differences between any of the fields in the dataset (i.e. these were pure duplicates and not being caused by having different values for certain fields).

I double checked this by confirming that the unique function removed all duplicates i.e:

## Using unique fixes the issue  
raw\_policy\_data %>%  
 unique() %>%  
 count(policy\_id) %>%  
 filter(n > 1) %>%  
 arrange(desc(n))

## # A tibble: 0 x 2  
## # i 2 variables: policy\_id <chr>, n <int>

Since this solved this issue for all the datasets, unique versions of the policy, claim, vehicle & driver datasets were used when joining the datasets together.

## **Missing Variables**

In terms of missing variables (that were in the documentation but not the datasets):

1. Claims Data
   1. Report\_date
2. Driver Data
   1. Cell\_Usage
3. Policy Data
   1. Altitude
   2. Foggy\_Days
4. Vehicle Data
   1. Left\_Mile
   2. Braking\_Mile

Given that these fields are also missing from the assessment dataset, I simply moved forward without them.

## **Claim Notes**

The claim notes field had some extremely useful information within it. However, to make use of this information, the data had to be transformed into a more usable format. To do this, I first noticed that the formats of the notes were pretty consistent and were written as separate sentences. B/c of this, I broke the notes apart separately by sentence:

#########################################################  
## Claim Notes  
#########################################################  
## Digging into the claim notes to try to text mine/find predictive phrases  
## Going to separate the notes by sentence  
separated\_claim\_data <- combined\_data %>%   
 select(claim\_id ,claim\_notes) %>%   
 separate\_wider\_delim(claim\_notes   
 ,delim = "."   
 ,names\_sep = "\_"  
 ,too\_few = "align\_start"  
 ) %>%   
 mutate\_at(vars(contains("claim\_notes")) ,str\_trim) %>%   
 mutate\_at(vars(contains("claim\_notes")) ,function(x) {if\_else(x == "" ,NA ,x)})  
  
  
## Joining the notes back onto the original dataset  
combined\_data <- combined\_data %>%   
 left\_join(separated\_claim\_data ,by = "claim\_id")

Once the notes were separated by sentence, I could mine the text more easily and search for phrases in the data. The main things that I searched for were:

1. Whether a pedestrian or cyclist was involved
2. Whether there were police (&/or medical) involvement
3. Details about the injury
4. Extent of the injury
5. Triple exclamation points
6. Any notes about fraud
7. If the vehicle listed in the claim note matched the make in the vehicle data
8. The introductory phrase of the claim note

Many of these were not predictive, but some were! In particular, the notes about fraud and the triple exclamation points were very useful. The methodology was to search for these in each sentence and then coalesce them together at the end to create a new variable. Just doing a simple one way analysis:

## Going to see how variables are correlated with fraud  
check\_fraud\_pct <- function(x) {  
 combined\_data %>%   
 group\_by(!!sym(x)) %>%   
 summarise(n = n()  
 ,fraud\_ind = sum(fraud\_ind)  
 ,fraud\_pct = fraud\_ind / n) %>%   
 arrange(desc(n))  
}  
  
check\_fraud\_pct("triple\_exclamation") ## Extremely predictive ... although few data points

## # A tibble: 2 x 4  
## triple\_exclamation n fraud\_ind fraud\_pct  
## <dbl> <int> <dbl> <dbl>  
## 1 0 103319 16326 0.158  
## 2 1 782 0 0

check\_fraud\_pct("fraud\_note\_ind") ## Extremely predictive ... although few data points

## # A tibble: 5 x 4  
## fraud\_note\_ind n fraud\_ind fraud\_pct  
## <fct> <int> <dbl> <dbl>  
## 1 no mention of fraud 96335 14482 0.150   
## 2 no signs of fraud 4178 564 0.135   
## 3 suspected fraud 2027 916 0.452   
## 4 probably not fraud 1292 95 0.0735  
## 5 fraud 269 269 1

For the triple\_exclamation, this is a 1 if the entire sentence in the claim note is “. !!! .” i.e. there is no other words in the sentence. Every single “. !!! .” ended up not being fraudulent – extremely valuable information to have!

An important distinction in the claim notes is that the phrase “Frauuuuud!!!” often appears. In terms of where this would appear above, the “fraud\_note\_ind” field captures this as “fraud”. If there was not differentiation b/w a “. !!! .” sentence and a “Frauuuuud!!!” statement, two of the most important variables in the model would end up being combined and mitigate their usefulness. However, b/c a triple exclamation on its own was separated from the triple exclamation in the fraud exclamation, both fields were extremely valuable.

While this makes it sound like all of the claim note fields were extremely useful, this was far from the case; there were some swings & misses!

Fields created such as the “vehicle\_mismatch\_flag” (which is 1 if the vehicle in the claim notes <> the make & model in the vehicle dataset) was a complete waste of time; there were no mismatches. (The theory behind this field was that potentially a claims examiner could be “in” on the fraud and embellish the claim notes with vehicle information that do not actually match the insured’s vehicle – luckily this never happened).

Other fields that were created to little success were: the presence (or lack thereof) of police/medical staff, the mention of drugs or alcohol, or the type of pedestrian involved in the accident (pedestrian, cyclist, or other). These all seemed potentially interesting, but yielded little differentiation (with “differentiation” being judged by simple one way checking using the “check\_fraud\_pct” function above. This check, while imperfect due to not considering correlations, being one-way analysis, etc… was a good back-of-the-envelope calculation while exploring the claim notes).

The exact methodology of how the claim\_notes parsing can be seen in the code itself (in the “Claim Notes” section), but it was largely just leveraging the “stringr” package and particularly the regex functionality within that package for detecting & extracting patterns.

Overall, working with the “claim\_notes” field was labor intensive, but ended up yielding extremely important insights into the claims and being very important for the model’s performance.

## **Exploratory Analysis & Data Cleaning**

Now that with the new claim note variables had been created, the next step was to do some checking on the fields that were originally provided. To do this, I worked with the candidate instructions to understand the documentation for each field and see what values were possible compared to what was in the data.

I performed this step in 3 sections: (1) Numeric fields (2) Character fields and (3) Date fields. The reason I did this was simply for ease of checking. For example, for numeric fields I wanted to be able to bucket certain fields to better understand their relationship to fraud (whereas for character fields, I wanted to see each level in the data).

As an example for the numeric checking, it soon become clear that certain fields had a value which was being repeated too often (even if it fell into an “acceptable” range based off the documentation):

## Checking the numeric cols  
check\_fraud\_pct\_num2("num\_drivers") ## less drivers seems more fraudulent ... fix those with 17

## # A tibble: 11 x 4  
## num\_drivers n fraud\_ind fraud\_pct  
## <dbl> <int> <dbl> <dbl>  
## 1 1 36936 6485 0.176  
## 2 2 26695 4101 0.154  
## 3 3 19502 2820 0.145  
## 4 4 10753 1487 0.138  
## 5 5 4735 630 0.133  
## 6 6 1736 226 0.130  
## 7 7 480 60 0.125  
## 8 8 121 16 0.132  
## 9 9 15 2 0.133  
## 10 10 3 1 0.333  
## 11 17 3098 495 0.160

check\_fraud\_pct\_num2("clms\_flt1") ## Seems very predictive ... 1+ is very fraudulent ... fix those with 17

## # A tibble: 9 x 4  
## clms\_flt1 n fraud\_ind fraud\_pct  
## <dbl> <int> <dbl> <dbl>  
## 1 0 86967 11918 0.137  
## 2 1 8510 2036 0.239  
## 3 2 3701 1161 0.314  
## 4 3 1303 507 0.389  
## 5 4 390 156 0.4   
## 6 5 86 42 0.488  
## 7 6 18 8 0.444  
## 8 7 1 0 0   
## 9 17 3098 495 0.160

check\_fraud\_pct\_num2("viol\_mjr2") ## Seems very predictive ... 1+ is very fraudulent ... fix those with 17

## # A tibble: 9 x 4  
## viol\_mjr2 n fraud\_ind fraud\_pct  
## <dbl> <int> <dbl> <dbl>  
## 1 0 87079 11757 0.135  
## 2 1 8400 2118 0.252  
## 3 2 3736 1185 0.317  
## 4 3 1272 518 0.407  
## 5 4 391 199 0.509  
## 6 5 86 45 0.523  
## 7 6 15 8 0.533  
## 8 7 1 1 1   
## 9 17 3098 495 0.160

The “num\_drivers”, “clms\_flt1”, & “viol\_mjr2” fields all had a value of “17” which stood out. Given the declining volume and then large spike at 17, these fields were incorrect so I treated these values as NA (even though the field was technically possible based off the documentation). Similar adjustments were made for other numeric fields:

## Fixing the columns that were identified as having issues above  
combined\_data <- combined\_data %>%   
 mutate(num\_drivers\_new = na\_if(num\_drivers ,17)  
 ,clms\_flt1\_new = na\_if(clms\_flt1 ,17)  
 ,late\_90d\_new = na\_if(late\_90d ,500)  
 ,outs\_bal\_new = na\_if(outs\_bal ,99)  
 ,viol\_mjr2\_new = na\_if(viol\_mjr2 ,17)  
 ,time\_bet10pm2am\_new = na\_if(time\_bet10pm2am ,0.75)  
 ,credit\_score\_new = na\_if(credit\_score ,1.5)  
 ,report\_lag\_new = na\_if(report\_lag ,99)  
 ,pop\_density = na\_if(pop\_density ,5) %>% as.factor()  
 )

In terms of the character column fixes, these were largely issues with having multiple values in the data which were not in the documentation. For example, when looking at gender:

#########################################################  
## Exploratory Data Analysis - Character Columns  
#########################################################  
## Checking their relationships to fraud  
check\_fraud\_pct\_num2("gender") ## Need to fix these fields

## # A tibble: 6 x 4  
## gender n fraud\_ind fraud\_pct  
## <chr> <int> <dbl> <dbl>  
## 1 Boy 8220 1298 0.158  
## 2 F 7626 1201 0.157  
## 3 Female 34727 5375 0.155  
## 4 Girl 7609 1189 0.156  
## 5 M 8348 1357 0.163  
## 6 Male 37547 5903 0.157

The same gender (male or female) appears in multiple rows with a different label. Similar issues were seen in other columns such as “marital\_status”, “limits”, & “income”. The code for the corrections (& subsequent conversion into factors) can be seen below:

## Fixing the inconsistent character fields  
combined\_data <- combined\_data %>%   
 mutate(gender\_new = case\_when(gender %in% c('Boy' ,'M' ,'Male') ~ 'Male'  
 ,gender %in% c('F' ,'Female' ,'Girl') ~ 'Female') %>%   
 factor(levels = c('Male' ,'Female'))  
 ,education\_new = factor(education ,levels = c('Some High School' ,'High School or GED'  
 ,'Bachelors' ,'Masters' ,'Doctorate'))  
 ,limits\_new = str\_replace\_all(limits ,pattern = "k" ,replacement = "000") %>%   
 str\_replace\_all(pattern = "000$" ,replacement = "k") %>%   
 factor(levels = c("15k" ,"20k" ,"25k" ,"50k" ,"100k" ,"200k" ,"250k" ,"300k" ,"500k"))  
 ,limits\_numeric = limits\_new %>%   
 str\_replace(pattern = "k" ,replacement = "000") %>%   
 as.numeric()  
 ,marital\_status\_new = case\_when(marital\_status %in% c('M' ,'Marr' ,'Married') ~ 'Married'  
 ,marital\_status %in% c('S' ,'Single') ~ 'Single') %>%   
 as.factor()  
 ,num\_cars\_new = case\_when(num\_cars == "Four" ~ "4"  
 ,num\_cars == "Three" ~ "3"  
 ,num\_cars == "Two" ~ "2"  
 ,TRUE ~ num\_cars  
 ) %>%   
 as.factor()  
 ,num\_cars\_band\_new = case\_when(num\_cars == "1" ~ "1"  
 ,num\_cars == "2" ~ "2"  
 ,num\_cars == "3" ~ "3"  
 ,num\_cars == "4" ~ "4"  
 ,TRUE ~ "5+") %>%   
 as.factor()   
 ,seat\_belt\_new = seat\_belt %>%  
 factor(levels = c('Never' ,'Rarely' ,'Occasionally' ,'Usually' ,'Always'   
 ,'Unknown'))  
 ,income\_new = case\_when(income %in% c('Mid' ,'Middle') ~ 'Middle'  
 ,income %in% c('Working' ,'Wrk') ~ 'Working'  
 ,TRUE ~ income) %>%   
 factor(levels = c('Poverty' ,'Working' ,'Middle' ,'Upper'))  
 ,note\_type\_new = case\_when(!(note\_type %in% c(":" ,"Fraud Suspected:" ,"Hit-and-run incident:")) ~ "All Other"  
 ,TRUE ~ note\_type) %>%   
 factor(levels = c(":" ,"All Other" ,"Hit-and-run incident:" ,"Fraud Suspected:"))  
 ,pedestrian\_type\_new = pedestrian\_type %>% tolower() %>% factor(levels = c("other" ,"cyclist" ,"pedestrian"))  
 ,injury\_type\_new = injury\_type %>% as.factor()  
 ,police\_type\_new = police\_type %>%   
 coalesce("no mention of police") %>%   
 factor(levels = c("officer on site" ,"police report"   
 ,"police and medical assistance"  
 ,"police notified" ,"no mention of police"))  
 ,alcohol\_or\_drugs\_new = alcohol\_or\_drugs %>% coalesce("All Other") %>% as.factor()  
 ,claim\_greater\_than\_limit = as.numeric(claimamount > limits\_numeric)  
 )

## Fixing the columns that were identified as having issues above  
combined\_data <- combined\_data %>%   
 mutate(num\_cars\_new = na\_if(num\_cars\_new ,"17"))

One note about these corrections is that they were fixed in a “\_new” column. Thus when building the models later on, the original columns were dropped. It is possible to just overwrite the existing columns; however, this way allowed further reference/investigating into those original ones while still having new corrected versions.

The final step was looking at the dates:

#########################################################  
## Exploratory Data Analysis - Date Columns  
#########################################################  
## Converting to dates  
combined\_data <- combined\_data %>%   
 mutate(policy\_orig\_eff\_date\_new = ymd(policy\_orig\_eff\_date)  
 ,accident\_date\_new = ymd(accident\_date)  
 ,policy\_month = month(policy\_orig\_eff\_date\_new)  
 ,policy\_day = day(policy\_orig\_eff\_date\_new)  
 ,policy\_day\_of\_week = wday(policy\_orig\_eff\_date\_new ,label = TRUE)  
 ,acc\_month = month(accident\_date\_new)  
 ,acc\_day = day(accident\_date\_new)  
 ,acc\_day\_of\_week = wday(accident\_date\_new ,label = TRUE)   
 ,report\_date = accident\_date\_new + days(report\_lag)  
 )

## Warning: There were 2 warnings in `mutate()`.  
## The first warning was:  
## i In argument: `policy\_orig\_eff\_date\_new = ymd(policy\_orig\_eff\_date)`.  
## Caused by warning:  
## ! 574 failed to parse.  
## i Run `dplyr::last\_dplyr\_warnings()` to see the 1 remaining warning.

## Date variables that are missing:  
## 1) Report\_date - re-created it with the report lag

These dates were corrected using the “lubridate” library’s functions. There were issues with certain dates being on non-existent days (i.e. Feb 30th); given that these days being non-existent did not have a large (one-way) relationship with fraud, I just kept these as NA at this point in the process. Report\_date (which was missing from the original dataset), was also replicated using the report\_lag variable.

At this point, all numeric, character & date columns were corrected and analyzing the relationships between the different variables was now possible (and their relationship directly with fraud).

## **Variable Relationships**

The various relationships that were looked at can be seen in the “Variable Relationships/Bucketing” section.

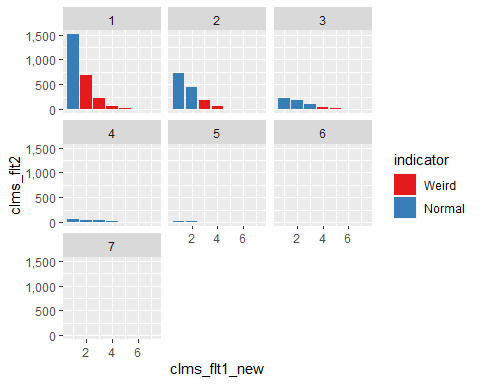
One type of variable that I looked at were those which had a # of years components to them. In particular: “viol\_mjr#” ,“clms\_flt#”, “viol\_mnr#”, & “clms\_naf#”. When looking at the documentation:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Variable Name | Variable Description | Variable Type | Variable Range | Variable Category |
| Clms\_flt# | Number of historical at-fault claims in the past # year(s) for the insured | Numeric | At least 0 | Policy |
| Clms\_naf# | Number of historical not at-fault claims in the past # year(s) for the insured | Numeric | At least 0 | Policy |
| Viol\_mjr# | Number of historical major violations in past # year(s) by insured | Numeric | At least 0 | Policy |
| Viol\_mnr# | Number of historical minor violations in the past # year(s) by insured | Numeric | At least 0 | Policy |

It shows these variables as the number of claims or violations in the past # year(s). This may be misinterpreting the documentation, but this implied to me that clms\_flt2 should always be greater than or equal to clms\_flt1 (since one is including claims for the past 2 years vs 1 year) i.e. clms\_flt5 >= clms\_flt4 >= clms\_flt3 >= clms\_flt2 >= clms\_flt1.

This may be a misinterpretation of the documentation. However, this did raise the question of whether that relationship was common or not in the data:

#########################################################  
## Variable Relationships/Bucketing  
#########################################################  
## Creating a function to see the relationship b/w different variables  
plot\_x\_y\_vars <- function(x , y) {  
 combined\_data %>%  
 filter(!!sym(x) != 0 & !!sym(y) != 0) %>%   
 mutate(indicator = if\_else(!!sym(x) > !!sym(y)  
 ,"Weird"  
 ,"Normal") %>%   
 factor(levels = c("Weird" ,"Normal"))  
 ) %>%   
 ggplot(aes(x = !!sym(x) ,fill = indicator)) +  
 geom\_bar() +  
 scale\_fill\_brewer(palette = "Set1") +  
 facet\_wrap(str\_c("~" ,y ,sep = " ")) +  
 scale\_y\_continuous(label = comma) +  
 ylab(y)   
}  
  
  
## Looking at one of the variables that has x years  
plot\_x\_y\_vars("clms\_flt1\_new" ,"clms\_flt2")



Situations where clms\_flt1 > clms\_flt2 in the chart above are shown in red so clearly it was occurring. The next question was whether this relationship was predictive of fraud or not:

# **Model Development**

Please give a brief overview on how you developed your model and why you thought that model was the best choice for this project/data.

# **Model Results**

Please provide some interpretation of your model results.

# **Conclusions**

Please give a brief conclusion to the Case Study Project.