

# Advanced and Very Advanced Modeling Techniques in CLVTools

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## Abstract

This document provides an overview of advanced modeling techniques for the probabilistic models implemented in the R package **CLVTools**. Going beyond conducting a basic customer base analysis with or without covariates, various advanced modeling options are provided in **CLVTools**. These include the ability (a) to add regularization for covariate parameters, (b) to account for the correlation between the transaction and dropout process, (c) to set equality constraints on covariate parameters, (d) control for endogenous covariates, (e) adding a Hessian matrix to an already fitted model, and (f) running fast bootstrapping by sampling model parameters directly.

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# 1 Data setup

We first are going to create a data object that we are going to use throughout this vignette.

```
R> data("apparelTrans")
R> data("apparelStaticCov")

# Create transaction data object with static covariates
R> clv.apparel <- clvdata(
+   data.transactions = apparelTrans,
+   date.format = "ymd",
+   time.unit = "week",
+   estimation.split = 104,
+   name.id = "Id",
+   name.date = "Date",
+   name.price = "Price"
+ )
# Store all available covariates for both processes
R> clv.apparel.static <- SetStaticCovariates(
+   clv.data = clv.apparel,
+   data.cov.life = apparelStaticCov,
+   data.cov.trans = apparelStaticCov,
+   names.cov.life = c("Gender", "Channel"),
+   names.cov.trans = c("Gender", "Channel"),
+   name.id = "Id"
+ )
```

# 2 Regularization of covariate parameters

When a large number of covariates are included in the analysis, regularization can help prevent overfitting. To this end, it is possible to apply a normal prior on the covariate parameters (L2 regularization). This requires specifying a regularization weight  $\lambda^{reg}$  per process. The value of  $\lambda^{reg}$  is the same for all covariate parameters of a process. The larger  $\lambda^{reg}$ , the stronger the effect of the regularization while a value of 0 results in no regularization. To find the optimal  $\lambda^{reg}$ , any hyperparameter optimization procedure can be applied.

To regularize covariate parameters, the regularization weights for both processes have to be defined in the parameter `reg.lambdas`. For example, `reg.lambdas = c(trans = 0.1, life = 0.2)` sets  $\lambda^{reg}$  to 0.1 for the transaction process and 0.2 for the lifetime processes. The use of regularization and the weights is indicated at the end of the output of `summary()`.

```
# Fit model while applying regularization to the covariate parameters
R> est.pnbd.regularization <- latentAttrition(
+   formula = ~ Gender + Channel | Gender + Channel,
+   family = pnbd,
+   data = clv.apparel.static,
+   verbose = FALSE,
+   reg.lambdas = c(trans = 0.1, life = 0.2)
+ )
R> summary(est.pnbd.regularization)
```

Pareto/NBD with Static Covariates Model

Call:

```
latentAttrition(formula = ~Gender + Channel | Gender + Channel,
  family = pnbd, data = clv.static, reg.lambdas = c(trans = 0.1,
    life = 0.2))
```

```

Fitting period:
Estimation start  2005-01-02
Estimation end    2006-12-31
Estimation length 104.0000 Weeks

Coefficients:
              Estimate Std. Error  z-val Pr(>|z|)
r              1.73887    8.07414    NA    NA
alpha          69.85288   315.45779    NA    NA
s              0.53350    5.81354    NA    NA
beta          39.68346   704.57431    NA    NA
life.Gender   -0.04437    1.54979  -0.029   0.977
life.Channel   0.02465    1.54501   0.016   0.987
trans.Gender   0.17178    1.63462   0.105   0.916
trans.Channel  0.23676    1.65635   0.143   0.886

Optimization info:
LL      -9.7313
AIC     35.4626
BIC     70.6380
KKT 1   TRUE
KKT 2   TRUE
fevals  33.0000
Method  L-BFGS-B

Used Options:
Correlation      FALSE
Regularization   TRUE
  lambda.life    0.2000
  lambda.trans   0.1000
Constraint covs  FALSE

```

### 3 Adding a correlation between the transaction and dropout process

To relax the assumption of independence between the transaction and the attrition process, specify the argument `use.cor` in the `latentAttrition()` command. This is independent of whether the model includes covariates or not. With regards to the latter, this is an extension of the model presented in Bachmann et al. (2021). In the case of `use.cor=TRUE`, a Sarmanov approach is used to correlate the attrition and transaction process. The argument `start.param.cor` allows us to optionally specify a starting value for the correlation parameter.

The model output will then list an additional parameter `Cor(life,trans)`, which may be directly interpreted as a correlation:

- If the correlation is zero, it indicates that there is no relationship between customers' transaction and attrition rate.
- If the correlation is positive and significant, customers with a higher (lower) transaction rate are more (less) likely to churn. The underlying mechanism is as follows: a higher transaction rate  $\lambda$  is associated with a higher attrition rate  $\mu$ , i.e., a reduction in the customer's lifetime.
- If the correlation is negative and significant, customers with a higher (lower) transaction rate are less (more) likely to churn.

The impact of adding a correlation parameter depends on the dataset. In many applications that focus on prediction rather than on an in-depth understanding of customers' purchase behavior, the modeling of

the additional parameter is neglected. A key reason for this is the increase in computational complexity compared to the often only marginal change in predictive accuracy. While this is a common decision among practitioners, it depends on the data at hand and the modeling objective.

For this case study, adding this correlation does indeed have a limited impact on predictive accuracy. This applies to all previously tested models. Therefore, we proceed without considering this correlation.

## 4 Including equality constraints for covariate parameters

If more complex hypothesis testing is required, users can leverage parameter constraints to compare effect sizes between the attrition and transaction process. All latent attrition models that can account for time-invariant and time-varying covariates support equality constraints for the respective covariate parameters. For example, it is possible to test whether the parameter value of the covariate **gender** is the same for both processes. This potentially facilitates testing of novel hypotheses and thus, helps to increase the understanding how a particular covariate impacts each process.

Here, we add such a constraint for the parameter estimates of the covariate **Gender**. In the following, we present both the unconstrained and the constrained model. First, the unconstrained model:

```
R> est.pnbd.full <- latentAttrition(
+   formula = ~ . | .,
+   family = pnbd,
+   data = clv.apparel.static,
+   verbose = FALSE)
R> summary(est.pnbd.full)
```

Pareto/NBD with Static Covariates Model

Call:

```
latentAttrition(formula = ~. | ., family = pnbd, data = clv.apparel.static,
  verbose = FALSE)
```

Fitting period:

Estimation start 2005-01-02

Estimation end 2006-12-31

Estimation length 104.0000 Weeks

Coefficients:

	Estimate	Std. Error	z-val	Pr(> z )	
r	1.8378	0.3455	5.320	1.04e-07	***
alpha	92.9123	16.9670	5.476	4.35e-08	***
s	0.5920	0.2609	2.269	0.02327	*
beta	49.6227	36.2509	1.369	0.17104	
life.Gender	-0.6430	0.2955	-2.176	0.02957	*
life.Channel	0.7907	0.3059	2.585	0.00973	**
trans.Gender	0.2859	0.1041	2.745	0.00605	**
trans.Channel	0.6241	0.1050	5.946	2.74e-09	***

---

Signif. codes: 0 '\*\*\*' 0.001 '\*\*' 0.01 '\*' 0.05 '.' 0.1 ' ' 1

Optimization info:

LL -5821.0627

AIC 11658.1254

BIC 11693.3009

KKT 1 TRUE

KKT 2 TRUE

fevals 41.0000

Method L-BFGS-B

```
Used Options:
Correlation      FALSE
Regularization   FALSE
Constraint covs  FALSE
```

Second, the constrained model:

```
R> est.pnbd.constr <- latentAttrition(
+   formula = ~ . | .,
+   names.cov.constr = "Gender",
+   family = pnbd,
+   data = clv.apparel.static,
+   verbose = FALSE)
R> summary(est.pnbd.constr)
```

Pareto/NBD with Static Covariates Model

Call:

```
latentAttrition(formula = ~. | ., family = pnbd, data = clv.apparel.static,
  verbose = FALSE, names.cov.constr = "Gender")
```

Fitting period:

```
Estimation start  2005-01-02
Estimation end    2006-12-31
Estimation length 104.0000 Weeks
```

Coefficients:

	Estimate	Std. Error	z-val	Pr(> z )	
r	1.7939	0.3318	5.406	6.43e-08	***
alpha	94.7223	17.2216	5.500	3.79e-08	***
s	0.4287	0.1418	3.025	0.00249	**
beta	59.0743	34.5098	1.712	0.08693	.
life.Channel	1.0228	0.3542	2.888	0.00388	**
trans.Channel	0.6384	0.1064	5.998	2.00e-09	***
constr.Gender	0.3283	0.1074	3.056	0.00224	**

---

Signif. codes: 0 '\*\*\*' 0.001 '\*\*' 0.01 '\*' 0.05 '.' 0.1 ' ' 1

Optimization info:

```
LL      -5826.5342
AIC      11667.0684
BIC      11697.8469
KKT 1    TRUE
KKT 2    TRUE
fevals  48.0000
Method L-BFGS-B
```

Used Options:

```
Correlation      FALSE
Regularization    FALSE
Constraint covs   TRUE
  Constraint params Gender
```

Here, an additional model is estimated that forces the covariate **gender** to have the same parameter value for the transaction and attrition process. We use the argument **names.cov.constr** to specify this variable. In consequence, the model output only contains a single parameter value for the respective variable. The use of parameter constraints is indicated at the end of the **summary()** output.

A likelihood ratio test helps to evaluate whether adding an equality constraint changes the model fit in a significant way.

```
lrtest(
  est.pnbd.constr,
  est.pnbd.full,
  name = c("Constrained Model", "Unconstrained Model")
)

Likelihood ratio test

Model 1: Constrained Model
Model 2: Unconstrained Model
#Df  LogLik Df  Chisq Pr(>Chisq)
1    7 -5826.5
2    8 -5821.1  1 10.943  0.0009396 ***
---
Signif. codes:  0 '***' 0.001 '**' 0.01 '*' 0.05 '.' 0.1 ' ' 1
```

By comparing the likelihood values of the unconstrained and the constrained mode, the test results indicate whether the effect size of a covariate significantly differs between the attrition and transaction process. For the covariate **Gender** in our the case study, the results show a significant difference between the constrained and unconstrained model. Thus, we conclude that the effect size of the constrained variable for the attrition and transaction process is statistically significantly different. In other words, the model fit has worsened significantly by adding an equality constraint for the parameter value of **Gender**.

Further use case are possible. For example, if exogenous information on marketing interventions is available, such an analysis is particularly helpful to disentangle the way that a marketing intervention impacts customers' purchase behavior.

## 5 Controlling for endogenous covariates

An additional use case for advanced modeling techniques is to control for endogenous covariates. The covariate parameter estimates for the covariates can give some insight into what drives customers' purchase behavior. If the exogeneity assumption of the covariates is violated, various techniques can be used to control for this.

Consequently, the models that support covariates in CLVTools can be used together with other packages that implement related two-step modeling techniques. A first option is to use instrumental variables, which can be implemented with R Base. If these are not available, internal instrumental variable approaches can serve as an alternative (Gui et al., 2023). As many of these are designed as two-step approaches, their application to latent attrition models is straightforward. In this case study, all covariates are assumed to be exogenous. For an exemplary case study detailing various approaches to controlling the endogeneity of marketing campaigns, see Bachmann et al. (2021).

## 6 Adding a Hessian matrix to an already fitted model

For various reasons, one might want to fit a model without estimating the Hessian matrix at the end of the optimization procedure. If the Hessian, however, is not derived, there is no variance-covariance matrix available, and therefore, also no standard errors. A numerical approximation to the Hessian matrix can still be calculated at the final parameters using the method `hessian()`. To this end, we are first going to fit a model without deriving the Hessian at the end of the parameter optimization. This requires to also disable the KKT criteria.

```
# Fit a model without calculating the Hessian
R> est.pnbd.noH <- latentAttrition(
+   family = pnbd,
+   data = clv.apparel,
+   verbose = FALSE,
+   optimx.args = list(hessian=FALSE, control=list(kkt=FALSE))
+ )
```

```
# Hessian set to all NA
print(est.pnbd.noH@optimx.hessian)
```

Warning: Hessian could not be derived. Setting all entries to NA.

	log.r	log.alpha	log.s	log.beta
log.r	NA	NA	NA	NA
log.alpha	NA	NA	NA	NA
log.s	NA	NA	NA	NA
log.beta	NA	NA	NA	NA

There is a warning that the Hessian is not calculated, and all its values are set to NA. As shown in the following, no variance-covariance matrix can be obtained by inverting the Hessian, and consequently, there are also no standard errors for any parameter.

```
# Variance-covariance matrix fails
R> print(vcov(est.pnbd.noH))

# No standard errors
R> print(coef(summary(est.pnbd.noH)))
```

Error: The vcov matrix cannot be calculated because the hessian contains non-finite values!

	Estimate	Std. Error	z-val	Pr(> z )
r	1.4489768	NA	NA	NA
alpha	48.6360845	NA	NA	NA
s	0.5612598	NA	NA	NA
beta	46.8843633	NA	NA	NA

Warning message:

For some parameters the standard error could not be calculated.

We can manually derive the Hessian matrix at the final parameters using `hessian()`. The model parameters were estimated at "log-scale" to ensure they all remain greater than 0. This explains why the parameters are prefixed with "log." in the column and row names. For the variance-covariance matrix, the Hessian is not only inverted but also appropriate transformations are applied to ensure that the variances and standard errors derived from it correctly are at the parameters' "original-scale".

```
# Given the final parameters, derive the Hessian
R> H <- hessian(est.pnbd.noH)
R> print(H)
```

	log.r	log.alpha	log.s	log.beta
log.r	433.22658	-388.22026	-117.48760	86.38645
log.alpha	-388.22026	402.65104	78.92603	-57.69810
log.s	-117.48760	78.92603	117.95191	-78.20295
log.beta	86.38645	-57.69810	-78.20295	53.99615

By adding the Hessian to the fitted model, both the variance-covariance matrix and the standard errors become available. Note that the output of `vcov` is at the original parameter scale. Recall that p-values only make sense for covariate parameters. Although standard errors are shown, the p-values therefore remain NA for all coefficients here.

```
# Add the Hessian permanently to the estimated model
R> est.pnbd.noH@optimx.hessian <- H

R> print(vcov(est.pnbd.noH))
R> print(coef(summary(est.pnbd.noH)))
```

	r	alpha	s	beta
r	0.05925727	1.7049763	-0.01786467	-3.472616
alpha	1.70497626	56.0878415	-0.43375972	-82.963756
s	-0.01786467	-0.4337597	0.07346698	9.366245
beta	-3.47261643	-82.9637556	9.36624519	1268.172624

  

	Estimate	Std. Error	z-val	Pr(> z )
r	1.4489768	0.2434282	NA	NA
alpha	48.6360845	7.4891816	NA	NA
s	0.5612598	0.2710479	NA	NA
beta	46.8843633	35.6114114	NA	NA

## 7 Running fast bootstrapping by sampling model parameters directly

Using the internal methods of `CLVTools`, it is possible to run a fast bootstrapping procedure that samples the model parameters directly. The implementation outlined below is a preview of a future feature that will be included in `CLVTools` once additional research has provided more insights on the advantages and limitations compared to the regular bootstrapping procedure in `CLVTools`.

Let  $\hat{\theta}$  be the (log) parameters obtained through maximum likelihood. According to standard likelihood theory,  $\hat{\theta}$  approximately follows a Gaussian distribution  $N(\theta, H^{-1}(\hat{\theta}))$ , where  $H^{-1}(\hat{\theta})$  is the inverse of the Hessian matrix. A similar result holds under bootstrapping, where the estimate of  $\theta$  obtained after bootstrapping,  $\hat{\theta}^*$ , follows an approximate  $N(\hat{\theta}, H^{-1}(\hat{\theta}))$  distribution, given the original data; see, e.g., Cheng and Huang (2010). As such, instead of bootstrapping the data and calculating  $\hat{\theta}_n^*$ , we could simply draw  $\hat{\theta}^*$  from  $N(\hat{\theta}, H^{-1}(\hat{\theta}))$  to obtain approximate bootstrap samples. We detail this approach here.

```
# For reproducibility
R> set.seed(42)

# Fit a PNBD model where "Gender" is constrained to be equal for both processes
R> p.apparel.constr <- pnbd(
+   clv.data.apparel.cov,
+   names.cov.constr = "Gender",
+   verbose = FALSE
+ )
R> gg.apparel <- gg(clv.data.apparel, verbose=FALSE)
```

We begin by defining the log-likelihood for the joint model that combines the individually estimated latent attrition and spending models for the purpose of this bootstrap procedure. To arrive at the likelihood of the joint model, the individual model likelihoods are multiplied. Because we are operating with the log-likelihoods, however, the individual model log-likelihoods have to be summed.

To implement this, we use the internal method `clv.get.LL()` in the `CLVTools` package which returns a method to calculate the LL with the exact same specification used to fit the model originally. The returned function also contains all the required inputs besides the parameters. Note that the parameters are not all at original scale. The model parameters ( $r$ ,  $\alpha$ ,  $s$ ,  $\beta$ ) are at "log-scale" and transformed back in the likelihood. Extracting them from original optimizer output is the most straightforward to ensure they are at correct scale and correctly named.



```

# Functions to call log-likelihoods with their original specification
R> LL.pnbd <- CLVTools:::clv.fitted.get.LL(p.apparel.static)
R> LL.gg <- CLVTools:::clv.fitted.get.LL(gg.apparel)

# Extract parameters required for log-likelihoods from optimx output
R> final.coefs.pnbd <- drop(tail(coef(p.apparel.static@optimx.estimate.output), n=1))
R> final.coefs.gg <- drop(tail(coef(gg.apparel@optimx.estimate.output)))

# Define parameter names:
# Used in 'fn.joint.LL' to forward parameters to relevant model log-likelihoods
# (and some other places)
R> names.params.pnbd <- names(final.coefs.pnbd)
R> names.params.gg <- names(final.coefs.gg)

# Log-Likelihood of joint model
# Accepts a vector that contains parameters for both sub-models
R> fn.joint.LL <- function(params){
+   return(
+     # Call the per-model LL only with the parameters of the respective
+     # models, using names to extract the relevant ones
+     LL.pnbd(params[names.params.pnbd]) + LL.gg(params[names.params.gg])
+   )
+ }

```

Given the log-likelihood of the joint model, the Hessian matrix is numerically approximated at the final coefficients. By inverting the Hessian, the variance-covariance matrix is obtained.

```

# Parameters for the joint-LL
R> final.params.joint <- c(final.coefs.pnbd, final.coefs.gg)

# Approximate hessian of joint model at final parameters
R> H.joint <- numDeriv::hessian(
+   func = fn.joint.LL,
+   x = final.params.joint
+ )
R> rownames(H.joint) <- colnames(H.joint) <- names(final.params.joint)

# Invert the Hessian
R> vcov.joint <- solve(H.joint)

```

Given the variance-covariance matrix  $H^{-1}(\hat{\theta})$ , we can then sample parameters  $\hat{\theta}$  from the Gaussian distribution  $N(\hat{\theta}, H^{-1}(\hat{\theta}))$ . It is to note that these sampled parameters are at the scale that was required for calling the log-likelihoods. In detail, mostly at the log-scale, as can be easily recognized by their names.

```

# Sample parameters
R> params.sampled.joint <- mvrnorm(n = 100, mu = final.params.joint, Sigma = vcov.joint)
R> head(round(params.sampled.joint, 3))

```

	log.r	log.alpha	log.s	log.beta	life.Channel	trans.Channel
[1,]	0.383	4.568	-0.795	4.993	1.714	0.861
[2,]	0.788	4.661	-0.891	3.723	0.913	0.710
[3,]	0.583	4.516	-0.549	4.225	0.644	0.596
[4,]	0.698	4.619	-0.350	4.372	0.348	0.579
[5,]	0.487	4.517	-0.830	4.317	1.563	0.621
[6,]	0.575	4.522	-0.937	4.008	1.468	0.657

	constr.Gender	log.p	log.q	log.gamma
[1,]	0.470	0.952	1.899	4.439
[2,]	0.224	0.923	1.842	4.373
[3,]	0.357	1.238	1.529	3.699
[4,]	0.315	0.756	1.920	4.634
[5,]	0.345	1.309	1.671	3.838
[6,]	0.286	0.981	1.664	4.034

We can then use the sampled parameters to make predictions and diagnostic plots. For this, we use a copy of the fitted model object and replace the existing parameters with these new parameters. This gives us access to all the functionalities that we require but let us use the new parameters. To do so, we replace the original estimated parameters in the optimizer outputs with the sampled ones. We then use an internal method to set the model's "prediction parameters": The parameters in original scale that are used for all downstream calculations after the optimization, such as making predictions or diagnostic plots. Because parameters are estimated at a different scale and can be only 1 for both processes (when using equality constraints), setting these parameters by hand is rather involved.

```
# List from applying the defined function to every row of sampled parameters
R> l.preds <- lapply(seq(NROW(params.sampled.joint)), function(i){
+   # Get i-th parameters for respective model
+   i.params.pnbd <- params.sampled.joint[i, names.params.pnbd]
+   i.params.gg <- params.sampled.joint[i, names.params.gg]
+
+   # Set the sampled parameters on a copy of the fitted model
+   i.pnbd <- p.apparel.static
+   i.gg <- gg.apparel
+
+   i.pnbd@optimx.estimate.output[1, names.params.pnbd] <- i.params.pnbd
+   i.pnbd <- CLVTools::clv.controlflow.predict.set.prediction.params(i.pnbd)
+   # PNBD with dynamic covs would further require to also re-calculate '@LL.data'
+   # i.pnbd@LL.data<-pnbd_dyncof_getLLdata(clv.fitted=i.pnbd, params=i.params.pnbd)
+
+   i.gg@optimx.estimate.output[1, names.params.gg] <- i.params.gg
+   i.gg <- CLVTools::clv.controlflow.predict.set.prediction.params(i.gg)
+
+   # Now use the fitted models on which the parameters were changed to make
+   # predictions. The predictions with the adapted gg model are made inside
+   # predict() using the provided fitted model object 'i.gg'.
+   dt.pred <- predict(
+     i.pnbd,
+     predict.spending = i.gg,
+     prediction.end = 104,
+     continuous.discount.factor = log(1+0.1)/52,
+     verbose = FALSE
+   )
+   return(dt.pred)
+ })

# Bind to single table
R> dt.preds <- rbindlist(l.preds)
```

Recall that only the parameters were replaced and no customers or transactions were sampled. The transaction and covariate data in the model remain unchanged. Therefore, we have the same number of predictions for every customer, something which is not guaranteed with conventional bootstrapping.

We proceed and now calculate the confidence intervals to quantify the parameter uncertainty of the model:

```

# Calculate some CIs for CLV which is the combination of PNBD and GG
R> dt.preds.ci <- dt.preds[, list(
+   CLV.05 = quantile(predicted.CLV, probs=0.05),
+   CLV.median = quantile(predicted.CLV, probs=0.5),
+   CLV.mean = mean(predicted.CLV),
+   CLV.95 = quantile(predicted.CLV, probs=0.95)
+ ),
+   by = Id]

# Predictions with the original models
R> dt.preds.original <- predict(
+   p.apparel.static,
+   predict.spending = gg.apparel,
+   prediction.end = 104,
+   continuous.discount.factor = log(1+0.1)/52,
+   verbose=FALSE)

# Combine and print
R> dt.preds.ci[dt.preds.original, CLV.original := i.predicted.CLV, on = "Id"]
R> dt.preds.ci[, c("Id", "CLV.original", "CLV.05", "CLV.median", "CLV.mean", "CLV.95")]

```

	Id	CLV.original	CLV.05	CLV.median	CLV.mean	CLV.95
	<char>	<num>	<num>	<num>	<num>	<num>
1:	1	1128.92389	944.22892	1123.42276	1130.70849	1352.47235
2:	10	293.65589	236.46337	294.66638	294.19581	356.24903
3:	100	42.82015	29.30950	42.68499	42.97384	55.27039
4:	101	78.70005	55.86206	75.35320	79.76272	127.63147
5:	102	42.82015	29.30950	42.68499	42.97384	55.27039
---						
596:	95	176.28140	141.26828	174.64106	175.97826	211.93977
597:	96	24.87468	16.87976	23.37485	24.75444	33.97500
598:	97	51.31572	35.26809	51.45389	51.32866	63.40403
599:	98	118.75273	87.64524	116.18627	119.52325	172.83709
600:	99	167.33232	131.79023	166.17191	166.61359	210.12010

We note that due to the nonlinear transformations of the parameters from the predictions of the CLV, the mean of the bootstrapped values generally no longer corresponds to the original CLV predictions. However, in most cases, the deviations are minimal.

## References

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