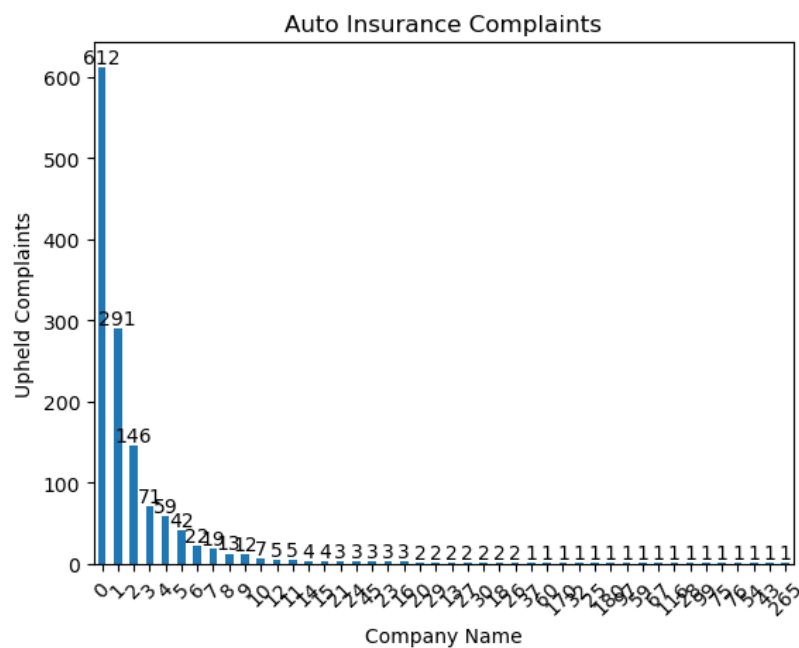


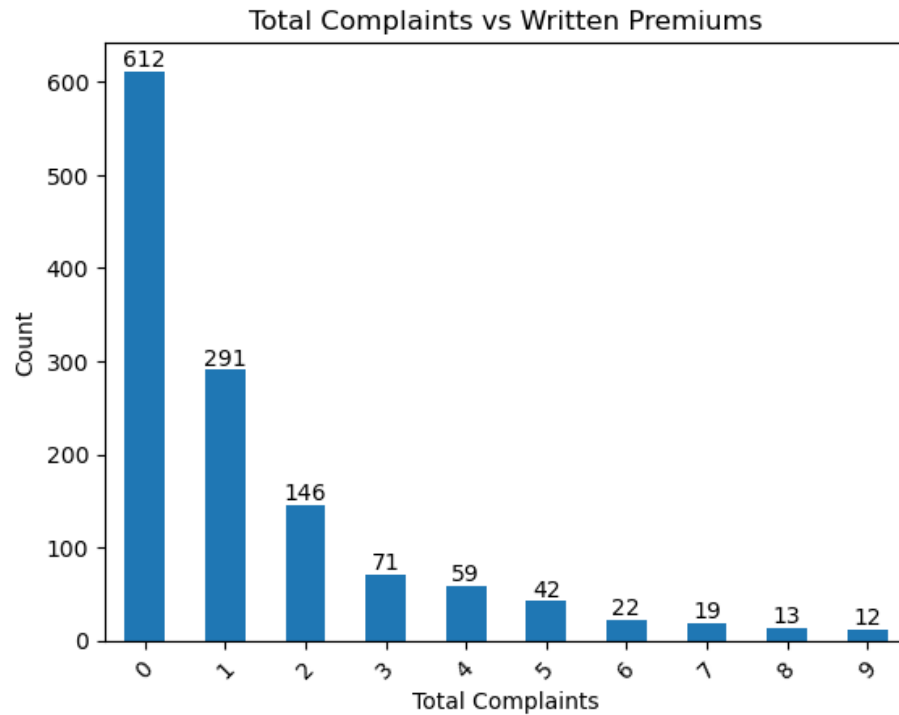
## Analysis Report

### b. Project Summary:

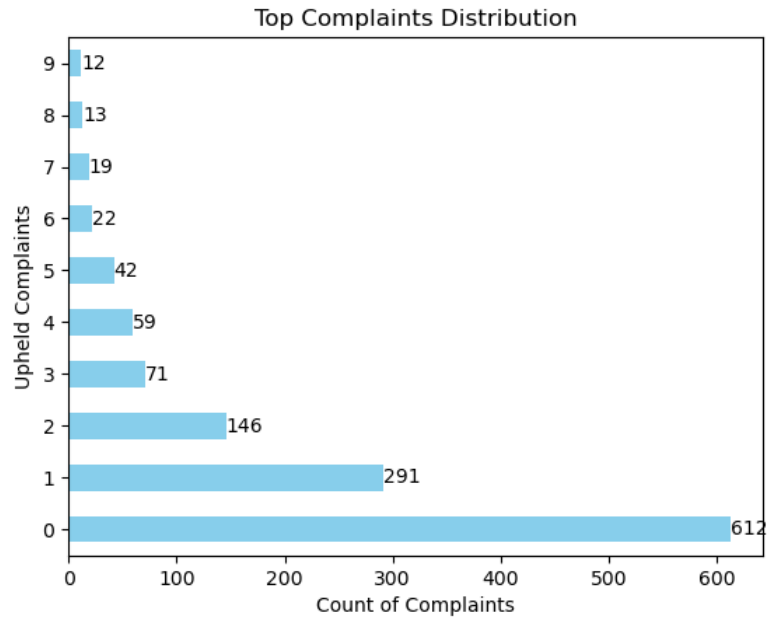
Give a conclusive overview of the project, involving key discoveries and potential actions for further analysis.



**Barplot 1:** Graph sums up the correlation between the company and upheld complaints in auto insurances. Representing the distribution within the given dataset, in the “Upheld Complaints” bar plot. Findings include that Insurance companies have lower complaints compared to less companies. Insurance companies discover areas for development, which raises customer happiness. The x-axis represents “Company Name” and y-axis represents the “Upheld Complaints”.

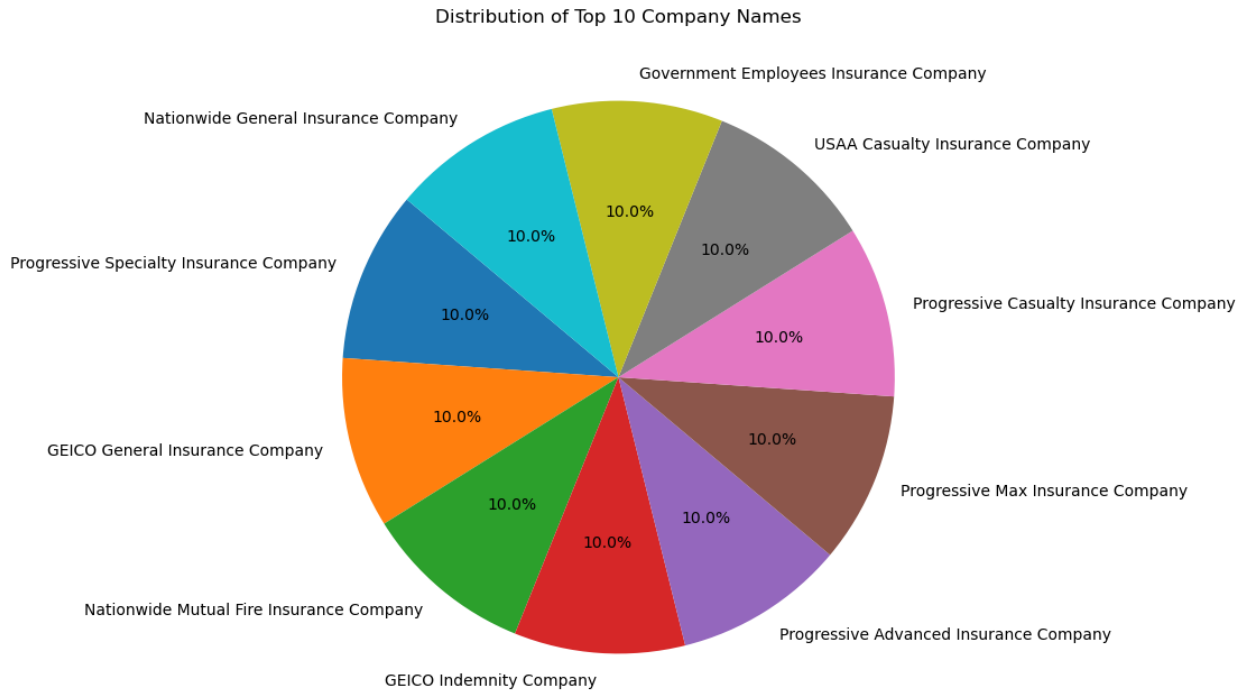


**Graph 2:** Graph sums up the correlation between the company and upheld complaints in auto insurances. Representing the distribution within the given dataset, in the “Upheld Complaints” bar plot. Findings include that Insurance companies have lower complaints compared to less companies. Insurance companies discover areas for development, which raises customer happiness. The x-axis represents “Company Name” and y-axis represents the “Upheld Complaints”.



**Graph 3:** Graph 3 uses Matplotlib and Pandas. Generating a horizontal bar plot where the x-axis represents “Count of Complaints” and y-axis represents “Upheld Complaints”. Using pandas plot to color each bar a baby blue color for eye catchy visuals and presentations. Each length of the bar shows the complaint counts visually.

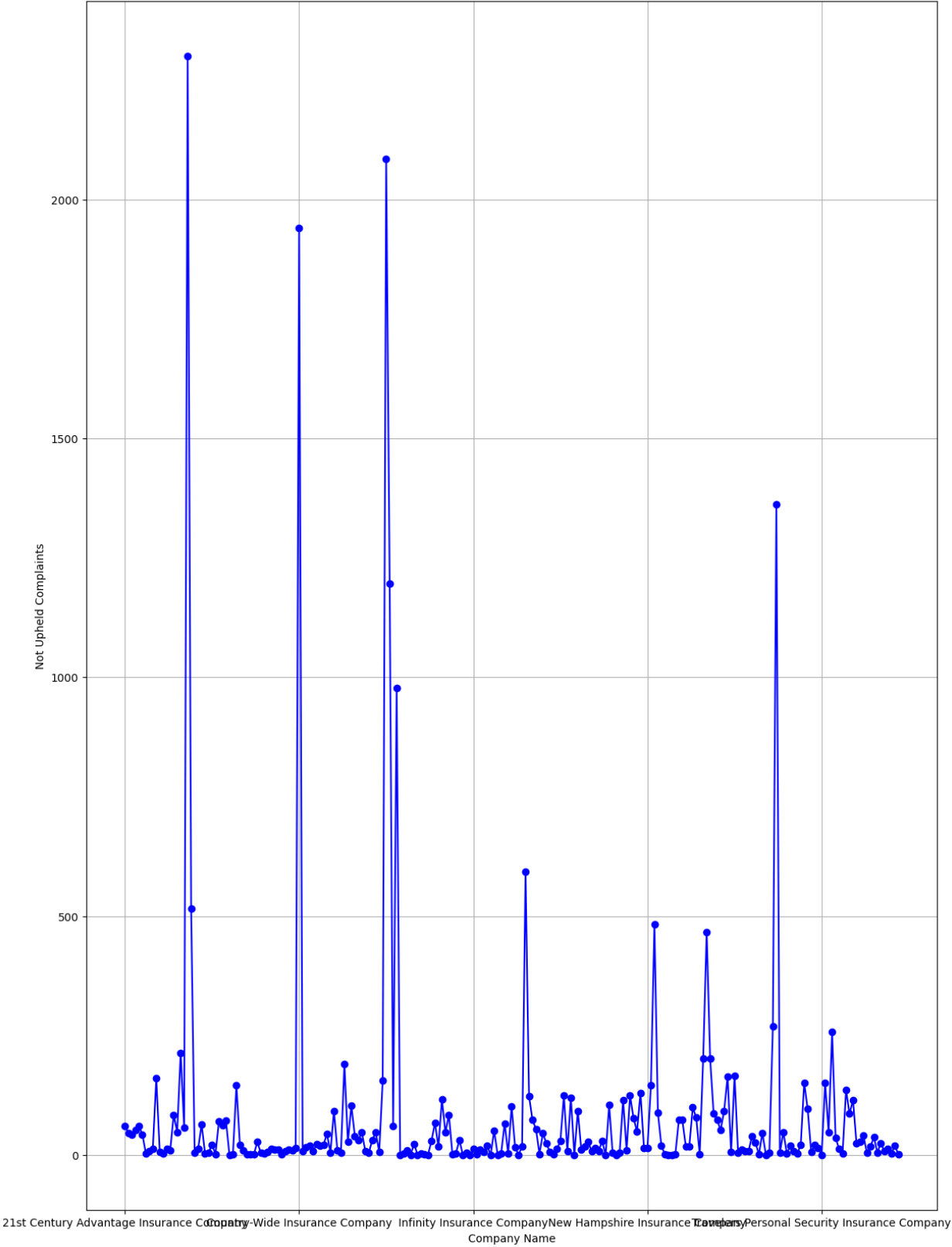




#### Graph5:

This pie chart represents the top 10 auto insurance companies that have the highest Upheld complaints. Each color represents a different insurance company. And the pie chart generate the top 10 that have the highest complaints.

Not Upheld Complaints Trend Over Time



## Graph 6

This line graph represents the National Association of Insurance Commissioners (NAIC) and the amount of upheld complaints each company had received. Ranging from 0-2,000 upheld complaints.

### Table

Question of Fact Complaints	
Company Name	
21st Century Advantage Insurance Company	11
21st Century Centennial Insurance Company	9
21st Century Indemnity Insurance Company	25
21st Century Insurance Company	6
21st Century National Insurance Company	25
...	...
Victoria Automobile Insurance Company	2
Victoria Fire & Casualty Company	4
Vigilant Insurance Company	0
Warner Insurance Company	8
Zurich American Insurance Company	0

[223 rows x 1 columns]

The table above shows the insurance company and the question of fact complaints (legal disputes in the court of law). As you can see 21st Century National Insurance Company and 21st Century National Insurance Company have the highest question of fact. I would see that it would be a key indicator to not be insured with these companies since you would have a higher chance of being at risk instead of receiving the help you need. I would go with the companies with zero questions of Fact Complaints.

### Summary/ Findings

The visual analyses provide a comprehensive understanding of upheld complaints in the auto insurance sector. Barplot 1 illustrates the distribution of upheld complaints among insurance companies, revealing an intriguing correlation. Bigger businesses seem to focus more on areas for improvement and customer happiness, as evidenced by the apparent decline in complaints. Using Matplotlib and Pandas, Barplot 3 shows an eye-catching horizontal bar plot with the number of complaints on the x-axis and the number of upheld complaints on the y-axis. The use

of baby blue coloring enhances the look and enhances the look of the presentation. In Graph 5, a pie chart succinctly identifies the top 10 auto insurance companies with top upheld complaints, with slice denoting a different insurer. Graph 6 shows a line graph, indicates and transitions into data from the National Association of Insurance Commissioners (NAIC), demonstrating the correlation between upheld complaints and legal disputes, particularly questions of fact. Notably, 21st Century National Insurance Company stands out with the highest number of such complaints, suggesting potential risks for policyholders. This perceptive research directs customers to insurers that have received no fact-related complaints, enabling educated choices and encouraging openness in the vehicle insurance industry.