Project Initialization and Planning Phase

Date	15 March 2024
Team ID	
Project Name	Auto_Fraud_Detection
Maximum Marks	3 Marks

Define Problem Statements:

"As an insurance provider or auto service company, I want to quickly and accurately detect fraudulent claims or suspicious vehicle-related transactions, because manual verification is slow, error-prone, and often leads to financial loss and customer dissatisfaction."

Fraudulent auto claims and deceptive activities — such as false accident reports, staged collisions, and odometer tampering — cost companies millions annually. Customers expect swift, fair claim processing and secure handling of their data. However, current systems struggle to flag fraud early, leading to delayed responses, increased costs, and broken trust.

Our goal is to build a machine learning-powered solution that enables institutions to detect potential fraud in real-time, reduce manual investigation workloads, and enhance trust by ensuring fair, transparent processes.

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	an insurance fraud investigator who handles multiple claims	detect fraudulent auto insurance claims quickly and accurately	I have to manually check each claim, which is time-consuming and error-prone	because there is no intelligent system that flags suspicious patterns automatically	overwhelmed, inefficient, and worried about missing critical fraud cases

PS-2	a policyholder who files legitimate claims	get my insurance claim approved and processed without delay	my claim gets delayed due to lengthy fraud investigations	because the system cannot differentiate well between genuine and fraudulent claims	frustrated, unfairly treated, and distrustful of the process