CDACL-001-Automobile Insurance Complaints Rankings

Using the available Insurance data from different companies, come up with the following analyses for a company of your choice:

1) <u>Complaint diagnostic report:</u>

   Analyse how often different types of complaints occur.
   The trends of complaints over the years
   You can suggest a company that you consider improving

2) <u>Progress of Premiums over a few years' period and any causes:</u>

   Plot premium amounts year-by-year to visualize the overall trend.

   Investigate potential causes behind fluctuations in premiums. These factors could include changes in claims frequency, regulatory changes, economic conditions, or shifts in the insurance market.

   Try to provide insights into future premium trends based on historical data and identified factors.

Also, prepare a dashboard with a comparison report of 5 different companies.

<u>About Dataset:</u>

The DFS ranks automobile insurance companies doing business in New York State based on the number of consumer complaints upheld against them as a percentage of their total business over a two-year period. Complaints typically involve issues like delays in the payment of no-fault claims and nonrenewal of policies. Insurers with the fewest upheld complaints per million dollars of premiums appear at the top of the list. Those with the highest complaint ratios are ranked at the bottom.

Database Credentials:

Note: Connect to the database with the given credentials to fetch the data

http://18.136.157.135/phpadmin/

Host Name: localhost

Host User Name: root

Host password: 20sk!@MD$@*1920!

Database: project_automobile_insurance

Username: dm_team14

Password: 8e0IS?!L&9xE

Attributes Information:

NAIC - National Association of Insurance Commissioners ID Number

Company Name - Insurance Company Name

Ratio - Complaint Ratio is the quotient of the number of upheld complaints divided by the average of a company's current and prior year premiums written directly in NYS

Upheld Complaints - Number of "upheld" complaint cases

Question of Fact Complaints - Number of "questions of fact" cases

Not Upheld Complaints - Number of "not upheld or withdrawn" cases

Total Complaints - Sum of "Upheld Complains", "Question of Facts Complaints", and "Not Upheld Complaints".

Premiums Written (in Millions) - Average of a company's current and prior year premiums written directly in NYS. (In Millions of Dollars)

Rank - Number corresponding to a company's location on the report listing

Filling Year - Represents the year in which the complaint filing was closed.

Analyze the data using Tableau or Power BI and write an analysis report. You can provide your inputs/solution as a PPT presentation and you can explain your project, record it, and send it with the PPT file.