AUTO INSURANCE FRAUD DETECTION

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Submitted By

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Under the guidance of

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DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING (MCA) VAAGDEVI ENGINEERING COLLEGE (AUTONOMOUS)



CERTIFICATE OF COMPLETION PROJECT WORK REVIEW-I

This is to certify that the PG Project Phase-1 entitled "AUTO INSURANCE FRAUD DETECTION" is being submitted by NARRA SAIRAM (23UK1F0008) in partial fulfilment of the requirements for the award of the degree of master of computer applications in Computer Science and Engineering to Jawaharlal Nehru Technological University Hyderabad during the academic year 2023-2024.

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ABSTRACT

- ➤ The detection of auto insurance fraud is a critical task in the insurance industry, aimed at reducing financial losses and maintaining trust among stakeholders. This paper explores various methods and technologies employed in the detection of fraudulent auto insurance claims. Key techniques include data mining, machine learning algorithms, and anomaly detection, which are utilized to analyse large datasets containing claim information and identify suspicious patterns.
- Additionally, the paper examines the role of advanced technologies such as artificial intelligence and predictive analytics in enhancing fraud detection accuracy and efficiency. Case studies and real-world examples are presented to illustrate the application and effectiveness of these methods in different scenarios
- The findings highlight the importance of continuous innovation and adaptation of detection strategies to stay ahead of evolving fraudulent activities in the auto insurance sector.
- Auto insurance fraud is a significant issue impacting insurers globally, leading to financial losses and increased premiums for policyholders. Effective detection methods are crucial to mitigate these losses and maintain trust in the insurance industry.
- ➤ This document presents an overview of current techniques, challenges, and proposed solutions for auto insurance fraud detection.

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1.INTRODUCTION

1.1. OVERVIEW

• Auto insurance fraud detection is a critical process within the insurance industry aimed at identifying and mitigating fraudulent activities related to auto insurance claims. Fraud in auto insurance can take various forms, from staged accidents and inflated claims to false reports of vehicle theft. These fraudulent activities not only impact insurance companies financially but also contribute to higher premiums for honest policyholders

★ Purpose and Importance

• The primary goal of auto insurance fraud detection is to ensure fair treatment for policyholders and maintain the financial stability of insurance providers. Detecting fraud helps in preventing illegitimate claims from being paid out, thereby reducing overall costs and preserving the integrity of insurance systems. It also helps in combating organized crime rings that exploit insurance loopholes for financial gain.

★ Types of Auto Insurance Fraud

Auto insurance fraud can be broadly categorized into two main types

- **Hard Fraud:** This involves deliberate acts of deception, such as staging accidents or filing false claims for accidents or vehicle damage that did not occur. Examples include deliberately causing a collision with another vehicle or submitting forged documents to support a claim.
- **Soft Fraud:** Also known as opportunistic fraud, soft fraud occurs when legitimate claims are exaggerated to obtain larger payouts. This can include inflating the cost of repairs or falsely attributing pre-existing damage to an insured incident.

★ Detection Methods

- Detecting auto insurance fraud involves a combination of investigative techniques and advanced technologies:
- **Data Analysis:** Insurers analyze large volumes of data, including claim histories, policyholder information, and external databases, to identify suspicious patterns and anomalies that may indicate fraud.
- Pattern Recognition: Statistical models and machine learning algorithms are used to detect unusual claim patterns or behaviors that deviate from typical claim profiles. This includes analyzing the frequency of claims, geographical patterns, and claimant behavior.
- Claim Investigation: Experienced investigators review claims thoroughly, verifying details through interviews, inspections, and documentation to ensure consistency and accuracy. This may involve collaborating with law enforcement agencies and other experts to uncover fraudulent activities.
- **Technology Integration:** Emerging technologies such as artificial intelligence (AI) and predictive analytics are increasingly being employed to enhance fraud detection capabilities. AI algorithms can analyze vast datasets in real-time, identifying complex fraud patterns and adapting to new fraud tactics.
- Collaboration and Information Sharing: Insurance companies often collaborate with industry associations, law enforcement agencies, and regulatory bodies to share information and best practices for detecting and preventing fraud. This collective effort strengthens fraud detection capabilities across the insurance sector.

★ Challenges and Future Directions:

• Despite advancements in fraud detection technology, challenges persist, including the adaptability of fraudsters to new detection methods and the need for balancing fraud prevention with customer service and claims processing efficiency. Future directions in auto insurance fraud detection include leveraging blockchain technology for secure data management and implementing more sophisticated AI-driven fraud detection systems.

- Auto insurance fraud detection is a vital component of maintaining the trust and reliability of insurance systems. By employing a combination of investigative expertise, advanced technologies, and collaborative efforts, insurers can effectively combat fraud and protect the interests of honest policyholders. Continual innovation and adaptation to emerging fraud tactics will be crucial in staying ahead in the ongoing battle against auto insurance fraud.
- Auto insurance fraud detection employs a variety of techniques and technologies to combat fraudulent activities. By leveraging data analytics, AI, and specialized software, insurers can detect and prevent fraud effectively while balancing the need for accuracy and customer privacy. Continuous adaptation and improvement in detection methods are crucial in staying ahead of increasingly sophisticated fraudulent schemes.
- Auto insurance fraud is a significant issue impacting insurers globally, leading to financial losses and increased premiums for policyholders. Effective detection methods are crucial to mitigate these losses and maintain trust in the insurance industry. This document presents an overview of current techniques, challenges, and proposed solutions for auto insurance fraud detection.

1.2 PURPOSE

The purpose of auto insurance fraud detection is to identify and prevent fraudulent activities related to auto insurance claims. Insurance fraud occurs when individuals or groups deliberately deceive insurance companies for financial gain. In the context of auto insurance, fraud can take various forms, such as:
Staged Accidents: Deliberately causing accidents or exaggerating the extent of damage to claim insurance benefits.
False Claims: Submitting claims for accidents or damage that did not occur or exaggerating the severity of injuries sustained.
Policy Fraud: Providing false information when purchasing an insurance policy (e.g., misrepresenting driving history or vehicle condition) to obtain lower premiums.
Identity Theft: Using someone else's identity to obtain insurance coverage or make claims.
Vehicle Fraud: Falsifying vehicle details (e.g., mileage, condition) to manipulate insurance coverage or claim payouts.

Detecting and preventing these fraudulent activities is crucial for insurance companies to maintain fair premiums for honest policyholders and to minimize financial losses. Auto insurance fraud detection typically involves using advanced analytics, machine learning algorithms, and data mining techniques to analyze large volumes of data. Suspicious patterns and anomalies in claims data, customer information, and historical trends are flagged for further investigation by fraud specialists. This proactive approach helps insurance companies mitigate risks associated with fraudulent claims and maintain the integrity of their operations.

2.LITERATURE SURVEY

2.1 EXISTING PROBLEM

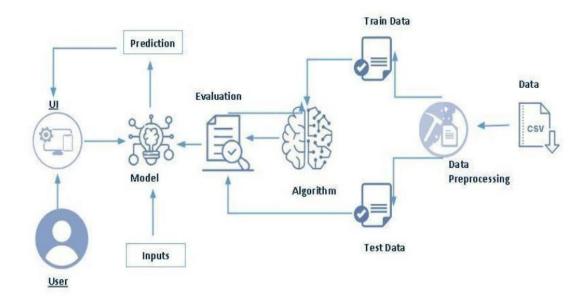
- ➤ Auto insurance fraud detection faces several challenges and existing problems, despite advancements in technology and methodologies. Some of the key issues include:
- **Sophisticated Fraud Schemes:** Fraudsters continually evolve their tactics to evade detection. They may employ sophisticated methods such as staged accidents with multiple participants, complex networks of accomplices, or using advanced technology to create false documentation.
- **Data Quality and Integration:** Insurance fraud detection relies heavily on data from various sources, including claims history, policyholder information, and external databases. Ensuring the accuracy, completeness, and timely integration of these data sets can be challenging. Inconsistent or incomplete data can lead to missed detection opportunities or false alarms.
- **Real-Time Processing:** Detecting fraud in real-time is crucial to prevent payouts for fraudulent claims. However, the sheer volume of data and the need for rapid analysis pose significant challenges. Delayed detection can result in higher financial losses for insurance companies.
- **Privacy Concerns:** Gathering and analyzing large amounts of personal data raise privacy concerns. Striking a balance between effective fraud detection and protecting policyholders' privacy rights is essential but challenging.
- **Regulatory Compliance:** Insurance companies must comply with regulatory requirements regarding data privacy, consumer rights, and fraud investigation procedures. These regulations can vary by jurisdiction and add complexity to fraud detection efforts.
- Cost of Detection: Implementing robust fraud detection systems and maintaining skilled fraud detection teams can be costly. Balancing the investment in fraud detection technology and resources with the potential savings from fraud prevention is a continual challenge.

2.2 PROPOSED SOLLUTION

>	Proposed solutions for improving auto insurance fraud detection involve leveraging advanced technologies, enhancing data analytics capabilities, fostering industry collaboration, and implementing robust processes. Here are key solutions:
	Advanced Analytics and AI: Utilize artificial intelligence (AI) and machine learning algorithms to analyze large volumes of data in real-time. These technologies can detect patterns, anomalies, and suspicious behavior that human analysts might overlook. AI can continuously learn from new data and adapt to evolving fraud schemes.
	Predictive Modeling: Develop predictive models that assess risk factors and detect potential fraud before claims are processed. Predictive analytics can identify high-risk claims based on historical data, fraud indicators, and external factors.
	Integrated Data Systems: Implement integrated data systems that consolidate and validate information from multiple sources (e.g., claims history, policy details, external databases). This ensures data accuracy and completeness, enabling more effective fraud detection.
	Behavioral Analysis: Utilize behavioral analytics to monitor and detect unusual behavior patterns among policyholders, claimants, and third parties. Behavioral analysis can identify deviations from typical behavior that may indicate fraudulent activity.
	Collaboration and Information Sharing: Foster collaboration among insurance companies, law enforcement agencies, and industry associations to share fraud intelligence, best practices, and industry standards. Collaborative efforts can enhance fraud detection capabilities and improve response times to emerging fraud threats.
	Real-Time Monitoring and Alerts: Implement real-time monitoring systems that generate alerts for suspicious activities or anomalies. This allows insurers to intervene promptly and investigate potentially fraudulent claims before payouts are made.
	Fraud Detection Tools and Software: Invest in specialized fraud detection tools and software designed to automate fraud detection processes, streamline investigations, and reduce false positives. These tools can incorporate rules-based systems, anomaly detection, and network analysis techniques.
	Training and Education: Provide ongoing training to employees and agents on recognizing fraud indicators, ethical practices, and compliance with anti-fraud policies. Educated staff can play a critical role in early detection and prevention of fraud.
	Regulatory Compliance: Ensure adherence to regulatory requirements and collaborate with regulatory bodies to align fraud detection practices with legal frameworks. Compliance with regulations enhances credibility and trustworthiness in fraud prevention efforts.
	By implementing these proposed solutions, insurance companies can enhance their ability to detect and prevent auto insurance fraud effectively. These strategies not only mitigate financial losses but also uphold fairness in premiums for honest policyholders and maintain the integrity of the insurance industry as a whole.

3.THEORITICAL ANALYSIS

3.1. BLOCK DIAGRAM

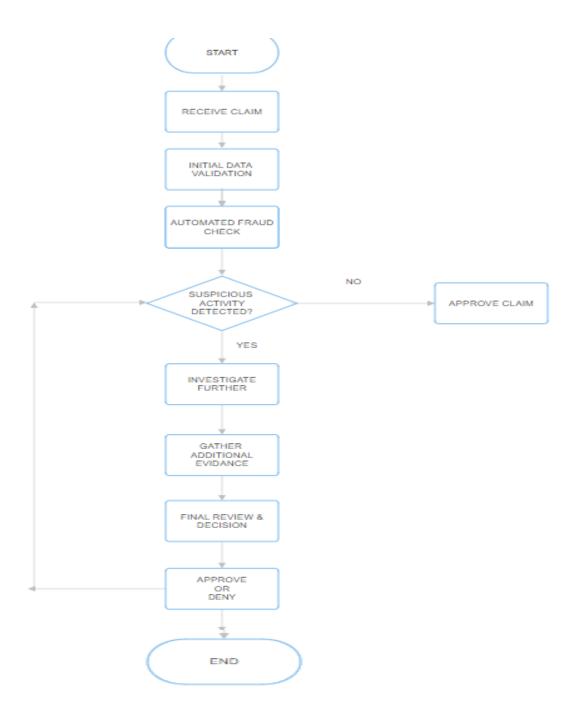


3.2. SOFTWARE DESIGNING

The following is the Software required to complete this project:

- **O JUPYTER NOTEBOOK**: Google Colab will serve as the development and execution environment for your predictive modeling, data preprocessing, and model training tasks. It provides a cloud-based Jupyter Notebook environment with access to Python libraries and hardware acceleration.
- O Dataset (CSV File): The dataset in CSV format is essential for training and testing your predictive model. It should include historical air quality data, weather information, pollutant levels, and other relevant features.
- **O** Data Preprocessing Tools: Python libraries like NumPy, Pandas, and Scikit-learn will be used to preprocess the dataset. This includes handling missing data, feature scaling, and data cleaning.
- Feature Selection/Drop: Feature selection or dropping unnecessary features from the dataset can be done using Scikit-learn or custom Python code to enhance the model's efficiency.
- Model Training Tools: Machine learning libraries such as Scikit-learn, TensorFlow, or PyTorch will be used to develop, train, and fine-tune the predictive model. Regression or classification models can be considered, depending on the nature of the AQI prediction task.
- Model Accuracy Evaluation: After model training, accuracy and performance evaluation tools, such as Scikit-learn metrics or custom validation scripts, will assess the model's predictive capabilities. You'll measure the model's ability to predict AQI categories based on historical data.
- **O UI Based on Flask Environment**: Flask, a Python web framework, will be used to develop the user interface (UI) for the system. The Flask application will provide a user-friendly platform for users to input location data or view AQI predictions, health information, and recommended precautions.
- O Jupyter NoteBook will be the central hub for model development and training, while Flask will facilitate user interaction and data presentation. The dataset, along with data preprocessing, will ensure the quality of the training data, and feature selection will optimize the model. Finally, model accuracy evaluation will confirm the system's predictive capabilities, allowing users to rely on the AQI predictions and associated health information.

4.FLOW CHART



5.RESULT

HOME PAGE



ABOUT



FRAUD DETECTION

1.Data Collection and Preprocessing

The first step involves collecting Insurance data and preprocessing it to handle missing values, Handling Categorical data and outliers, and inconsistencies.

2. Feature Engineering and Model Selection

The second step involves selecting relevant features and transforming them into a format suitable for building a machine learning model, as well as selecting an appropriate algorithm such as KNN, Naive Balyse, Decision Trees, Random Forest, or SVM.

3. Model Training and Evaluation

The third step involves training the selected model using the preprocessed data and evaluating its performance using metrics such as accuracy, precision.

4. Model Deployment

The final step involves deploying the model in a real world scenario to classify Fraud claims in real-time, so that No Frauds can be happened in insurance Claims

PREDICTIONS

AUTO INSURANCE CLAI	MS	<u>Home</u>	<u>About</u>	Contact	<u>Predict</u>
	Policy Number:				
	Age:				
	policy_annual_premium:				
	umbrella_limit:				
	insured_zip:				
	capital_gain:				
	incident_hour_of_the_day:				
	number_of_vehicles_involved:				
	injury claim				
	bodily_injuries:				
	total_claim_amount:				
	auto_year:				
	Submit Claim				

AUTO INSURANCE CLA	<u>Home</u>	About	Contact	<u>Predict</u>		
	Policy Number:	234				
	Age:	78				
	policy_annual_premium:	5500				
	umbrella_limit:	50000				
	insured_zip:	4500				
	capital_gain:	500				
	incident_hour_of_the_day:	5				
	number_of_vehicles_involved:	2				
	injury claim	10000				
	bodily_injuries:	4				
	total_claim_amount:	25000				
	auto_year:	2019				
	Submit Claim					
RESULT						

Home About Contact Predict

FRAUD INSURANCE CLAIM

AUTO INSURANCE CLAIMS

7.ADVANTAGES AND DISADVANTAGES

ADVANTAGES:

- Auto insurance fraud detection offers several advantages, which are crucial for both insurance companies and their clients:
- 1. **Cost Reduction**: Detecting and preventing fraud helps insurance companies save money by minimizing payouts on fraudulent claims. This, in turn, can lead to lower premiums for honest policyholders.
- 2. **Improved Risk Assessment**: Fraud detection systems often analyze data to identify patterns and anomalies that indicate potential fraud. This data analysis helps insurers better understand and assess risk, leading to more accurate pricing and underwriting decisions.
- 3. **Enhanced Customer Trust**: By effectively detecting and preventing fraud, insurance companies demonstrate their commitment to fairness and integrity. This can improve trust and satisfaction among customers who appreciate knowing that their premiums are not subsidizing fraudulent claims.
- 4. **Streamlined Claims Processing**: Fraud detection systems can automate the initial screening of claims, flagging suspicious cases for further review. This helps streamline the claims process for legitimate claimants by reducing delays caused by fraudulent claims.
- 5. **Compliance and Legal Protection**: Insurance companies face regulatory requirements to combat fraud. Implementing robust fraud detection systems ensures compliance with these regulations, reducing the risk of legal and regulatory penalties.
- 6. **Early Intervention**: Detecting fraud early allows insurers to intervene promptly, potentially stopping ongoing fraudulent activities and preventing additional losses.
- 7. **Data-Driven Insights**: The data collected and analyzed for fraud detection purposes can provide valuable insights into trends and patterns of fraudulent behavior. This information can be used to refine fraud detection algorithms and improve overall risk management strategies.
- 8. **Reduction in False Positives**: Advanced fraud detection systems are designed to minimize false positives (legitimate claims flagged as fraudulent). This helps avoid unnecessary inconvenience for honest policyholders.
- 9. **Adaptability and Scalability**: Modern fraud detection technologies can adapt to evolving fraud schemes and scale as the insurance business grows. This flexibility allows insurers to stay ahead of new and emerging threats.
- 10. Auto insurance fraud detection contributes significantly to the financial health of insurance companies, the satisfaction of honest policyholders, and the integrity of the insurance industry as a whole.

DISADVANTAGES:

- ➤ While auto insurance fraud detection offers numerous advantages, there are also some potential disadvantages and challenges associated with its implementation:
- 1. **Cost of Implementation**: Setting up and maintaining effective fraud detection systems can be expensive. This includes costs associated with acquiring and integrating advanced technology, hiring skilled analysts, and ongoing system maintenance.
- 2. **False Positives**: One of the challenges of fraud detection is the risk of false positives—legitimate claims mistakenly flagged as fraudulent. This can lead to delays and frustrations for honest policyholders who have to prove the validity of their claims.
- 3. **Complexity of Data Analysis**: Analyzing vast amounts of data to detect fraud requires sophisticated algorithms and computing power. Ensuring the accuracy and reliability of these algorithms can be challenging, especially in the face of rapidly evolving fraud tactics.
- 4. **Privacy Concerns**: Fraud detection systems often rely on extensive data collection and analysis, which can raise concerns about privacy and data security. Insurance companies must carefully navigate regulatory requirements and customer expectations regarding data usage.
- 5. **Adaptation to New Fraud Schemes**: Fraudsters are continually evolving their tactics to circumvent detection systems. Keeping fraud detection methods up-to-date and effective against new fraud schemes requires ongoing investment and innovation.
- 6. **Impact on Customer Experience**: Overly aggressive fraud detection measures can create a negative customer experience. Lengthy investigations, additional paperwork, and delays in claims processing can frustrate policyholders, even if they understand the need for fraud prevention.
- 7. **Ethical Considerations**: There are ethical considerations around the use of data analytics and algorithms in fraud detection. Ensuring fairness, transparency, and accountability in how fraud detection systems operate is essential to maintain trust with customers and stakeholders.
- 8. **Resource Intensive Investigations**: Investigating suspected fraud cases can be resource-intensive, requiring skilled personnel and significant time and effort. This can strain the resources of insurance companies, particularly smaller firms with limited budgets.
- 9. **Legal and Regulatory Challenges**: Compliance with various legal and regulatory requirements related to fraud detection can be complex and costly. Insurance companies must navigate different laws and regulations across jurisdictions, which adds another layer of complexity.
- 10. Auto insurance fraud detection systems are crucial for mitigating financial losses and maintaining the integrity of insurance operations, they also present challenges related to cost, accuracy, privacy, customer experience, and regulatory compliance. Balancing these factors is essential for insurers seeking to effectively combat fraud while maintaining positive relationships with their policyholders.

8.APPLICATIONs

- Auto insurance fraud detection has several practical applications across different stages of insurance operations. Some key applications include:
- 1. **Claims Processing Automation**: Automated fraud detection systems can analyze incoming claims data in real-time. They identify suspicious patterns or anomalies that may indicate potential fraud, allowing insurers to prioritize high-risk claims for manual review while expediting legitimate claims.
- 2. **Anomaly Detection**: Using advanced analytics and machine learning algorithms, insurers can detect unusual patterns in data that suggest fraudulent activities. These anomalies may include sudden spikes in claims from specific geographic areas, unusual claim types, or discrepancies in policyholder information.
- 3. **Social Network Analysis**: Fraud detection systems can analyze relationships between policyholders, service providers, and other stakeholders to identify networks of potentially fraudulent activity. This helps uncover organized fraud rings that coordinate fraudulent claims across multiple policies or individuals.
- 4. **Behavioral Analytics**: By analyzing historical data and current behavior patterns, insurers can identify deviations from normal behavior that may indicate fraud. For example, sudden changes in claim frequency, severity, or timing can signal fraudulent activity.
- 5. **Image and Text Analysis**: Insurers can utilize image and text analysis technologies to verify claim documentation, such as photos of vehicle damage or medical reports. This helps detect forged documents or misleading information submitted to support fraudulent claims.
- 6. **Predictive Modeling**: Predictive modeling techniques can forecast the likelihood of fraud based on various risk factors and historical data. This allows insurers to proactively monitor high-risk policies or claimants and take preventive actions before fraudulent activities occur.
- 7. **Post-Claim Investigation Support**: Fraud detection systems provide valuable support during post-claim investigations by flagging suspicious cases and providing evidence-based insights. Investigators can use this information to conduct thorough inquiries and gather additional evidence to support fraud prosecution.
- 8. **Compliance and Regulatory Reporting**: Fraud detection systems help insurers comply with regulatory requirements related to fraud prevention and reporting. They enable accurate documentation and reporting of suspected fraud cases to regulatory authorities, demonstrating due diligence in fraud management.
- 9. **Fraud Awareness and Training**: Insurers can use data from fraud detection systems to enhance fraud awareness among employees and policyholders. Training programs can educate stakeholders about common fraud schemes, warning signs, and preventive measures.
- 10. **Continuous Improvement**: By continuously analyzing and learning from data patterns, fraud detection systems improve over time. Insurers can refine algorithms, update rules, and adapt strategies to stay ahead of evolving fraud tactics and enhance detection accuracy.
 - Auto insurance fraud detection applications help insurers mitigate financial losses, improve operational efficiency, enhance regulatory compliance, and maintain trust with policyholders by ensuring fair and transparent claims processing.

9.CONCLUSION

- ✓ In conclusion, auto insurance fraud detection plays a critical role in safeguarding insurers, policyholders, and the overall integrity of the insurance industry. By leveraging advanced technologies such as data analytics, machine learning, and artificial intelligence, insurers can effectively identify and prevent fraudulent activities at various stages of the insurance process.
- ✓ The benefits of auto insurance fraud detection are manifold. It reduces financial losses by minimizing payouts on fraudulent claims, thereby potentially lowering premiums for honest policyholders. It enhances the accuracy of risk assessment and underwriting decisions, leading to fairer pricing and improved operational efficiency. Moreover, fraud detection systems contribute to regulatory compliance, ensuring insurers meet legal obligations while maintaining trust and transparency with stakeholders.
- ✓ However, implementing fraud detection systems also presents challenges, such as the cost of technology and data privacy concerns. Balancing these challenges with the benefits requires careful consideration of ethical implications, customer experience, and regulatory requirements.
- ✓ Ultimately, the continuous evolution and adoption of sophisticated fraud detection technologies are essential for insurers to stay ahead of increasingly complex fraud schemes. By investing in robust fraud prevention strategies, insurers can foster a more secure and sustainable insurance environment for all parties involved.

10.FUTURE SCOPE

- ➤ The future of auto insurance fraud detection holds significant promise, driven by advancements in technology and evolving fraud tactics. Several key areas represent the future scope of auto insurance fraud detection:
- ✓ **Artificial Intelligence and Machine Learning**: AI and ML will continue to play a crucial role in enhancing fraud detection capabilities. These technologies can analyze large volumes of data in real-time, identify complex patterns, and adapt to new fraud schemes more effectively than traditional methods.
- ✓ **Predictive Analytics**: Predictive modeling will become more sophisticated, allowing insurers to anticipate fraudulent behavior before it occurs. By analyzing historical data and identifying predictive indicators, insurers can proactively mitigate risks and prevent fraudulent activities.
- ✓ **Integration of Big Data**: The integration of big data sources—from IoT devices in vehicles to social media data—will provide insurers with more comprehensive insights into policyholder behavior and potential fraud indicators. This holistic approach enhances the accuracy and depth of fraud detection efforts.
- ✓ Enhanced Digital Verification: Technologies such as blockchain and digital identities will improve the verification of claim documents and policyholder information, reducing the risk of identity theft and document fraud.
- ✓ **Real-time Monitoring and Alerts**: Continuous monitoring of transactions and interactions will enable insurers to detect suspicious activities in real-time, triggering immediate alerts for further investigation and intervention.
- ✓ Collaborative Intelligence: Sharing data and insights across insurers and industry stakeholders will strengthen fraud detection capabilities. Collaborative platforms and networks can facilitate the exchange of information on fraud trends, patterns, and prevention strategies.
- ✓ **Behavioral Biometrics**: Utilizing behavioral biometrics—such as keystroke dynamics and voice recognition—can add an additional layer of authentication and fraud detection, particularly in digital interactions and claims processing.
- ✓ **Regulatory Compliance and Transparency**: As regulatory requirements around data privacy and fraud prevention evolve, future systems will need to ensure compliance while maintaining transparency in their operations and decision-making processes.

- ✓ Enhanced Customer Experience: Future fraud detection systems will strive to minimize false positives and streamline legitimate claims processing, enhancing overall customer satisfaction and trust in insurers' fraud prevention measures.
- ✓ Adaptation to Emerging Threats: With fraudsters continually evolving their tactics, future fraud detection systems will need to be agile and adaptive. Continuous monitoring, learning from new data patterns, and rapid response to emerging threats will be critical.
- ✓ The future scope of auto insurance fraud detection lies in leveraging advanced technologies to enhance accuracy, efficiency, and proactive prevention of fraudulent activities. By embracing innovation and collaboration, insurers can stay ahead of fraudsters and create a more secure and resilient insurance ecosystem for policyholders and stakeholders alike.

11.APPENDIX

Model building:

- 1)Dataset
- 2) Jupyter Notebook and VS code Application Building
 - 1. HTML file (Index file, Predict file)
 - 1. CSS file
 - 2. Models in pickle format

SOURCE CODE:

INDEX.HTML

```
<!DOCTYPE html>
<html lang="en">
<head>
  <meta charset="UTF-8">
  <meta name="viewport" content="width=device-width, initial-scale=1.0">
  <title>Document</title>
  <style>
    body{
  margin: 0;
  border: 0;
  padding: 0;
  background-color: transparent;
  background-image: url('https://res.cloudinary.com/dn0jqytyw/image/upload/v1720071894/image1_ywg7rb.jpg');
  background-size: cover;
  background-repeat: no-repeat;
  background-position: center;
  width: 100%;
  height:100vh;
  padding: 0;
  margin: 0;
  border: 0;
.navbar{
  display: flex;
  flex-direction: row;
  justify-content: space-between;
  background-color: transparent;
.navbar-left{
  color:aliceblue;
```

```
padding-left: 50px;
  }.navbar-right{
  color: aliceblue;
  padding-right:50px;
  display: flex;
  flex-direction: row;
  align-items: center;
.a{
  padding: 20px;
  margin: 10px;
  border: 2px;
  color:white;
.para{
  align-items: center;
  color:whitesmoke;
  padding-left: 550px;
  padding-right:550px;
padding-top: 230px;
.button{
  color: aqua;
  </style>
</head>
<body>
  <div>
    <div class="home">
      <div class="navbar">
         <div class="navbar-left">
           <h1>AUTO INSURANCE CLAIMS</h1>
         </div>
         <div class="navbar-right">
           <a class="a"href="{{url_for('index')}}" alt="/index">Home</a>
           <a class="a"href="{{url for('about')}}" alt="/about">About</a>
           <a class="a"href="{{url for('contact')}}" alt="/contact">Contact</a>
           <a class="a"href="{{url_for('predict')}}" alt="/predict">Predict</a>
         </div>
      </div>
      <div class="para">
         <h1>Insurance Claims</h1>
         analyzing the previous Fraud Data and detecting same<br/>
same
           trends
         </div>
    </div>
    <form action="/predict" method="post">
      <button type="submit">Click me!</button>
    </form>
  </div>
</body>
</html>
```

PREDICT.HTML

```
<!DOCTYPE html>
<html lang="en">
<head>
<meta charset="UTF-8">
<meta name="viewport" content="width=device-width, initial-scale=1.0">
<title>Predict</title>
<style>
 body{
  margin: 0;
  border: 0;
  padding: 0;
  background-color: transparent;
}.navbar{
  display: flex;
  flex-direction: row;
  justify-content: space-between;
  background-color:green;
}
.navbar-left{
  color:aliceblue;
  padding-left: 50px;
}
.navbar-right{
  color: aliceblue;
  padding-right:50px;
  display: flex;
  flex-direction: row;
  align-items: center;
}
.a{
  padding: 15px;
  color: white;
}
.form{
  display: flex;
  flex-direction: row;
  justify-content: space-between;
  background-color: transparent;
}
.form-left{
```

```
padding-left: 40px;
 padding-top: 20px;
}
.form-right{
 padding-right: 100px;
 padding-top: 20px;
}
.button{
     display: flex;
     align-items: center;
     padding-left: 5x;
     padding-right: 200px;
    }
</style>
</head>
<body>
<div class="home">
 <div class="navbar">
   <div class="navbar-left">
    <h1>AUTO INSURANCE CLAIMS</h1>
   </div>
   <div class="navbar-right">
   <a class="a"href="{{url_for('index')}}" alt="/index">Home</a>
   <a class="a"href="{{url for('about')}}" alt="/about">About</a>
   <a class="a"href="{{url_for('contact')}}" alt="/contact">Contact</a>
   <a class="a"href="{{url for('predict')}}" alt="/predict">Predict</a>
   </div>
 </div>
 <div class="form" >
  <div class="form-left">
   <form action="{{ url_for('predict') }}" method="POST">
  <label for="months_as_customer">Months as Customer:</label>
  <label for="age">Age</label>
  <input type="number" id="age" name="age"><br><br>
  <label for="policy number">Policy Number
  <input type="number" id="policy_number" name="policy_number"><br><br>
  <label for="policy csl">policy csl:</label>
  <input type="number" id="policy_csl" name="policy_csl"><br><br>
  <label for="policy deductable">policy deductable:</label>
  <label for="policy annual premium">policy annual premium:</label>
  <label for="insured_zip">insured_zip:</label>
  <input type="number" id="insured_zip" name="insured_zip"><br><br>
```

```
<label for="insured sex">insured sex:</label>
<input type="text" id="insured sex" name="insured sex"><br><br></ri>
<label for="insured hobbies">insured hobbies:</label>
<input type="text" id="insured_hobbies" name="insured_hobbies"><br><br>
<label for="insured relationship">insured relationship:</label>
<input type="text" id="insured relationship" name="insured relationship"><br><br>
<label for="capital gain">capital gain:</label>
<label for="capital loss">capital loss:</label>
<input type="number" id="capital loss" name="capital loss"><br>
</div>
<div class="form-right">
<label for="collision type">collision type:</label>
<input type="number" id="collision type" name="collision type"><br><br>
<label for="incident severity">incident severity:</label>
<input type="number" id="incident severity" name="incident severity"><br><br>
<label for="authorities contacted">authorities contacted:</label>
<input type="text" id="authorities contacted" name="authorities contacted"><br><br><br>
<label for="incident hour of the day">incident hour of the day:</label>
<input type="number" id="incident hour_of_the_day" name="incident_hour_of_the_day"><br><br>
<label for="number of vehicles involved">number of vehicles involved:</label>
<input type="number" id="number of vehicles involved" name="number of vehicles involved"><br/>br><br/><br/>
<label for="property damage">property damage:</label>
<input type="number" id="property damage" name="property damage"><br><br>
<label for="injury_claim">injury claim</label>
<input type="number" id="injury claim" name="injury claim"><br><br>
<label for="property claim">property claim</label>
<input type="number" id="property claim" name="property claim"><br><br>
 <label for="bodily injuries">bodily injuries:</label>
<input type="number" id="bodily injuries" name="bodily injuries"><br><br>
<label for="witnesses">witnesses:</label>
  <input type="number" id="witnesses" name="witnesses"><br><br>
<label for="police report available">police report available:</label>
  <input type="number" id="police report available" name="police report available"><br><br>
<label for="total claim amount">total claim amount:</label>
 <label for="auto year">auto year:</label>
  <input type="number" id="auto_year" name="auto_year"><br></div>
  <div class="button">
   <button type="submit">SUBMIT</button> </form></div>
</div>
</body>
</html>
```

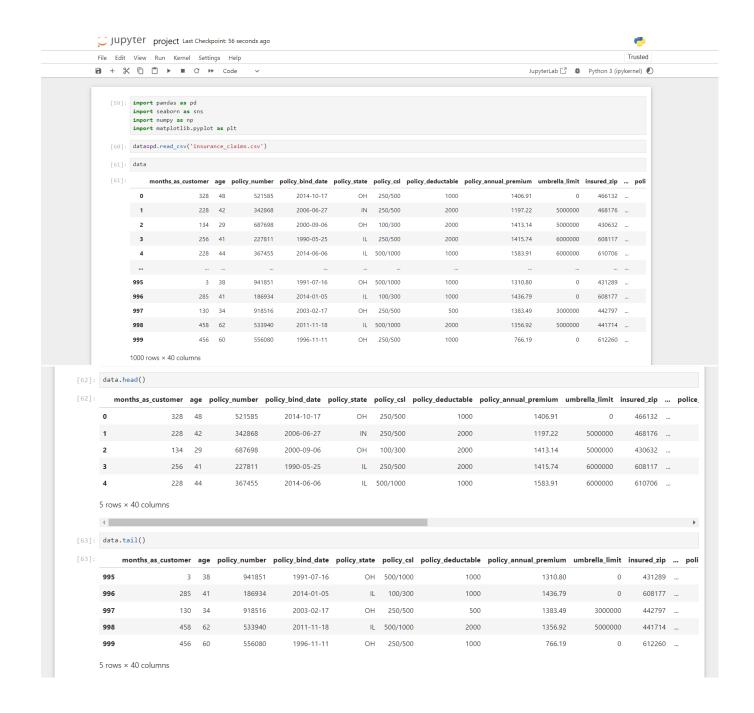
APP.PY

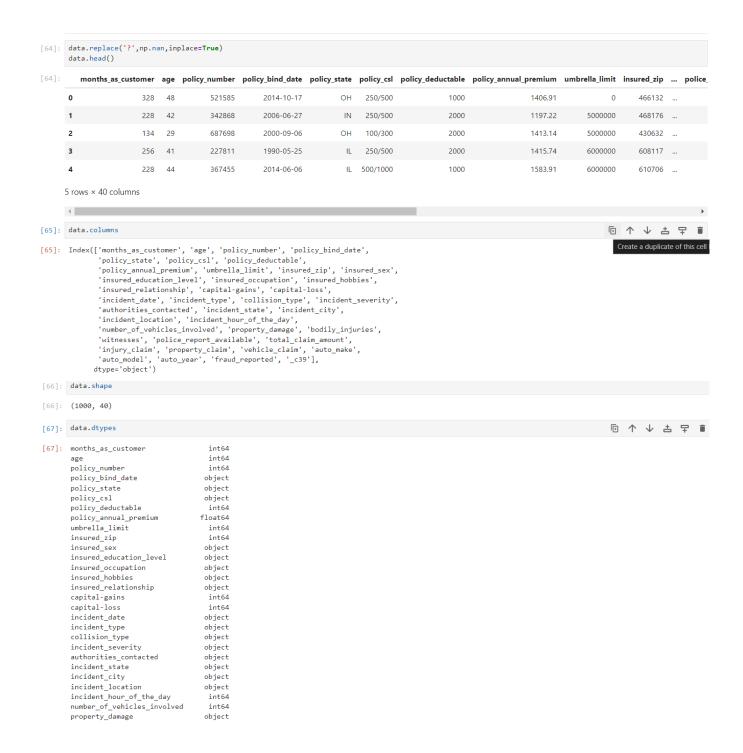
```
from flask import Flask, render template, request
import os
import pandas as pd
import numpy as np
import pickle
app=Flask( name )
encoders path=os.path.dirname(os.path.abspath( file ))
model=pickle.load(open('dtc_model.pkl','rb'))
@app.route('/')
def index():
 return render_template('index.html')
@app.route('/about')
def about():
 return render_template('about.html')
@app.route('/contact')
def contact():
 return render template('contact.html')
@app.route('/predict',methods=['POST','GET'])
def predict():
  print(request.method)
 if request.method=='POST':
    months as customer=float(request.form['months as customer'])
    age=float(request.form['age'])
    policy_number=float(request.form['policy_number'])
    policy csl=float(request.form['policy csl'])
    policy deductable=float(request.form['policy deductable'])
    policy_annual_premium=float(request.form['policy_annual_premium'])
    insured zip=float(request.form['insured zip'])
    insured_sex=float(request.form['insured_sex'])
    insured_hobbies=float(request.form['insured_hobbies'])
    insured relationship=float(request.form['insured relationship'])
    capital_gain=float(request.form['capital_gain'])
    capital_loss=float(request.form['capital_loss'])
    collision type=float(request.form["collision type"])
    incident_severity=float(request.form["incident_severity"])
    authorities_contacted=float(request.form["authorities_contacted"])
    incident hour of the day=float(request.form["incident hour of the day"])
```

```
number_of_vehicles_involved=float(request.form["number_of_vehicles_involved"])
    property_damage=float(request.form["property_damage"])
    injury claim=float(request.form['injury claim'])
    property_cliam=float(request.form['property_claim'])
    bodily_injuries=float(request.form["bodily_injuries"])
    witnesses=float(request.form["witnesses"])
    police_report_available=float(request.form['police_report_available'])
    total_claim_amount=float(request.form['total_claim_amount'])
    auto year=float(request.form['auto year'])
pred=[[months as customer,age,policy number,policy csl,policy deductable,policy annual premium,insured zi
p,insured_sex,
insured hobbies, insured relationship, capital gain, capital loss, collision type, incident severity,
authorities_contacted,incident_hour_of_the_day,number_of_vehicles_involved,property_damage,injury_claim,
bodily injuries, witnesses, police report available, total claim amount, auto year]]
    prediction=model.predict(pred)
    result="Legal Insurance Claim" if prediction==0 else "Fraud Insurance Claim"
    return render_template('result.html',prediction_text=result)
    #print(result)
    return render template("predict.html")
if __name__=='__main__':
 app.run(debug=True)
```

CODE SNIPPETS

MODEL BUILDING





15	capital-gains	1000 non-null	int64
16	capital-loss	1000 non-null	int64
17	incident_date	1000 non-null	object
18	incident_type	1000 non-null	object
19	collision_type	822 non-null	object
20	incident_severity	1000 non-null	object
21	authorities_contacted	909 non-null	object
22	incident_state	1000 non-null	object
23	incident_city	1000 non-null	object
24	incident_location	1000 non-null	object
25	incident_hour_of_the_day	1000 non-null	int64
26	number_of_vehicles_involved	1000 non-null	int64
27	property_damage	640 non-null	object
28	bodily_injuries	1000 non-null	int64
29	witnesses	1000 non-null	int64
30	police_report_available	657 non-null	object
31	total_claim_amount	1000 non-null	int64
32	injury_claim	1000 non-null	int64
33	property_claim	1000 non-null	int64
34	vehicle_claim	1000 non-null	int64
35	auto_make	1000 non-null	object
36	auto_model	1000 non-null	object
37	auto_year	1000 non-null	int64
38	fraud_reported	1000 non-null	object
39	_c39	0 non-null	float64
dtyp	es: float64(2), int64(17), ob	ject(21)	

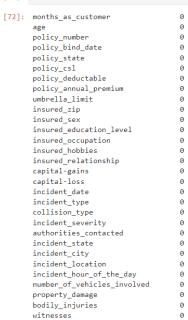
memory usage: 312.6+ KB

[69]: data.describe()

[69]:		months_as_customer	age	policy_number	policy_deductable	policy_annual_premium	umbrella_limit	insured_zip	capital-gains	capital-loss	incid
	count	1000.000000	1000.000000	1000.000000	1000.000000	1000.000000	1.000000e+03	1000.000000	1000.000000	1000.000000	
	mean	203.954000	38.948000	546238.648000	1136.000000	1256.406150	1.101000e+06	501214.488000	25126.100000	-26793.700000	
	std	115.113174	9.140287	257063.005276	611.864673	244.167395	2.297407e+06	71701.610941	27872.187708	28104.096686	
	min	0.000000	19.000000	100804.000000	500.000000	433.330000	-1.000000e+06	430104.000000	0.000000	-111100.000000	
	25%	115.750000	32.000000	335980.250000	500.000000	1089.607500	0.000000e+00	448404.500000	0.000000	-51500.000000	
	50%	199.500000	38.000000	533135.000000	1000.000000	1257.200000	0.000000e+00	466445.500000	0.000000	-23250.000000	
	75%	276.250000	44.000000	759099.750000	2000.000000	1415.695000	0.000000e+00	603251.000000	51025.000000	0.000000	
	max	479.000000	64.000000	999435.000000	2000.000000	2047.590000	1.000000e+07	620962.000000	100500.000000	0.000000	

◎ ↑ ↓ ≛ ♀

[72]: data.isna().sum()



police_report_available total_claim_amount

injury_claim property claim 0

vehicle_claim	0
auto_make	0
auto_model	0
auto_year	0
fraud_reported	0
_c39	1000
dtype: int64	

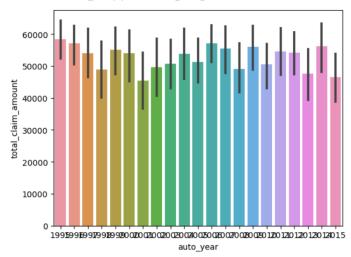
[73]: data.head()

]:		months_as_custome	r age	policy_number	policy_bind_date	policy_state	policy_csl	policy_deductable	policy_annual_premium	umbrella_limit	insured_zip	 police _.
	0	32	3 48	521585	2014-10-17	ОН	250/500	1000	1406.91	0	466132	
	1	22	3 42	342868	2006-06-27	IN	250/500	2000	1197.22	5000000	468176	
	2	13	4 29	687698	2000-09-06	ОН	100/300	2000	1413.14	5000000	430632	
	3	25	5 41	227811	1990-05-25	IL	250/500	2000	1415.74	6000000	608117	
	4	22	8 44	367455	2014-06-06	IL	500/1000	1000	1583.91	6000000	610706	

5 rows × 40 columns

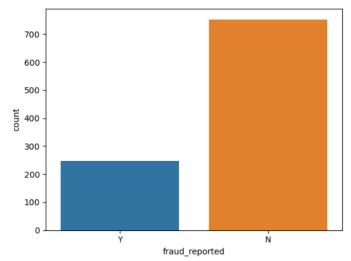
[74]: sns.barplot(x='auto_year',y='total_claim_amount',data=data)

[74]: <Axes: xlabel='auto_year', ylabel='total_claim_amount'>



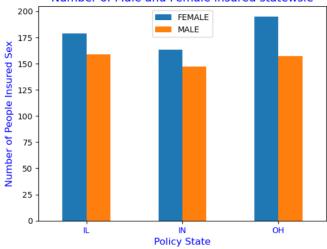
[75]: sns.countplot(x='fraud_reported',data=data)

[75]: <Axes: xlabel='fraud_reported', ylabel='count'>



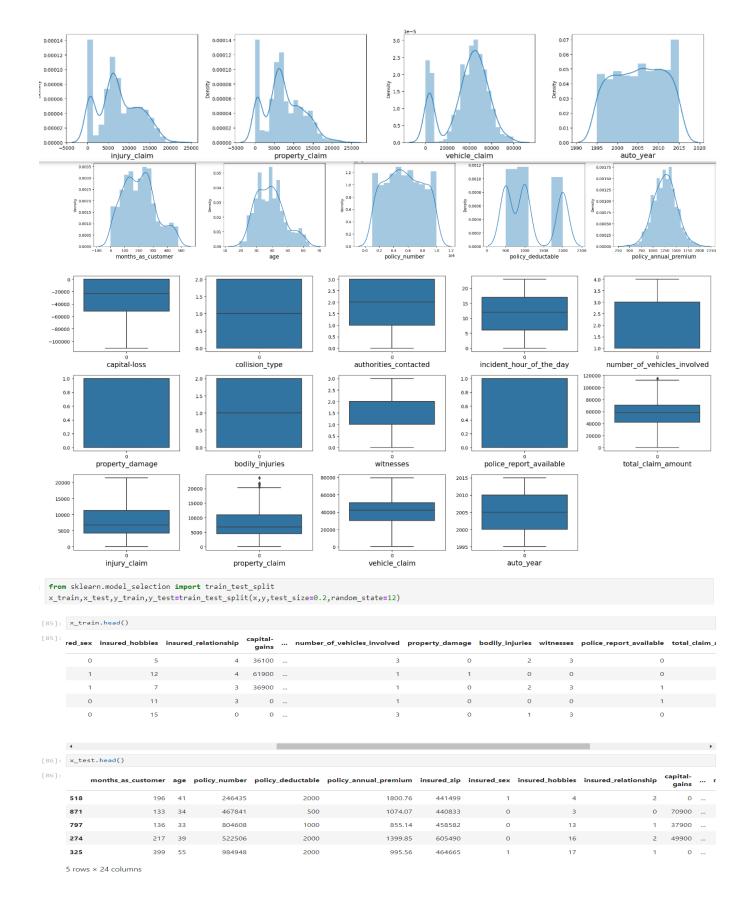
```
[76]: insurance_state=pd.crosstab(data['policy_state'],data['insured_sex'])
    insurance_state.plot(kind='bar',grid=False)
    plt.xticks(rotation=0,fontsize=10,color='blue')
    plt.legend(fontsize=10)
    plt.xlabel('Policy State',fontsize=12,color='blue')
    plt.ylabel('Number of People Insured Sex',fontsize=12,color='blue')
    plt.title('Number of Male and Female insured statewsie',fontsize=14,color='blue')
    plt.show()
```

Number of Male and Female insured statewsie



```
78]: data.head()
78]:
                                                                                                                                                   capital-
        months_as_customer age policy_number policy_deductable policy_annual_premium insured_zip insured_sex insured_hobbies insured_relationship
                                                                                                                                                    gains
     0
                       328
                             48
                                        521585
                                                            1000
                                                                                1406.91
                                                                                           466132
                                                                                                         MALE
                                                                                                                      sleeping
                                                                                                                                                    53300
                             42
                                                                                           468176
                                                                                                         MALE
                       228
                                        342868
                                                           2000
                                                                                1197.22
                                                                                                                       reading
                                                                                                                                      other-relative
                                                                                                                                                        0 ...
                                                                                                       FEMALE
     2
                       134
                             29
                                        687698
                                                           2000
                                                                                1413.14
                                                                                           430632
                                                                                                                  board-games
                                                                                                                                         own-child
                                                                                                                                                    35100
     3
                                                                                                       FEMALE
                       256
                             41
                                        227811
                                                            2000
                                                                                1415.74
                                                                                           608117
                                                                                                                  board-games
                                                                                                                                        unmarried
                                                                                                                                                    48900
     4
                       228
                             44
                                        367455
                                                            1000
                                                                                1583.91
                                                                                           610706
                                                                                                         MALE
                                                                                                                  board-games
                                                                                                                                        unmarried
                                                                                                                                                    66000
     5 rows × 25 columns
 [79]: from sklearn.preprocessing import LabelEncoder
       le=LabelEncoder()
       for i in data.columns:
           if data[i].dtypes=='object':
               data[i]=le.fit_transform(data[i])
 [80]: x=data.iloc[:,:-1]
 [81]: y=data.iloc[:,-1]
 [82]: plt.figure(figsize = (25, 20))
       plotnumber = 1
       for col in x.columns:
           if plotnumber <= 24:</pre>
               ax = plt.subplot(5, 5, plotnumber)
               sns.distplot(x[col])
               plt.xlabel(col, fontsize = 15)
           plotnumber += 1
       plt.tight layout()
       plt.show()
                                  2.0
                                                                  0.04
 8.0
8.0
                                                                                                  0.20
                                                                                                 D.20
D.15
                                                                 0.03 ·
                                  1.0
  0.4
                                  0.5
                                                                  0.01
                                                                            5 10 15
insured_hobbies
                                                                                                                                             capital-gains
                                                                                                           insured_relationship
                                                                                                  0.05
                                  0.8
                                                                                                                                    1.0
                                                                                                  0.04
                                                                                                                                  8.0 Density
8.0
                                 0.6 -
                                  0.4 -
                                                                                                  0.02
                                                                                                                                   0.4
                                  0.2 -
                                                                                                  0.01
                                                                                                                                    0.2
                                                                                                         incident_hour_of_the_day
            capital-loss
                                                                                                                                        number_of_vehicles_involved
                                                                                                                                    2.0
   2.5
                                                                                                    2.5
                                   0.6
  2.0
2.5
                                  0.5 -
                                                                                                                                    1.0
   1.0
                                                                                                    1.0
                                   0.2
```

total claim amount



```
[87]: from imblearn.over_sampling import SMOTE
      smt=SMOTE()
      \verb|x_train,y_train=smt.fit_resample(x_train,y_train)|\\
[88]: from sklearn.preprocessing import StandardScaler
      scaler = StandardScaler()
      x_train = scaler.fit_transform(x_train)
      x_train= pd.DataFrame(x_train, columns =x.columns)
      x_test=scaler.fit_transform(x_test)
      x_test= pd.DataFrame(x_test, columns =x.columns)
[89]: #Decision Tree
[90]: from sklearn.tree import DecisionTreeClassifier
      from sklearn.metrics import accuracy_score, confusion_matrix, classification_report
      dtc=DecisionTreeClassifier()
      dtc.fit(x_train,y_train)
      y_pred=dtc.predict(x_test)
      \label{train_acc=accuracy_score} $$ dtc_train_acc=accuracy_score(y_train,dtc.predict(x_train)) $$ $$
      {\tt dtc\_test\_acc=} {\tt accuracy\_score}({\tt y\_test,y\_pred})
[91]: y_pred
1, 0, 1, 1, 1, 0, 0, 0, 1, 0, 1, 0, 1, 1, 1, 0, 1, 0, 1, 1, 0, 1,
             0, 0, 0, 0, 0, 1, 1, 0, 0, 0, 0, 0, 1, 1, 1, 1, 0, 1, 1, 0, 0, 1,
             1, 1, 1, 1, 0, 0, 0, 0, 0, 1, 1, 1, 1, 0, 0, 0, 1, 1, 0, 0, 1, 0,
             1, 1, 1, 1, 0, 0, 0, 0, 1, 1, 0, 0, 1, 1, 0, 0, 0, 0, 1, 0, 0, 1,
             0,\ 1,\ 1,\ 1,\ 0,\ 0,\ 0,\ 1,\ 1,\ 0,\ 0,\ 1,\ 1,\ 0,\ 0,\ 0,\ 1,\ 1,\ 1,\ 0,
             0,\ 1,\ 0,\ 0,\ 1,\ 0,\ 0,\ 1,\ 1,\ 0,\ 1,\ 1,\ 1,\ 1,\ 1,\ 1,\ 0,\ 1,\ 1,\ 1,\ 0,
             0, 0])
[92]: print(f"Training accuracy of Decision Tree is : {dtc_train_acc}")
       print(f"Test accuracy of Decision Tree is : {dtc_test_acc}")
       print(confusion_matrix(y_test, y_pred))
       print(classification_report(y_test, y_pred))
       Training accuracy of Decision Tree is : 1.0
       Test accuracy of Decision Tree is : 0.58
       [[88 64]
        [20 28]]
                     precision recall f1-score support
                                 0.58
                  0
                          0 81
                                             9 68
                                                       152
                  1
                          0.30
                                  0.58
                                             0.40
                                                        48
                                             0.58
                                                        200
           accuracy
                         0.56
                                   0.58
                                             0.54
                                                        200
          macro avg
       weighted avg
                        0.69
                                  0.58
                                             0.61
                                                        200
[93]: #RandomForest
[94]: from sklearn.ensemble import RandomForestClassifier
       rfc = RandomForestClassifier(criterion= 'entropy', max_depth= 10, max_features= 'sqrt', min_samples_leaf= 1, min_samples_split= 3, n_estimators= 140)
       rfc.fit(x_train, y_train)
       y_pred = rfc.predict(x_test)
       from sklearn.metrics import accuracy_score, confusion_matrix, classification_report
       rand_clf_train_acc = accuracy_score(y_train, rfc.predict(x_train))
       rand_clf_test_acc = accuracy_score(y_test, y_pred)
       print(f"Training accuracy of Random Forest is : {rand_clf_train_acc}")
       print(f"Test\ accuracy\ of\ Random\ Forest\ is\ :\ \{rand\_clf\_test\_acc\}")
```

```
print(confusion_matrix(y_test, y_pred))
     print(classification_report(y_test, y_pred))
     Training accuracy of Random Forest is: 0.9900166389351082
     Test accuracy of Random Forest is: 0.53
     [[83 69]
      [25 23]]
                             recall f1-score
                  precision
                                                 support
                       0.77
                                0.55
                                          0.64
                                                    152
               1
                       0.25
                                0.48
                                          0.33
                                                     48
                                          0.53
                                                     200
         accuracy
                                0.51
                                          0.48
                                                     200
                       0.51
        macro avg
                                          0.56
                                                     200
                       0.64
                                0.53
     weighted avg
[95]: #KNN
[96]: from sklearn.neighbors import KNeighborsClassifier
      knn = KNeighborsClassifier(n_neighbors = 30)
      knn.fit(x_train, y_train)
      y_pred = knn.predict(x_test)
      from sklearn.metrics import accuracy_score, confusion_matrix, classification_report
      knn_train_acc = accuracy_score(y_train, knn.predict(x_train))
       knn_test_acc = accuracy_score(y_test, y_pred)
      print(f"Training accuracy of KNN is : {knn_train_acc}")
      print(f"Test accuracy of KNN is : {knn_test_acc}")
      print(confusion_matrix(y_test, y_pred))
      print(classification_report(y_test, y_pred))
      Training accuracy of KNN is : 0.6414309484193012
      Test accuracy of KNN is: 0.385
      [[ 36 116]
       [ 7 41]]
                     precision
                                recall f1-score
                                                     support
                  0
                          0.84
                                    0.24
                                              0.37
                                                         152
                  1
                                    0.85
                          0.26
                                              0.40
                                                          48
                                              0.38
                                                         200
          accuracy
                                              0.38
                        0.55
                                    0.55
                                                         200
         macro avg
                                    0.39
                                              0.38
                                                         200
      weighted avg
                         0.70
```

```
[103]: | #Naive Bayes
[104]: from sklearn.naive bayes import CategoricalNB, GaussianNB
         from sklearn.metrics import confusion_matrix,accuracy_score,classification_report
         gnb=GaussianNB()
[105]:
         model=gnb.fit(x_train,y_train)
[106]:
         y_pred=model.predict(x_test)
         gnb_train_acc = accuracy_score(y_train, gnb.predict(x_train))
[107]:
         gnb_test_acc = accuracy_score(y_test, y_pred)
         print(f"Training accuracy of NaiveBayes is : {gnb_train_acc}")
         print(f"Test accuracy of NaiveBayes is : {gnb_test_acc}")
         print(confusion_matrix(y_test, y_pred))
         print(classification_report(y_test, y_pred))
         Training accuracy of NaiveBayes is: 0.6921797004991681
         Test accuracy of NaiveBayes is: 0.45
         [[59 93]
           [17 31]]
                           precision recall f1-score
                                                                   support
                       0
                                 0.78
                                             0.39
                                                          0.52
                                                                        152
                                 0.25
                                             0.65
                                                          0.36
                                                                         48
                                                          0.45
                                                                        200
              accuracy
             macro avg
                                 0.51
                                             0.52
                                                          0.44
                                                                        200
                                             0.45
                                                          0.48
                                                                        200
         weighted avg
                                 0.65
[111]: print('Decision Tree
                      :',100*dtc_train_acc)
     print('Random Forest :',100*(rand_clf_train_acc))
     print('KNN
                       :',100*knn_train_acc)
     print('LogisticRegression:',100*lg_train_acc)
     print('Naive Bayes :',100*gnb_train_acc)
print('Svm :',100*(svc_train_acc))
     print('Svm
     Decision Tree : 100.0
Random Forest : 99.00166389351082
     KNN
                 : 64.14309484193012
     LogisticRegression: 69.13477537437605
     Naive Baves
              : 69.21797004991681
: 89.26788685524126
     Svm
[112]: import pickle
[113]: filename='dtc_model.pkl'
     pickle.dump(dtc,open(filename,'wb'))
[114]: import os
     os.getcwd()
```