**Q&A on Customer Churn Prediction**

**Is there any relation of age with customer churn?**

Based on the EDA plot, we can see that younger people have very less chance to close their bank accounts. Whereas people with age group 40-55yrs have high chance of closing their account than other age group.

**How number of products holding by a customer affects their decision to leave?**

From our plot, we can see that customers holding two products are very less likely to leave the bank. But looks like who are holding 3 or more products, they aren’t happy about some of these and want to take their business away.

**Does gender have any influence on customer churn?**

We have observed that female customers are more likely to close their bank accounts than male customers.

**What are the other influencing factors of bank customer churn?**

One of the other very influential attributes is ‘IsActive’. If the person is active with their bank account, he/she is less likely to close their account.