

PROJECT REPORT

On

HEALTH INSURANCE ON CROSS SELL PREDICTION

Submitted in partial fulfilment of the Requirements for the award of the Degree of Bachelor of Technology

In

Computer science and Engineering

Under the esteemed guidance of

Mrs. T. SAJANA Asst. Prof. By

TEJASWI REDDY. K (180030537)

(DST-FIST Sponsored Department)

K L EDUCATION FOUNDATION

Green Fields, Vaddeswaram, Guntur District-522 502

2020-2021

K L EDUCATION FOUNDATION

DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING

(DST-FIST Sponsored Department)



CERTIFICATE

This is to certify that this project based lab report entitled "Health Insurance Cross Sell Prediction" is a bonafide work done by TEJASWI REDDY. K (180030537) in the course 18CS3065S BIG DATA ANALYTICS in partial fulfillment of the requirements for the award of Degree in Bachelor of Technology in COMPUTER SCIENCE & ENGNEERING during the Even Semester of Academic year 2020-2021.

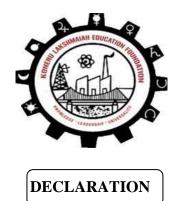
Mrs. T. Sajana Asst. Prof. Faculty in Charge

Hari Kiram. Vege **Head of the Department**

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We hereby declare that this project based lab report entitled "Health Insurance Cross Sell Prediction" has been prepared by us in the course 18CS3065S BIG DATA ANALYTICS in partial fulfillment of the requirement for the award of degree bachelor of technology in COMPUTER SCIENCE & ENGINEERING during the Even Semester of the academic year 2020-2021. We also declare that this project-based lab report is of our own effort and it has not been submitted to any other university for the award of any degree.

Date:

23.04.2021

Place:

K L University

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Tejaswi Reddy. K (180030537) Name of the student

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ABSTRACT

In this project work, we apply the modern machine learning techniques on the insurance policyholders' data to analyze and predict their behavior to help the insurance companies in modeling their businesses. Here is an insurance company that has provided health insurance to its policyholders. It wants to predict whether the policyholders from the past year will also be interested in the insurance company's vehicle insurance. This project aims to build a model to predict the policyholders' response to vehicle insurance. This is necessary for the insurance company to plan how to reach out to its customers and optimize its business model and revenue. In this model, the key is to maximize recall, and in this way, the insurance company could send advertisements to all possible customers later.

INTRODUCTION

An Insurance company that has provided Health Insurance to its customers now they need to build a model to predict whether the policyholders (customers) from past years will also be interested in Vehicle Insurance provided by the company. Building a model to predict whether a customer would be interested in Vehicle Insurance is extremely helpful for the company because it can then accordingly plan its communication strategy to reach out to those customers and optimize its business model and revenue.

PROBLEM DEFINITION:

Your client is an Insurance company that has provided Health Insurance to its customers now they need your help in building a model to predict whether the customers from past year will also be interested in Vehicle Insurance provided by the company.

SCOPE:

We could try boosting models such as, XGBoost, to reduce the over-fitting problems. We can apply our models to time series data and analyze how they perform over the years since the data was limited to policyholders' information from the previous year. By comparing our result to the insurance company's work in the future to see how building a model and executing in a real-life environment has a similarity and difference.

PURPOSE:

Building a model to predict whether a customer would be interested in Vehicle Insurance is extremely helpful for the company because it can then accordingly plan its communication strategy to reach out to those customers and optimize its business model and revenue.

PROBLEM AND EXISTING TECHNOLOGY:

Our primary goal is to estimate whether the policyholders from the past year will be interested in the insurance company's vehicle insurance, thus our optimization will focus on how to increase the precision of the models. After data preprocessing, we found there is no missing value, but we found that the original data has a response of interest vs otherwise. This imbalanced data will negatively impact algorithms such as Logistic Regression that optimizes across the entire training set. As a result, after using pure random sampling to get training data and test data set, we use oversampling and under sampling to balance the training data to have a 50/50 split. Finally, we get four data files to be used across our models building and analysis.

PROPOSED SYSTEM:

For solving the problem with the health insurance cross sell prediction, we make use of some of the machine learning techniques such as logistic regression, decision tree and random forest. Logistic regression is a linear model using a sigmoid function for classification, being used to predict binary outcome from a linear combination of predictor variables. A decision tree is a tree-like collection of nodes intended to create a decision on values affiliation to a class or an estimate of a numerical target value. Random forest ensemble model made of many decision trees using bootstrapping, random subsets of features, and average voting to make predictions.

REQUIREMENTS AND ANALYSIS

PLATFORM REQUIREMENTS:

Operating system: WINDOWS 10

Tools: R Studio or

Python Jupyter Notebook

Language: R SPARK or

Python

RAM: 2 GB

Hard-Disk: 6 GB

Processor: Intel(R) Core(TM) i5-8250U CPU @ 1.60GHz

MODULE DESCRIPTION:

This module helps us in prediction of health insurance cross sell for the given dataset through the kaggle link- https://www.kaggle.com/anmolkumar/health-insurance-cross-sell-prediction/. This dataset is analyzed and visualized with the help of some of the machine learning techniques likes logistic regression, decision tree and random forest in R, to determine the cross sell prediction of insurance of vehicles.

DESIGN AND IMPLEMENTATION

PSEUDO CODE (in PYTHON):

import pandas as pd import numpy as np import matplotlib as mpl import matplotlib.pyplot as plt import seaborn as sns import sklearn from sklearn.model_selection import cross_val_score from sklearn.linear_model import LogisticRegression from sklearn.ensemble import RandomForestClassifier from sklearn.neighbors import KNeighborsClassifier from sklearn.tree import DecisionTreeClassifier from sklearn.metrics import confusion_matrix, classification_report import sklearn.metrics as metrics from sklearn.metrics import make_scorer, accuracy_score, roc_auc_score

```
from sklearn.model_selection import GridSearchCV
from sklearn.model_selection import train_test_split
df=pd.read_csv("C:/Users/tejaswi/Downloads/BDA/PROJECT/train.csv")
df.head()
df.info()
pd.isnull(df).sum()
df.nunique()
#ditribution of Response
fig\_dims = (5, 5)
fig, ax = plt.subplots()
sns.countplot('Response',
         data = df,
         order = df['Response'].value_counts().index,
         ax = ax)
ax.set(xlabel='Response', ylabel='Count')
plt.show()
#ditribution of Gender, Driving_License, Previously_Insured, Previously_Insured
```

```
fig, axarr = plt.subplots(2, 2, figsize=(10, 10))
df['Gender'].value_counts().sort_index().plot.pie(
  ax=axarr[0][0]
axarr[0][0].set_title("Gender", fontsize=18)
df['Previously_Insured'].value_counts().sort_index().plot.pie(
  ax=axarr[1][0]
axarr[1][0].set_title("Previously_Insured", fontsize=18)
df['Vehicle_Damage'].value_counts().sort_index().plot.pie(
  ax=axarr[1][1]
axarr[1][1].set_title("Vehicle_Damage", fontsize=18)
df['Driving_License'].value_counts().head().plot.pie(
  ax=axarr[0][1]
axarr[0][1].set_title("Driving_License", fontsize=18)
fig=plt.figure(figsize=(5, 5))
```

```
sns.countplot(x="Gender", hue="Vehicle_Damage", data=df)
plt.title("Vehicle Damage by Gender")
#ditribution of Age
fig_dims = (15, 8)
fig, ax = plt.subplots(figsize=fig_dims)
sns.countplot('Age',
        data = df,
        ax = ax)
ax.set(xlabel='Age', ylabel='Count')
plt.show()
df.head()
# represent binary variable as 1 and 0
df['Gender'].replace(to_replace={'Male':0,'Female':1},
        inplace=True)
df['Vehicle_Damage'].replace(to_replace={'No':0,'Yes':1},
        inplace=True)
df['Vehicle_Age'].replace(to_replace={'< 1 Year':0,'1-2 Year':1,'> 2 Years':2},
```

```
inplace=True)
df.info()
df.head()
plt.figure(figsize=(10,10))
cor=df.corr()
sns.heatmap(cor,annot=True,cmap=plt.cm.Blues)
plt.show()
df.describe()
df=df.drop(columns=['id'])
y=df.Response
X=df.drop(columns=['Response'])
# split into 70% train set and 30% test
X_train, X_test, y_train, y_test = train_test_split(X, y, test_size=0.3, random_state=42)
#Decision Tree
dt = DecisionTreeClassifier()
dt.fit(X_train, y_train)
dt_predict = dt.predict(X_test)
```

```
print(classification_report(y_test, dt_predict))
dt_accuracy = accuracy_score(y_test, dt_predict)
print("Accuracy of decision tree" + ': ' + str(dt_accuracy))
# Compute 10-fold cross-validation scores: cv_scores
from sklearn.model_selection import cross_val_score
cv_scores = cross_val_score(dt,X,y,cv=10)
print(cv_scores)
print("Average 10-Fold CV Score: {}".format(np.mean(cv_scores)))
# use GridSearchCV to test all accuracy, and choose the combinations of the highest accuracy
from sklearn.model_selection import GridSearchCV
param_grid = {'max_depth': np.arange(3, 10),
        'criterion' : ['gini', 'entropy'],
        'max_leaf_nodes': [5,10,50,100],
        'min_samples_split': [2, 5, 10, 20]}
grid_tree = GridSearchCV(DecisionTreeClassifier(), param_grid, cv = 5, scoring= 'accuracy')
grid_tree.fit(X_train, y_train)
np.abs(grid_tree.best_score_)
```

```
#test the accuracy of all the combination of the parameters, then output the highest parameter.
print(grid_tree.best_estimator_)
# use the best performance combinations to test
Tree = DecisionTreeClassifier(ccp_alpha=0.0, class_weight=None, criterion='gini',
              max_depth=9, max_features=None, max_leaf_nodes=50,
              min_impurity_decrease=0.0, min_impurity_split=None,
              min_samples_leaf=1, min_samples_split=2,
              min_weight_fraction_leaf=0.0, presort='deprecated',
              random_state=None, splitter='best')
Tree.fit(X_train, y_train)
predictions = Tree.predict(X_test)
accuracy_score(y_true = y_test, y_pred = predictions)
import sklearn.metrics as metrics
# calculate the fpr and tpr for all thresholds of the classification
probs = dt.predict_proba(X_test)
preds = probs[:,1]
fpr, tpr, threshold = metrics.roc_curve(y_test, preds)
```

```
roc_auc = metrics.auc(fpr, tpr)
# plt
import matplotlib.pyplot as plt
plt.title('Receiver Operating Characteristic for Decision Tree')
plt.plot(fpr, tpr, 'b', label = 'AUC = %0.2f' % roc_auc)
plt.legend(loc = 'lower right')
plt.plot([0, 1], [0, 1], 'r--')
plt.xlim([0, 1])
plt.ylim([0, 1])
plt.ylabel('True Positive Rate')
plt.xlabel('False Positive Rate')
plt.show()
#Random Forest
rf = RandomForestClassifier()
rf.fit(X_train, y_train)
rf_Predict = rf.predict(X_test)
print(classification_report(y_test, rf_Predict))
```

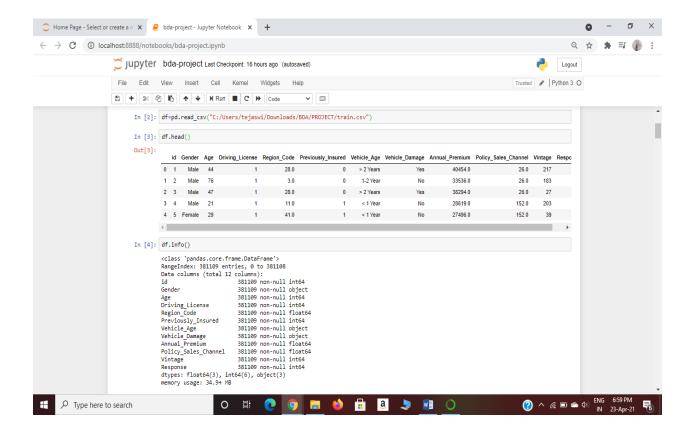
```
rf_accuracy = accuracy_score(y_test, rf_Predict)
print("Accuracy of rf" + ': ' + str(rf_accuracy))
cv_scores = cross_val_score(rf,X,y,cv=10)
print(cv_scores)
print("Average 10-Fold CV Score: {}".format(np.mean(cv_scores)))
# Plot ROC_AUC for random forest
probs = rf.predict\_proba(X\_test)
preds = probs[:,1]
fpr, tpr, threshold = metrics.roc_curve(y_test, preds)
roc_auc = metrics.auc(fpr, tpr)
# plt
import matplotlib.pyplot as plt
plt.title('Receiver Operating Characteristic for Random Forest')
plt.plot(fpr, tpr, 'b', label = 'AUC = %0.2f' % roc_auc)
plt.legend(loc = 'lower right')
plt.plot([0, 1], [0, 1], 'r--')
plt.xlim([0, 1])
```

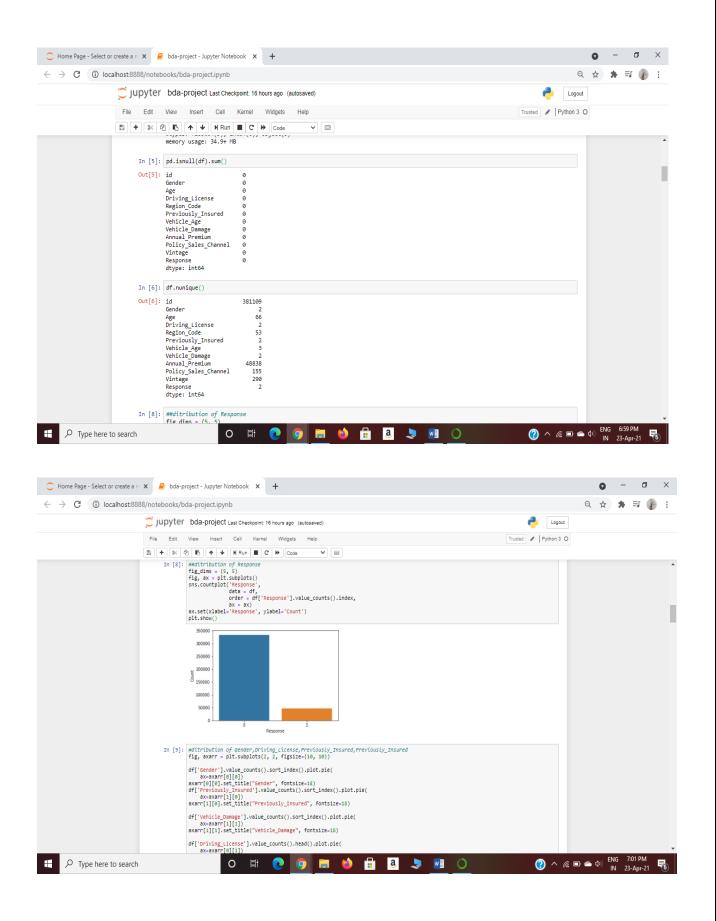
```
plt.ylim([0, 1])
plt.ylabel('True Positive Rate')
plt.xlabel('False Positive Rate')
plt.show()
#Logistic Regression
from sklearn.linear_model import LogisticRegression
lr = LogisticRegression()
lr.fit(X_train, y_train)
lr_predict = lr.predict(X_test)
print(classification_report(y_test, lr_predict))
lr_accuracy = accuracy_score(y_test, lr_predict)
print("Accuracy of Logistic Regression" + ': ' + str(lr_accuracy))
# Plot ROC_AUC for logistic regression
probs = lr.predict\_proba(X\_test)
preds = probs[:,1]
fpr, tpr, threshold = metrics.roc_curve(y_test, preds)
roc_auc = metrics.auc(fpr, tpr)
```

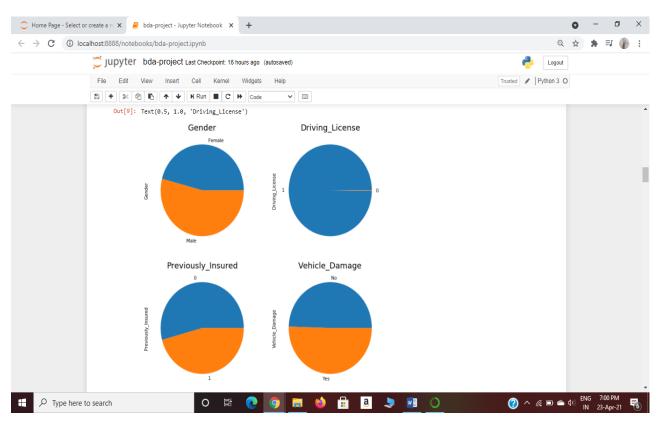
```
import matplotlib.pyplot as plt
plt.title('Receiver Operating Characteristic for Logistic Regression')
plt.plot(fpr, tpr, 'b', label = 'AUC = %0.2f' % roc_auc)
plt.legend(loc = 'lower right')
plt.plot([0, 1], [0, 1], 'r--')
plt.xlim([0, 1])
plt.ylim([0, 1])
plt.ylabel('True Positive Rate')
plt.xlabel('False Positive Rate')
plt.show()
#KNN
# build the knn model and calculate the accuracy score when n=10
knn = KNeighborsClassifier(n_neighbors=10)
knn.fit(X_train, y_train)
knn_predict = knn.predict(X_test)
knn_accuracy = accuracy_score(y_test, knn_predict)
print("Accuracy of Logistic Regression" + ': ' + str(knn_accuracy))
```

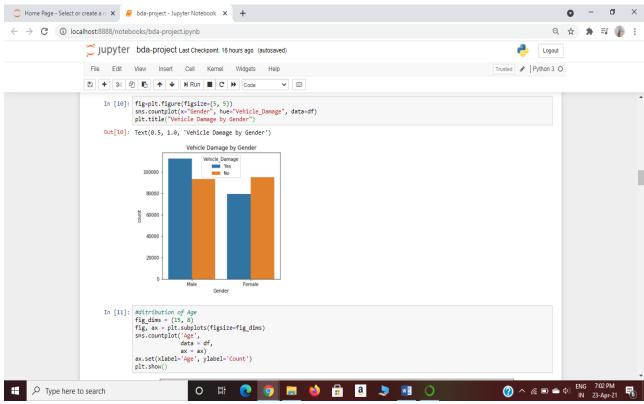
```
# Plot ROC_AUC for knn
probs = knn.predict_proba(X_test)
preds = probs[:,1]
fpr, tpr, threshold = metrics.roc_curve(y_test, preds)
roc_auc = metrics.auc(fpr, tpr)
# plt
import matplotlib.pyplot as plt
plt.title('Receiver Operating Characteristic for KNN')
plt.plot(fpr, tpr, 'b', label = 'AUC = %0.2f' % roc_auc)
plt.legend(loc = 'lower right')
plt.plot([0, 1], [0, 1], 'r--')
plt.xlim([0, 1])
plt.ylim([0, 1])
plt.ylabel('True Positive Rate')
plt.xlabel('False Positive Rate')
plt.show()
```

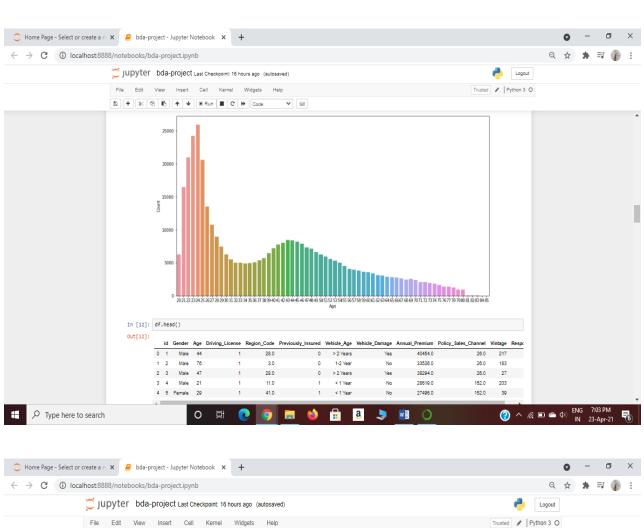
SCREENSHOTS

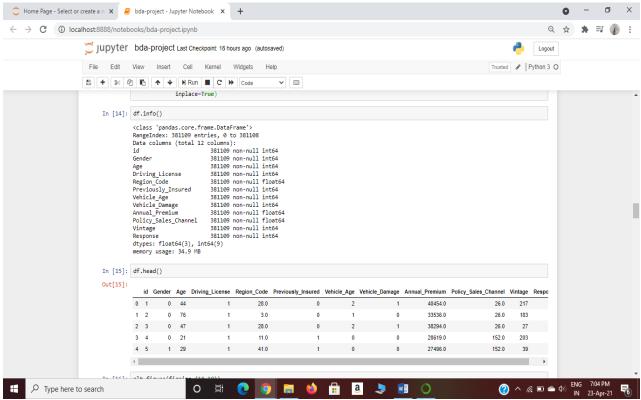


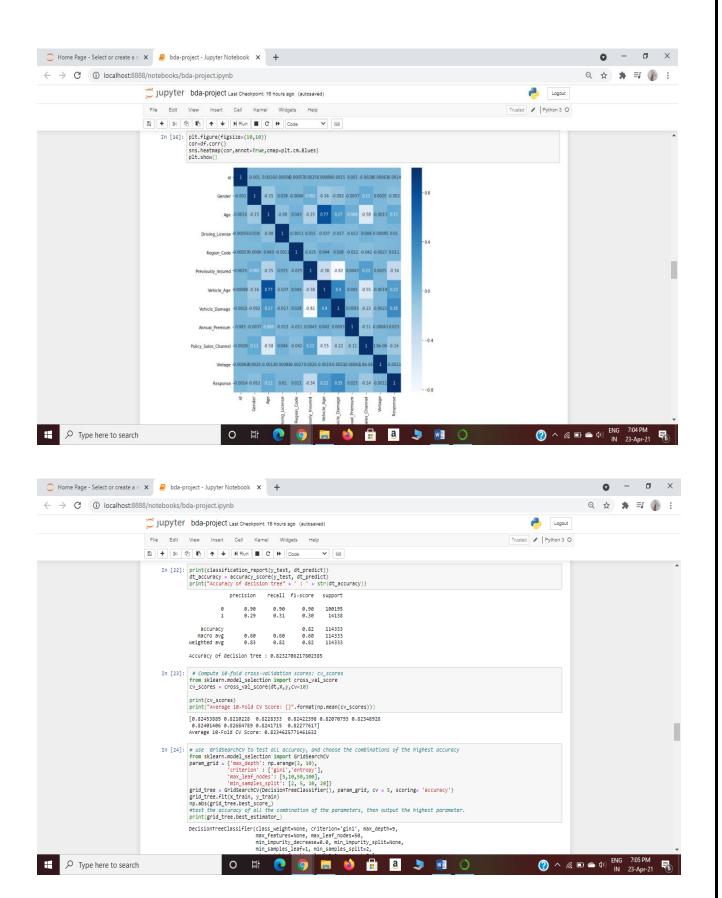


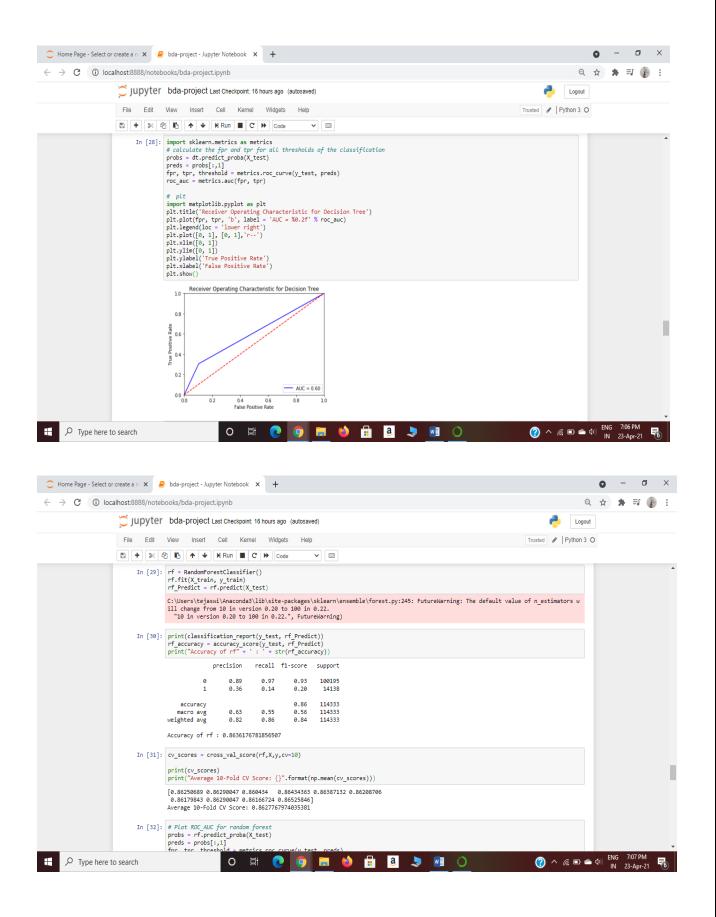


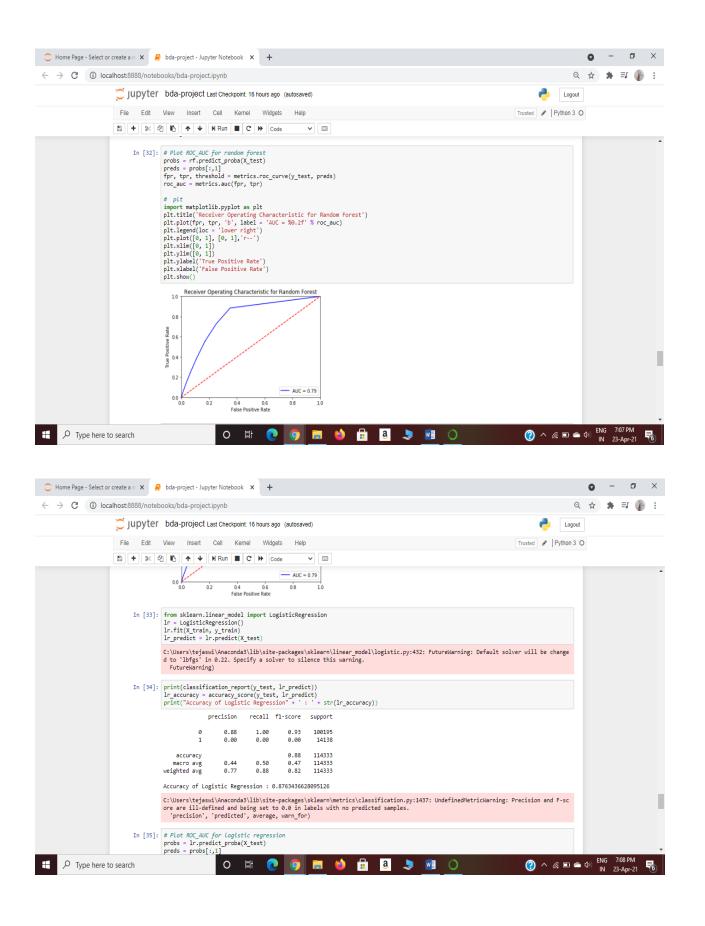


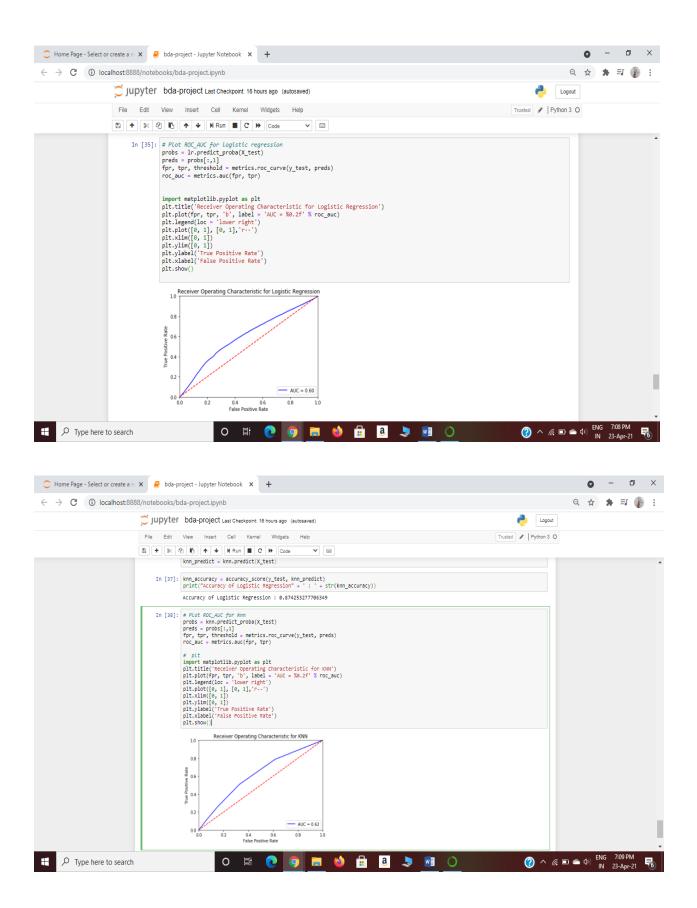












CONCLUSION

Through this project we maximize the recall score which is used to measure the number of interested customers. With the help of this method, the insurance company can plan for the most efficient way of approaching the future vehicle insurance policyholders. In the given dataset, we have high imbalance of data, so, to avoid the over-fitting issues, we used the under sampling data, for which, we use some of the machine learning techniques like logistic regression, decision tree and random forest.

REFERENCES

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https://github.com/anjalysam/Health-Insurance-Cross-Sell-Prediction

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