**Dataset Description**

The dataset is synthetic, but has not been synthesized from another dataset. Instead it has been created based on domain knowledge. Instead of modelling columns with distributions, personas of customers have been defined and applied when generating the rows. Also dynamic changes in the economy or business strategy of Neo bank had an impact on the data.

The dataset is classic tabular, but has a nested list in the touchpoints column and a nested dictionary in the CSAT column.

**Files**

* **train\_YEAR.parquet** - the training data split by year
* **test.parquet** - the test set
* **sample\_submission.csv** - a sample submission file in the correct format

**Columns**

* Id - unique id ofthis daily table
* customer\_id - unique customer\_id
* interest\_rate - bank account interest rate on that day
* name - name of the person
* country - country of the person
* date\_of\_birth - date of birth of the person
* address - current address of the person
* date - date of the events
* atm\_transfer\_in - number of ATM pay-ins
* atm\_transfer\_out - number of ATM withdrawals
* bank\_transfer\_in - number of in-going transactions
* bank\_transfer\_out - number of out-going transactions
* crypto\_in - number of buying-crypto transactions
* crypto\_out - number of selling-crypto transactions
* bank\_transfer\_in\_volume - total volume of in-going transactions
* bank\_transfer\_out\_volume - total volume of out-going transactions
* crypto\_in\_volume - total volume of buying-crypto transactions
* crypto\_out\_volume - total volume of selling-crypto transactions
* churn - Flag if customer will not do any action anymore in the next 12 months (TARGET COLUMN)
* complaints - number of complaints made
* touchpoints - list of support touchpoints the customer had that day (the list contains the channel name the customer reached out via)
* csat\_scores - customer satisfaction score the customer gave based on the support touchpoint. Nested dictionary with CSAT by support channel.
* tenure - days since the customer signed a contract with the bank or had a product activity first time
* from\_competitor - flag indicating if customer came from competitor
* job - customer's job title