# Assignment 2

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## 1. Inserting Data and Libraries

Reading the UniversalBank csv file and inserting approproate libraries

```
library(class)
library(caret)
## Loading required package: lattice
## Loading required package: ggplot2
library(ISLR)
library(dummies)
## dummies-1.5.6 provided by Decision Patterns
library(dplyr)
##
## Attaching package: 'dplyr'
## The following objects are masked from 'package:stats':
##
##
       filter, lag
## The following objects are masked from 'package:base':
##
##
       intersect, setdiff, setequal, union
library(tidyr)
library(ggplot2)
UBank_data <- read.csv("UniversalBank.csv")</pre>
```

### 2. Data Cleaning and Splitting

Removing the ID and Zipcode columns from the Bank\_data dataset

Converting Education column into factor and creating a dummy database of Bank data

Moving personal.loan column to the first column position

```
library(caret)
library(class)
library(ISLR)
library(tidyr)
library(dummies)
library(dplyr)
library(ggplot2)
UBank_data$Education = as.factor(UBank_data$Education)
UBank_data$Personal.Loan = as.factor(UBank_data$Personal.Loan)
UBank_data_d = dummy.data.frame(select(UBank_data, -c(ZIP.Code,ID)))
## Warning in model.matrix.default(~x - 1, model.frame(~x - 1), contrasts = FALSE):
## non-list contrasts argument ignored
## Warning in model.matrix.default(~x - 1, model.frame(~x - 1), contrasts = FALSE):
## non-list contrasts argument ignored
n <- which(colnames(UBank_data_d)=="Personal.Loan1")</pre>
Personal.Loan <- UBank_data_d$Personal.Loan1</pre>
UBank_data_d <- cbind(Personal.Loan, UBank_data_d[, -n])</pre>
UBank_data_d <- UBank_data_d[,-11]</pre>
head(UBank_data_d)
     Personal.Loan Age Experience Income Family CCAvg Education1 Education2
## 1
                 0 25
                                                    1.6
                                1
                                                                 1
## 2
                 0 45
                                                    1.5
                                19
                                       34
                                               3
                                                                 1
                                                                             0
## 3
                 0 39
                                15
                                       11
                                                    1.0
                                                                 1
                                                                             0
                                               1
                 0 35
                                      100
## 4
                                 9
                                                    2.7
                                                                 0
                                                                             1
## 5
                 0 35
                                 8
                                       45
                                                    1.0
                                                                 0
                                                                             1
## 6
                 0 37
                                13
                                       29
                                                    0.4
   Education3 Mortgage Securities.Account CD.Account Online CreditCard
##
## 1
              0
                       0
                                           1
              0
                       0
                                                       0
## 2
                                           1
                                                              0
                                                                          0
## 3
              0
                       0
                                           0
                                                       0
                                                              0
                                                                          0
              0
                                           0
                                                       0
                                                              0
                                                                          0
## 4
                       0
## 5
              0
                       0
                                           0
                                                       0
                                                              0
                                                                          1
              0
                                           0
                                                       0
                                                                          0
## 6
                     155
                                                              1
```

#### 3. Data Partition

# Partitioning the UniversalBank dataset into Training and validation sets

```
set.seed(123)
Index_Train <- createDataPartition(UBank_data_d$Personal.Loan, p=0.6, list = FALSE)
# 60% of data is taken as Training Data

Train <- UBank_data_d[Index_Train,]
Validation <- UBank_data_d[-Index_Train,]
# Rest of the data is taken as Validation Data

summary(Train)</pre>
```

```
Personal.Loan
                         Age
                                     Experience
                                                       Income
##
  Min.
          :0.00000
                   Min. :23.00
                                  Min. :-3.00
                                                   Min. : 8.0
   1st Qu.:0.00000
                    1st Qu.:36.00
                                   1st Qu.:10.00
                                                   1st Qu.: 39.0
## Median :0.00000
                    Median :46.00
                                   Median :20.00
                                                   Median: 64.0
## Mean :0.09267
                    Mean :45.43
                                   Mean :20.21
                                                   Mean : 73.4
##
  3rd Qu.:0.00000
                    3rd Qu.:55.00
                                   3rd Qu.:30.00
                                                   3rd Qu.: 95.0
  Max.
          :1.00000
                    Max. :67.00 Max.
                                          :43.00
                                                   Max.
                                                         :224.0
##
       Family
                      CCAvg
                                    Education1
                                                   Education2
##
          :1.000
                        : 0.000
                                  Min.
                                         :0.000
                                                Min.
                                                         :0.000
  Min.
                 Min.
##
  1st Qu.:1.000
                 1st Qu.: 0.700
                                  1st Qu.:0.000
                                                 1st Qu.:0.000
  Median :2.000
                  Median : 1.500
                                  Median :0.000
                                                  Median : 0.000
## Mean
         :2.399
                  Mean : 1.924
                                   Mean
                                         :0.424
                                                  Mean
                                                         :0.285
##
   3rd Qu.:4.000
                  3rd Qu.: 2.600
                                   3rd Qu.:1.000
                                                  3rd Qu.:1.000
##
  Max.
          :4.000
                  Max.
                         :10.000
                                   Max.
                                         :1.000
                                                  Max.
                                                         :1.000
                                                     CD.Account
##
     Education3
                                   Securities.Account
                     Mortgage
## Min.
         :0.000
                  Min.
                        : 0.00
                                  Min.
                                         :0.000
                                                    Min. :0.000
##
  1st Qu.:0.000
                  1st Qu.: 0.00
                                   1st Qu.:0.000
                                                    1st Qu.:0.000
                  Median: 0.00
## Median :0.000
                                  Median :0.000
                                                    Median :0.000
##
  Mean
         :0.291
                  Mean : 55.29
                                  Mean :0.103
                                                            :0.059
                                                    Mean
   3rd Qu.:1.000
                  3rd Qu.: 98.00
                                   3rd Qu.:0.000
                                                    3rd Qu.:0.000
##
          :1.000
##
  Max.
                  Max.
                         :635.00
                                  Max. :1.000
                                                    Max. :1.000
##
       Online
                     CreditCard
## Min.
          :0.0000
                   Min.
                          :0.0000
##
  1st Qu.:0.0000
                   1st Qu.:0.0000
                   Median :0.0000
## Median :1.0000
## Mean
         :0.5997
                   Mean
                         :0.2943
##
   3rd Qu.:1.0000
                   3rd Qu.:1.0000
## Max.
          :1.0000
                   Max.
                          :1.0000
```

#### summary(Validation)

```
## Personal.Loan
                       Age
                                  Experience
                                                   Income
## Min. :0.000
                  Min. :23.0
                                Min. :-3.00
                                               Min. : 8.00
## 1st Qu.:0.000
                  1st Qu.:35.0
                               1st Qu.:10.00
                                               1st Qu.: 39.00
## Median :0.000
                 Median:45.0
                               Median :20.00
                                               Median: 63.00
```

```
Mean
           :0.101
                    Mean
                           :45.2
                                   Mean
                                           :19.95
                                                    Mean
                                                           : 74.34
##
                                   3rd Qu.:30.00
   3rd Qu.:0.000
                    3rd Qu.:55.0
##
                                                    3rd Qu.:100.00
   {\tt Max.}
           :1.000
                           :67.0
                                           :43.00
                                                    Max.
                                                           :204.00
##
       Family
                        CCAvg
                                        Education1
                                                        Education2
##
  \mathtt{Min}.
           :1.000
                    Min.
                           : 0.000
                                     Min.
                                             :0.000
                                                      Min.
                                                              :0.000
   1st Qu.:1.000
                                     1st Qu.:0.000
##
                    1st Qu.: 0.700
                                                      1st Qu.:0.000
   Median :2.000
                                     Median :0.000
                                                      Median : 0.000
                    Median : 1.600
                    Mean : 1.959
##
  Mean
           :2.393
                                      Mean
                                             :0.412
                                                      Mean
                                                              :0.274
##
   3rd Qu.:3.000
                    3rd Qu.: 2.500
                                      3rd Qu.:1.000
                                                      3rd Qu.:1.000
##
  {\tt Max.}
           :4.000
                    Max.
                           :10.000
                                      Max.
                                             :1.000
                                                      Max.
                                                              :1.000
      Education3
                       Mortgage
                                      Securities.Account
                                                           CD.Account
           :0.000
                                                                 :0.0000
## Min.
                    Min.
                          : 0.00
                                      Min.
                                             :0.0000
                                                         Min.
##
  1st Qu.:0.000
                    1st Qu.: 0.00
                                      1st Qu.:0.0000
                                                         1st Qu.:0.0000
## Median :0.000
                    Median: 0.00
                                      Median :0.0000
                                                         Median :0.0000
## Mean
           :0.314
                          : 58.32
                                                                 :0.0625
                    Mean
                                      Mean
                                             :0.1065
                                                         Mean
## 3rd Qu.:1.000
                    3rd Qu.:103.00
                                      3rd Qu.:0.0000
                                                         3rd Qu.:0.0000
##
           :1.000
                    Max.
  {\tt Max.}
                           :601.00
                                      Max.
                                           :1.0000
                                                         Max.
                                                                :1.0000
##
        Online
                       CreditCard
           :0.0000
## Min.
                     Min.
                            :0.0000
   1st Qu.:0.0000
                     1st Qu.:0.0000
## Median :1.0000
                     Median :0.0000
## Mean
           :0.5925
                            :0.2935
                     Mean
## 3rd Qu.:1.0000
                     3rd Qu.:1.0000
## Max.
           :1.0000
                            :1.0000
                     Max.
```

### 4. Q1. Classifying customer using given constraints

## Creating Test data from Q1 in Assignment

# Normalizing the Training Data

# Applying KNN Model with k=1

```
# copying data
Train_norm <- Train
Validation_norm <- Validation
UBD_norm <- UBank_data_d

#Creating test data from the question

Test1 <- data.frame(Age = 40, Experience = 10, Income = 84, Family = 2, CCAvg = 2, Education1 = 0, Educ

#Normalizing the data

Test_norm1 <- Test1

norm_values <- preProcess(Train, method = c("center", "scale"))
Train_norm <- predict(norm_values, Train)
Validation_norm <- predict(norm_values, Validation)</pre>
```

#### UBD\_norm <- predict(norm\_values, UBank\_data\_d)</pre>

#combine normalized values of train and validation and then preprocess and normalize test data#########

summary(Train\_norm)

```
Personal.Loan
                           Age
                                            Experience
                                                                  Income
##
   Min.
           :-0.3195
                              :-1.96925
                                                 :-2.03259
                                                                     :-1.4286
                      Min.
                                                             Min.
    1st Qu.:-0.3195
                      1st Qu.:-0.82784
                                          1st Qu.:-0.89392
                                                             1st Qu.:-0.7514
   Median :-0.3195
                      Median: 0.05016
                                          Median :-0.01801
##
                                                             Median :-0.2053
    Mean
          : 0.0000
                      Mean
                            : 0.00000
                                          Mean
                                                 : 0.00000
                                                             Mean
                                                                     : 0.0000
##
    3rd Qu.:-0.3195
                      3rd Qu.: 0.84037
                                          3rd Qu.: 0.85789
                                                             3rd Qu.: 0.4720
##
    Max.
           : 3.1286
                      Max.
                             : 1.89398
                                          Max.
                                                 : 1.99656
                                                             Max.
                                                                     : 3.2901
                          CCAvg
                                                             Education2
##
        Family
                                           Education1
                                                           Min.
##
           :-1.2142
                              :-1.1157
                                         Min.
                                                :-0.8578
                                                                   :-0.6312
    Min.
                      Min.
##
    1st Qu.:-1.2142
                      1st Qu.:-0.7098
                                         1st Qu.:-0.8578
                                                            1st Qu.:-0.6312
   Median :-0.3463
                      Median :-0.2459
                                         Median :-0.8578
                                                           Median :-0.6312
##
##
    Mean
          : 0.0000
                      Mean
                            : 0.0000
                                         Mean
                                               : 0.0000
                                                            Mean
                                                                   : 0.0000
##
    3rd Qu.: 1.3895
                      3rd Qu.: 0.3921
                                         3rd Qu.: 1.1653
                                                            3rd Qu.: 1.5836
##
    Max.
           : 1.3895
                              : 4.6835
                                                : 1.1653
                                                                   : 1.5836
                                                            Max.
##
      Education3
                                         Securities.Account
                                                               CD.Account
                         Mortgage
    Min.
           :-0.6405
                              :-0.5477
                                         Min.
                                                :-0.3388
                                                                    :-0.2504
##
                      Min.
                                                            Min.
##
    1st Qu.:-0.6405
                      1st Qu.:-0.5477
                                         1st Qu.:-0.3388
                                                            1st Qu.:-0.2504
    Median :-0.6405
                      Median :-0.5477
                                         Median :-0.3388
                                                            Median :-0.2504
##
    Mean
          : 0.0000
                            : 0.0000
                                         Mean
                                               : 0.0000
                                                            Mean
                                                                   : 0.0000
                      Mean
    3rd Qu.: 1.5606
                      3rd Qu.: 0.4231
                                         3rd Qu.:-0.3388
##
                                                            3rd Qu.:-0.2504
    Max.
          : 1.5606
##
                      Max.
                             : 5.7429
                                         Max.
                                               : 2.9506
                                                            Max.
                                                                   : 3.9930
##
        Online
                        CreditCard
##
   Min.
           :-1.2237
                      Min.
                              :-0.6457
##
    1st Qu.:-1.2237
                      1st Qu.:-0.6457
##
   Median : 0.8169
                      Median :-0.6457
          : 0.0000
                      Mean
                            : 0.0000
  Mean
##
    3rd Qu.: 0.8169
                      3rd Qu.: 1.5481
    Max.
           : 0.8169
                      Max. : 1.5481
```

#### var(Train\_norm)

```
##
                  Personal.Loan
                                           Experience
                                      Age
                                                          Income
## Personal.Loan
                     1.00000000 -0.021822200 -0.021166260 0.488102867
## Age
                    -0.02182220 1.000000000 0.994046117 -0.058886301
## Experience
                              0.994046117
                                         1.000000000 -0.049627190
                    -0.02116626
## Income
                     0.48810287 -0.058886301 -0.049627190 1.000000000
                     0.05096949 -0.047518269 -0.052070243 -0.158593072
## Family
## CCAvg
                     0.34988271 -0.064959563 -0.063361729
                                                    0.649073730
## Education1
                    -0.15555490 -0.014705142 0.010836619
                                                     0.228897878
## Education2
                     0.09363791 -0.025452176 -0.025283471 -0.124462179
## Education3
                     0.07618321
                              ## Mortgage
                     0.14814232 -0.007099632 -0.003875213 0.201359111
## Securities.Account
                     0.02407606 0.002844950 0.003405624 0.009194703
## CD.Account
                     0.34931209 -0.001475115 0.002056915 0.198656079
## Online
                     ## CreditCard
```

```
##
                                        CCAvg
                                                Education1
                                                            Education2
## Personal.Loan
                     ## Age
                     -0.047518269 -0.0649595631 -0.014705142 -0.025452176
## Experience
                     -0.052070243 -0.0633617290 0.010836619 -0.025283471
## Income
                    ## Family
                     1.000000000 -0.1046245559 -0.118580297 0.124257664
## CCAvg
                     -0.104624556
                                 1.000000000 0.158046007 -0.085770034
## Education1
                     -0.118580297
                                  0.1580460070
                                              1.000000000 -0.541677873
## Education2
                     0.124257664 -0.0857700337 -0.541677873 1.000000000
## Education3
                     0.005524861 -0.0867127350 -0.549661177 -0.404476027
## Mortgage
                     -0.020468810
                                  0.1156690366
                                               0.031288479 -0.016957841
                                               0.002183559
## Securities.Account 0.009242326
                                  0.0037544277
                                                           0.033852865
## CD.Account
                     -0.008133090
                                  0.1560439055 -0.028763610
                                                           0.029944231
                                                           0.032078283
## Online
                     -0.009921811 -0.0006108599 -0.023094425
## CreditCard
                     -0.012264272
                                  ##
                      Education3
                                     Mortgage Securities. Account
                                                                 CD.Account
                     ## Personal.Loan
                                                    0.024076056
                                                                0.349312088
                     0.041293806 -0.007099632
                                                    0.002844950 -0.001475115
  Age
## Experience
                     0.013336986 -0.003875213
                                                    0.003405624
                                                                0.002056915
## Income
                     -0.125345941
                                 0.201359111
                                                    0.009194703
                                                                0.198656079
## Family
                     0.005524861 -0.020468810
                                                    0.009242326 -0.008133090
## CCAvg
                     -0.086712735
                                  0.115669037
                                                    0.003754428
                                                                0.156043906
                                                    0.002183559 -0.028763610
## Education1
                    -0.549661177
                                  0.031288479
## Education2
                     -0.404476027 -0.016957841
                                                    0.033852865
                                                                0.029944231
## Education3
                     1.000000000 -0.017188557
                                                   -0.036019196
                                                                0.001535448
## Mortgage
                     -0.017188557
                                 1.000000000
                                                   -0.011946442
                                                                0.098948506
## Securities.Account -0.036019196 -0.011946442
                                                    1.00000000
                                                                0.287483990
## CD.Account
                     0.001535448
                                  0.098948506
                                                    0.287483990
                                                                1.000000000
## Online
                    -0.006753417
                                  0.010952781
                                                   -0.002902940
                                                                0.169943664
## CreditCard
                    -0.004755028
                                  0.005400099
                                                   -0.031158792 0.285277874
##
                           Online
                                    CreditCard
## Personal.Loan
                     0.0288412325
                                   0.023143864
  Age
                     0.0131928696
                                  0.013069757
## Experience
                     0.0129930031
                                  0.014634477
                                  0.028104163
  Income
                     0.0208726892
## Family
                     -0.0099218106 -0.012264272
## CCAvg
                     -0.0006108599
                                  0.009812827
## Education1
                                  0.009779915
                     -0.0230944254
## Education2
                     0.0320782833 -0.005922037
## Education3
                    -0.0067534166 -0.004755028
## Mortgage
                     0.0109527811
                                  0.005400099
## Securities.Account -0.0029029400 -0.031158792
## CD.Account
                     0.1699436636
                                  0.285277874
## Online
                     1.000000000
                                  0.003723470
## CreditCard
                     0.0037234702 1.000000000
```

#### summary(Validation\_norm)

| ## | Personal.Loan    | Age              | Experience       | Income           |
|----|------------------|------------------|------------------|------------------|
| ## | Min. :-0.31953   | Min. :-1.96925   | Min. :-2.03259   | Min. :-1.42861   |
| ## | 1st Qu.:-0.31953 | 1st Qu.:-0.91565 | 1st Qu.:-0.89392 | 1st Qu.:-0.75140 |
| ## | Median :-0.31953 | Median :-0.03764 | Median :-0.01801 | Median :-0.22710 |
| ## | Mean : 0.02873   | Mean :-0.01981   | Mean :-0.02213   | Mean : 0.02067   |
| ## | 3rd Qu.:-0.31953 | 3rd Qu.: 0.84037 | 3rd Qu.: 0.85789 | 3rd Qu.: 0.58119 |

```
##
           : 3.12859
                        Max.
                               : 1.89398
                                            Max.
                                                    : 1.99656
                                                                Max.
                                                                        : 2.85314
    Max.
                             CCAvg
##
                                                                   Education2
        Family
                                               Education1
                                 :-1.11573
##
           :-1.214194
                         Min.
                                             Min.
                                                     :-0.85783
                                                                 Min.
                                                                         :-0.63124
##
    1st Qu.:-1.214194
                         1st Qu.:-0.70979
                                             1st Qu.:-0.85783
                                                                 1st Qu.:-0.63124
##
    Median :-0.346293
                         Median :-0.18786
                                             Median :-0.85783
                                                                 Median :-0.63124
##
    Mean
           :-0.005641
                                 : 0.02029
                                                     :-0.02428
                                                                 Mean
                                                                         :-0.02436
                         Mean
                                             Mean
    3rd Qu.: 0.521609
                         3rd Qu.: 0.33407
                                             3rd Qu.: 1.16535
                                                                  3rd Qu.: 1.58365
##
    Max.
           : 1.389511
                         Max.
                                 : 4.68347
                                             Max.
                                                     : 1.16535
                                                                 Max.
                                                                         : 1.58365
##
      Education3
                           Mortgage
                                            Securities.Account
                                                                   CD. Account
##
    Min.
           :-0.64055
                        Min.
                                :-0.54769
                                            Min.
                                                    :-0.33881
                                                                Min.
                                                                        :-0.25036
    1st Qu.:-0.64055
                        1st Qu.:-0.54769
                                            1st Qu.:-0.33881
                                                                1st Qu.:-0.25036
                        Median :-0.54769
##
    Median : -0.64055
                                            Median :-0.33881
                                                                Median :-0.25036
##
    Mean
           : 0.05063
                        Mean
                               : 0.03003
                                            Mean
                                                    : 0.01151
                                                                Mean
                                                                        : 0.01485
    3rd Qu.: 1.56065
##
                        3rd Qu.: 0.47267
                                            3rd Qu.:-0.33881
                                                                3rd Qu.:-0.25036
##
    Max.
           : 1.56065
                        Max.
                               : 5.40606
                                                    : 2.95057
                                                                       : 3.99297
                                            Max.
                                                                Max.
##
        Online
                          CreditCard
##
   Min.
           :-1.22369
                               :-0.645725
                        Min.
    1st Qu.:-1.22369
                        1st Qu.:-0.645725
    Median: 0.81693
                        Median :-0.645725
##
##
    Mean
          :-0.01462
                        Mean
                               :-0.001828
##
    3rd Qu.: 0.81693
                        3rd Qu.: 1.548131
##
    Max.
           : 0.81693
                               : 1.548131
                        Max.
```

#### var(Validation norm)

```
##
                    Personal.Loan
                                          Age
                                                 Experience
                                                                 Income
## Personal.Loan
                       1.08009777
                                  0.0133266557
                                               0.0132191744
                                                            0.551059837
## Age
                       0.01332666
                                  1.0327551325
                                               1.0220182700 -0.051302177
## Experience
                       0.01321917
                                  1.0220182700
                                               1.0226757778 -0.042924214
## Income
                       0.55105984 - 0.0513021773 - 0.0429242139
                                                           1.028521084
## Family
                       0.07891768 -0.0451479570 -0.0534726737 -0.156530305
## CCAvg
                       0.41939848 -0.0349824725 -0.0321607240
                                                            0.672463699
## Education1
                      -0.14386434 -0.0480099895 -0.0238708722 0.204299406
## Education2
                       0.04069611 -0.0028449500 -0.0078847351 -0.134250919
## Education3
                       ## Mortgage
                       0.14097190 -0.0207909520 -0.0205702104 0.221586939
                       0.01978492 -0.0052356992 -0.0080697325 -0.020556280
## Securities.Account
## CD.Account
                       0.28820198 0.0228544894 0.0234039913 0.133332209
## Online
                      -0.02705050 0.0145597473
                                              0.0152625195 0.004632481
## CreditCard
                      -0.02757569 -0.0003045919
                                               0.0005372617 -0.048136139
##
                                      CCAvg Education1
                                                        Education2
## Personal.Loan
                     -0.04514796 -0.034982473 -0.04800999 -0.002844950
## Age
## Experience
                    -0.05347267 -0.032160724 -0.02387087 -0.007884735
## Income
                    -0.15653031 0.672463699 0.20429941 -0.134250919
## Family
                     0.98080706 -0.118834966 -0.11719581 0.158583078
## CCAvg
                    -0.11883497
                                1.068246059
                                            0.16041345 -0.098969863
## Education1
                               -0.11719581
## Education2
                     0.15858308 -0.098969863 -0.50611659 0.976357112
## Education3
                    -0.03009458 -0.076170293 -0.57641529 -0.419669648
## Mortgage
                    -0.02050409 0.106779382
                                            0.06127397 -0.053882485
## Securities.Account 0.03627116 0.032690069
                                            0.01412891 -0.037765542
## CD.Account
                     0.04778511 0.115558998
                                            0.00644197 -0.029385032
## Online
                     0.04065499 -0.008067683 0.04291686 0.002961914
```

```
## CreditCard
                      0.04724647 -0.031647341 0.02255025 -0.021483322
##
                       Education3
                                      Mortgage Securities. Account CD. Account
## Personal.Loan
                      0.116078410 0.140971903
                                                      0.019784921 0.28820198
                      0.055061703 -0.020790952
                                                     -0.005235699 0.02285449
## Age
## Experience
                      0.033807223 -0.020570210
                                                     -0.008069733 0.02340399
## Income
                     -0.088854867 0.221586939
                                                     -0.020556280 0.13333221
## Family
                     -0.030094584 -0.020504095
                                                      0.036271159 0.04778511
                     -0.076170293 0.106779382
## CCAvg
                                                      0.032690069
                                                                   0.11555900
## Education1
                     -0.576415293 0.061273973
                                                      0.014128914 0.00644197
## Education2
                     -0.419669648 -0.053882485
                                                     -0.037765542 -0.02938503
## Education3
                     1.044207846 -0.013116159
                                                      0.022159882 0.02219451
## Mortgage
                     -0.013116159 1.038206516
                                                      0.003999834 0.07880069
## Securities.Account 0.022159882 0.003999834
                                                      1.030117842 0.37486936
## CD.Account
                0.022194512 0.078800690
                                                      0.374869362 1.05555793
## Online
                     -0.049636676 -0.031290949
                                                      0.036256424 0.19032293
                 -0.003183968 -0.026281792
## CreditCard
                                                      0.008969063 0.27621566
##
                           Online
                                     CreditCard
## Personal.Loan
                     -0.027050497 -0.0275756944
                      0.014559747 -0.0003045919
## Age
## Experience
                      0.015262519 0.0005372617
## Income
                      0.004632481 -0.0481361390
## Family
                     0.040654991 0.0472464673
## CCAvg
                     -0.008067683 -0.0316473407
                     0.042916862 0.0225502527
## Education1
## Education2
                     0.002961914 -0.0214833220
## Education3
                     -0.049636676 -0.0031839680
## Mortgage
                     -0.031290949 -0.0262817921
## Securities.Account 0.036256424 0.0089690627
## CD.Account
                     0.190322928 0.2762156637
## Online
                      1.005904426 0.0049325668
## CreditCard
                      0.004932567 0.9985127901
# Applying KNN Model on test data
Q1_KNN \leftarrow knn(train = Train_norm[,-10], test = Test1, cl = Train[,1], k=1, prob = 0.5)
Q1.attributes<- attributes(Q1_KNN)
row.names(Train_norm)[attr(Q1_KNN, "Q1_KNN.index")]
## character(0)
Q1.attributes[1]
## $levels
## [1] "0" "1"
Q1.attributes[3]
## $prob
## [1] 1
```

### 5. Training the KNN Model

Combining training and validation datasets and renormalizing data

Expanding search grid to appropriate K value to gain highest possible accuracy

```
set.seed(123)
Search_grid \leftarrow expand.grid(k=c(2,3,5,7,14))
Model <- train(Personal.Loan~Income+Mortgage, data =UBD_norm, method = "knn", tuneGrid=Search_grid, pre
## Warning in train.default(x, y, weights = w, ...): You are trying to do
## regression and your outcome only has two possible values Are you trying to do
## classification? If so, use a 2 level factor as your outcome column.
head(Model)
## $method
## [1] "knn"
##
## $modelInfo
## $modelInfo$label
## [1] "k-Nearest Neighbors"
## $modelInfo$library
## NULL
## $modelInfo$loop
## NULL
## $modelInfo$type
## [1] "Classification" "Regression"
##
## $modelInfo$parameters
##
     parameter
                class
                             label
## 1
            k numeric #Neighbors
##
## $modelInfo$grid
## function(x, y, len = NULL, search = "grid"){
                       if(search == "grid") {
##
                         out <- data.frame(k = (5:((2 * len)+4))[(5:((2 * len)+4))\%2 > 0])
##
##
##
                         by_val <- if(is.factor(y)) length(levels(y)) else 1</pre>
                         out <- data.frame(k = sample(seq(1, floor(nrow(x)/3), by = by_val), size = len
##
                       }
##
##
## $modelInfo$fit
## function(x, y, wts, param, lev, last, classProbs, ...) {
                       if(is.factor(y))
##
```

```
##
##
                         knn3(as.matrix(x), y, k = param$k, ...)
##
##
                         knnreg(as.matrix(x), y, k = param$k, ...)
##
                     }
##
   <bytecode: 0x0000000216a4a48>
##
##
   $modelInfo$predict
   function(modelFit, newdata, submodels = NULL) {
                       if(modelFit$problemType == "Classification")
##
                         out <- predict(modelFit, newdata, type = "class")</pre>
##
##
                       } else {
##
                          out <- predict(modelFit, newdata)</pre>
                       }
##
##
                       out
##
                     }
   <bytecode: 0x000000020ff7678>
##
##
## $modelInfo$predictors
## function(x, ...) colnames(x$learn$X)
##
## $modelInfo$tags
## [1] "Prototype Models"
## $modelInfo$prob
  function(modelFit, newdata, submodels = NULL)
##
                       predict(modelFit, newdata, type = "prob")
##
## $modelInfo$levels
  function(x) levels(x$learn$y)
##
## $modelInfo$sort
  function(x) x[order(-x[,1]),]
##
##
## $modelType
## [1] "Regression"
##
## $results
             RMSE Rsquared
                                  MAE
                                           RMSESD RsquaredSD
## 1 2 0.9776761 0.1832878 0.4094909 0.02788705 0.02042435 0.01639182
## 2 3 0.9573072 0.1961045 0.4103678 0.02761934 0.02132426 0.01654075
## 3 5 0.9319872 0.2144342 0.4126807 0.02757722 0.02326601 0.01576960
## 4 7 0.9139502 0.2302150 0.4121928 0.02407857 0.02375640 0.01511472
## 5 14 0.8831811 0.2614493 0.4100736 0.02058955 0.02211097 0.01283333
##
## $pred
## NULL
##
## $bestTune
##
     k
## 5 14
```

### 7. Q3. Creating Confusion Matrix

```
Train_Predictors <- Train_norm</pre>
Test_Predictors <- Validation</pre>
Train_labels <-Train_norm[,1]</pre>
Test_labels <-Validation_norm[,1]</pre>
Predicted_Test_labels <- knn(Train_Predictors, Test_Predictors, cl=Train_labels, k=1, prob = TRUE)
library(gmodels)
CrossTable(x=Test_labels, y=Predicted_Test_labels, prop.chisq = FALSE)
##
##
    Cell Contents
## |-----|
        N / Row Total |
         N / Col Total |
## |
## | N / Table Total |
##
## Total Observations in Table: 2000
##
##
##
               | Predicted_Test_labels
      Test_labels | -0.319525808959514 | 3.12859443161078 | Row Total |
## -0.319525808959514 |
                          363 |
                                        1435 |
                                                       1798 |
                        0.202 |
                                       0.798 |
##
                                                      0.899 l
               0.939 |
##
                         0.771 |
                        0.181 |
                                       0.718 |
                                  94 |
   3.12859443161078 |
                          108 |
##
                       0.535 |
                                                     0.101 |
                                      0.465 |
##
##
                        0.229 |
                                       0.061 |
##
                        0.054 |
                                       0.047 |
1529 l
     Column Total |
                          471 |
                  0.235 | 0.764 |
      1
       ## --
##
##
```

### 8. Q4. Classifying customer using best K

```
Q4_KNN <- knn(Train_norm[,2:14], Test1, cl = Train[,1], k=3, prob = TRUE) head(Q4_KNN)
```

## [1] 1

### 9. Q5. Repartitioning data into 5:3:2

```
set.seed(123)
Index_Train2 <- createDataPartition(UBank_data_d$Personal.Loan, p=0.5, list = FALSE)
# 50% of data is taken as Training Data

Train2 <- UBank_data_d[Index_Train2,]
Validation.test <- UBank_data_d[-Index_Train2,]
# Rest of the data is taken as Validation and Test Data
Index_Validation <- createDataPartition(Validation.test$Personal.Loan, p=0.6, list = FALSE)
# 30% of total or 60% of remaining data is taken as Validation Data
Validation2 <- Validation.test[Index_Validation,]
Test2 <- Validation.test[-Index_Validation,]

knn12 <- knn(train=Train2, test=Train2,cl=Train2[,1], k=3 ,prob=TRUE)
head(knn12)

## [1] 0 0 0 0 0 1
## Levels: 0 1</pre>
```

### 10. Normalizing the data

```
Train_norm2 <- Train2
Validation_norm2 <- Validation2
Test_norm2 <- Test2

norm_values2 <- preProcess(Train2, method = c("center", "scale"))
Train_norm2 <- predict(norm_values2, Train2)
Validation_norm2 <- predict(norm_values2, Validation2)

summary(Train_norm2)</pre>
```

```
## Personal.Loan
                         Age
                                        Experience
                                                             Income
                                                              :-1.4337
## Min. :-0.3175
                    Min. :-1.96620
                                     Min. :-2.028011
                                                         Min.
## 1st Qu.:-0.3175
                    1st Qu.:-0.91026
                                      1st Qu.:-0.887141
                                                         1st Qu.:-0.7553
                   Median : 0.05769
                                                         Median :-0.2081
## Median :-0.3175
                                     Median :-0.009548
## Mean : 0.0000
                    Mean : 0.00000
                                      Mean : 0.000000
                                                         Mean : 0.0000
## 3rd Qu.:-0.3175
                    3rd Qu.: 0.84965
                                      3rd Qu.: 0.868044
                                                         3rd Qu.: 0.5360
## Max.
         : 3.1485
                    Max. : 1.90559
                                     Max. : 2.008915
                                                         Max. : 3.2937
##
       Family
                        CCAvg
                                      Education1
                                                        Education2
## Min.
          :-1.2072
                    Min.
                          :-1.1117
                                          :-0.8627
                                                      Min.
                                                            :-0.6235
## 1st Qu.:-1.2072
                    1st Qu.:-0.7101
                                     1st Qu.:-0.8627
                                                      1st Qu.:-0.6235
## Median :-0.3442
                    Median :-0.2510
                                     Median :-0.8627
                                                      Median :-0.6235
## Mean
         : 0.0000
                    Mean : 0.0000
                                     Mean : 0.0000
                                                      Mean
                                                           : 0.0000
## 3rd Qu.: 1.3818
                    3rd Qu.: 0.3801
                                     3rd Qu.: 1.1587
                                                      3rd Qu.: 1.6032
## Max. : 1.3818
                    Max. : 4.6261
                                     Max. : 1.1587
                                                      Max. : 1.6032
                                     Securities.Account CD.Account
##
     Education3
                       Mortgage
```

```
Min.
          :-0.6439
                     Min.
                            :-0.5478
                                        Min.
                                              :-0.3443
                                                           Min.
                                                                  :-0.2472
   1st Qu.:-0.6439
                     1st Qu.:-0.5478
                                        1st Qu.:-0.3443
                                                           1st Qu.:-0.2472
   Median :-0.6439
                     Median :-0.5478
                                        Median :-0.3443
                                                           Median :-0.2472
##
   Mean
         : 0.0000
                     Mean
                           : 0.0000
                                       Mean
                                             : 0.0000
                                                           Mean
                                                                : 0.0000
##
   3rd Qu.: 1.5523
                      3rd Qu.: 0.4302
                                        3rd Qu.:-0.3443
                                                           3rd Qu.:-0.2472
##
   Max.
          : 1.5523
                            : 5.7888
                                        Max. : 2.9035
                                                           Max. : 4.0441
                     Max.
##
       Online
                       CreditCard
          :-1.2255
##
   Min.
                     Min.
                             :-0.6508
                      1st Qu.:-0.6508
##
   1st Qu.:-1.2255
##
   Median: 0.8157
                     Median :-0.6508
   Mean
          : 0.0000
                     Mean
                           : 0.0000
##
   3rd Qu.: 0.8157
                      3rd Qu.: 1.5360
   Max.
          : 0.8157
                      Max. : 1.5360
```

#### var(Train\_norm2)

```
##
                   Personal.Loan
                                              Experience
                                                             Income
                                        Age
## Personal.Loan
                      1.00000000 -0.039892527 -0.0394261891
                                                        0.48831047
                     -0.03989253 1.000000000 0.9938753927 -0.07315732
## Age
## Experience
                     ## Income
                      0.48831047 -0.073157322 -0.0636261874 1.00000000
## Family
                      0.05466992 -0.052886503 -0.0566271658 -0.15774567
## CCAvg
                      0.34286680 -0.080084888 -0.0787215841 0.64293801
## Education1
                     -0.15345851 -0.028931723 -0.0032007434
                                                         0.23409981
## Education2
                      0.09845703 -0.002123290 -0.0007944896 -0.13699741
## Education3
                      0.06962520 0.033528932 0.0042612661 -0.11923015
                                                         0.18868170
## Mortgage
                      0.12344822 -0.009330027 -0.0062713370
## Securities.Account
                      0.02128853
                                0.007288790 0.0081171364
                                                         0.02023177
## CD.Account
                      0.33811664 -0.025475234 -0.0218012286
                                                         0.20688577
## Online
                      0.01559431
                                0.016175686 0.0169663649
                                                         0.02293378
## CreditCard
                      0.02077448
                                0.007297123 0.0086818520
                                                         0.02257521
                                      CCAvg
                         Family
                                             Education1
                                                          Education2
## Personal.Loan
                    -0.052886503 -0.0800848877 -0.028931723 -0.0021232903
## Age
## Experience
                   -0.056627166 -0.0787215841 -0.003200743 -0.0007944896
## Income
                   -0.157745671 0.6429380113 0.234099807 -0.1369974100
                    1.000000000 -0.1073080770 -0.108562019 0.1121474674
## Family
## CCAvg
                   -0.107308077
                               1.000000000 0.157720930 -0.0873376377
## Education1
                   ## Education2
                    0.112147467 -0.0873376377 -0.538111015 1.0000000000
## Education3
                    0.007341507 -0.0852235891 -0.555767091 -0.4016488058
## Mortgage
                   ## Securities.Account 0.020545392 -0.0019484187 0.010240351 0.0312548048
## CD.Account
                                0.1440580262 -0.022420461
                                                        0.0293661537
                   -0.016934369
## Online
                   -0.018749386
                                0.0001651959 -0.009290158 0.0267725326
## CreditCard
                                -0.023944582
                                   Mortgage Securities.Account
                                                              CD.Account
                      Education3
## Personal.Loan
                    0.0696252018 0.123448217
                                                  0.021288532 0.338116639
                    0.0335289318 -0.009330027
                                                  0.007288790 -0.025475234
## Age
                                                  0.008117136 -0.021801229
## Experience
                    0.0042612661 -0.006271337
## Income
                   -0.1192301463 0.188681704
                                                  0.020231773 0.206885769
## Family
                    0.0073415073 -0.025484237
                                                  0.020545392 -0.016934369
## CCAvg
                   -0.0852235891 0.088236029
                                                 -0.001948419 0.144058026
## Education1
                                                 0.010240351 -0.022420461
                   -0.5557670911 0.024209999
```

```
## Education2
                      -0.4016488058 -0.010767448
                                                         0.031254805 0.029366154
## Education3
                       1.000000000 -0.015684406
                                                        -0.041953316 -0.004604107
                                                        -0.011679779
                                                                     0.086936391
## Mortgage
                      -0.0156844062 1.000000000
## Securities.Account -0.0419533156 -0.011679779
                                                         1.000000000 0.271806163
## CD.Account
                      -0.0046041067
                                     0.086936391
                                                         0.271806163
                                                                      1.000000000
## Online
                      -0.0163122324
                                    0.004979324
                                                        -0.013545219 0.166639952
## CreditCard
                      -0.0002705974
                                     0.010598666
                                                        -0.045086060 0.278424713
##
                             Online
                                       CreditCard
## Personal.Loan
                       0.0155943070
                                     0.0207744812
## Age
                       0.0161756863
                                     0.0072971226
## Experience
                       0.0169663649
                                     0.0086818520
## Income
                                     0.0225752126
                       0.0229337773
## Family
                      -0.0187493856 -0.0239445818
## CCAvg
                       0.0001651959
                                     0.0016695385
## Education1
                                     0.0025839062
                      -0.0092901578
## Education2
                       0.0267725326 -0.0025720532
## Education3
                      -0.0163122324 -0.0002705974
## Mortgage
                       0.0049793241
                                     0.0105986657
## Securities.Account -0.0135452189 -0.0450860601
## CD.Account
                       0.1666399517
                                     0.2784247125
## Online
                       1.000000000
                                    0.0041124343
## CreditCard
                       0.0041124343 1.0000000000
```

#### summary(Validation\_norm2)

```
##
    Personal.Loan
                             Age
                                               Experience
                                                                      Income
##
    Min.
           :-0.31748
                        Min.
                               :-1.966201
                                             Min.
                                                    :-1.940252
                                                                  Min.
                                                                          :-1.43373
##
    1st Qu.:-0.31748
                        1st Qu.:-0.910258
                                             1st Qu.:-0.887141
                                                                  1st Qu.:-0.75526
##
    Median :-0.31748
                        Median :-0.030306
                                             Median :-0.009548
                                                                  Median :-0.22999
                                                   : 0.008589
          : 0.01294
##
    Mean
                        Mean
                               : 0.005479
                                             Mean
                                                                  Mean
                                                                         : 0.00752
##
    3rd Qu.:-0.31748
                        3rd Qu.: 0.849647
                                             3rd Qu.: 0.868044
                                                                  3rd Qu.: 0.54150
##
    Max.
           : 3.14850
                        Max.
                               : 1.905589
                                             Max.
                                                    : 1.833396
                                                                  Max.
                                                                          : 2.87786
##
        Family
                            CCAvg
                                             Education1
                                                                  Education2
##
           :-1.20717
                                           Min.
                                                                        :-0.62348
    Min.
                        Min.
                               :-1.1117
                                                  :-0.862725
                                                                Min.
    1st Qu.:-1.20717
                        1st Qu.:-0.7101
                                           1st Qu.:-0.862725
                                                                1st Qu.:-0.62348
##
                                                                Median :-0.62348
##
    Median :-0.34416
                        Median :-0.2510
                                           Median :-0.862725
    Mean
          :-0.02946
                        Mean
                               :-0.0057
                                           Mean
                                                  :-0.009703
                                                                Mean
                                                                      :-0.02078
##
    3rd Qu.: 0.51884
                        3rd Qu.: 0.3227
                                           3rd Qu.: 1.158655
                                                                3rd Qu.: 1.60325
##
    Max.
           : 1.38184
                        Max.
                               : 4.0524
                                           Max.
                                                  : 1.158655
                                                                Max.
                                                                        : 1.60325
##
      Education3
                           Mortgage
                                            Securities.Account
                                                                  CD.Account
    Min.
           :-0.64394
                        Min.
                               :-0.54777
                                            Min.
                                                   :-0.34427
                                                                Min.
                                                                       :-0.2472
##
    1st Qu.:-0.64394
                        1st Qu.:-0.54777
                                            1st Qu.:-0.34427
                                                                1st Qu.:-0.2472
##
    Median :-0.64394
                        Median :-0.54777
                                            Median :-0.34427
                                                                Median :-0.2472
##
    Mean
           : 0.03104
                        Mean
                               : 0.04763
                                            Mean
                                                   :-0.00433
                                                                Mean
                                                                      : 0.0246
##
    3rd Qu.: 1.55231
                        3rd Qu.: 0.48006
                                            3rd Qu.:-0.34427
                                                                3rd Qu.:-0.2472
##
    Max.
           : 1.55231
                        Max.
                               : 5.44953
                                            Max.
                                                   : 2.90355
                                                                Max.
                                                                        : 4.0441
##
                          CreditCard
        Online
##
    Min.
           :-1.22552
                        Min.
                               :-0.650785
    1st Qu.:-1.22552
##
                        1st Qu.:-0.650785
##
    Median: 0.81565
                        Median :-0.650785
##
    Mean
           :-0.02803
                        Mean
                               : 0.009622
    3rd Qu.: 0.81565
                        3rd Qu.: 1.535992
##
   Max.
           : 0.81565
                        Max.
                               : 1.535992
```

```
##
                     Personal.Loan
                                           Age
                                                 Experience
                                                                  Income
## Personal.Loan
                      1.0367562006
                                   0.034760883
                                                0.033977749
                                                             0.524482873
                                   1.034390729
## Age
                      0.0347608835
                                                1.020937362 -0.021521017
## Experience
                      0.0339777489
                                   1.020937362 1.018204680 -0.016387163
## Income
                      0.5244828729 -0.021521017 -0.016387163 1.022101427
## Family
                      0.0735369006 -0.082295131 -0.091855996 -0.142636126
## CCAvg
                      0.4090315990 -0.009366446 -0.007441807
                                                             0.644671543
## Education1
                     -0.1465059112 -0.038495762 -0.015126481
                                                            0.194247333
## Education2
                      0.0581522428 -0.037267710 -0.042877732 -0.104391821
## Education3
                      0.1884327805 -0.006476600 -0.005513505 0.235021855
## Mortgage
## Securities.Account 0.0002453135 -0.015795157 -0.019099334 -0.034320896
## CD.Account
                      0.137092495
## Online
                      0.0099426249 -0.011606783 -0.013009669 0.007398131
## CreditCard
                     -0.0211655142  0.014862622  0.015667732  -0.037290749
##
                          Family
                                       CCAvg
                                               Education1
                                                            Education2
## Personal.Loan
                      0.07353690 0.409031599 -0.146505911 0.058152243
                     -0.08229513 -0.009366446 -0.038495762 -0.037267710
## Age
## Experience
                     -0.09185600 -0.007441807 -0.015126481 -0.042877732
## Income
                     -0.14263613
                                0.644671543 0.194247333 -0.104391821
## Family
                      0.96165678 -0.108245622 -0.105707510 0.147356325
## CCAvg
                     -0.10824562
                                1.006053439
                                             0.143798447 -0.078782727
## Education1
                     -0.10570751
                                 0.143798447
                                             0.997299429 -0.514461096
## Education2
                      0.14735633 -0.078782727 -0.514461096 0.979458824
                     -0.03048693 -0.078534451 -0.576159121 -0.407084716
## Education3
                     ## Mortgage
## Securities.Account 0.01448616
                                 0.035852491 -0.005492059 -0.007211108
## CD.Account
                      0.02558667
                                 0.130553167 -0.006307495 -0.030045444
## Online
                      0.01303622 -0.020178598 -0.023010842 0.038851554
## CreditCard
                      0.05892716 -0.018939831 0.002459329 -0.008484843
##
                       Education3
                                     Mortgage Securities. Account
                                                                  CD.Account
                      0.101824273 0.188432781
## Personal.Loan
                                                    0.0002453135
                                                                 0.267338039
## Age
                      0.078583805 -0.006476600
                                                   -0.0157951568
                                                                 0.008657233
## Experience
                      0.058726012 -0.005513505
                                                   -0.0190993344
                                                                 0.010392644
## Income
                                 0.235021855
                                                                 0.137092495
                     -0.108089239
                                                   -0.0343208962
## Family
                     -0.030486929 -0.010980453
                                                    0.0144861591
                                                                 0.025586673
## CCAvg
                     -0.078534451 0.122849332
                                                    0.0358524914
                                                                 0.130553167
## Education1
                     -0.576159121
                                 0.035517010
                                                   -0.0054920586 -0.006307495
## Education2
                     -0.407084716 -0.066948308
                                                   -0.0072111081 -0.030045444
## Education3
                                                                 0.036487407
                      1.027517723 0.027442322
                                                    0.0130796085
## Mortgage
                      0.027442322
                                  1.103049365
                                                   -0.0050065488
                                                                 0.107889682
                                                                 0.363135926
## Securities.Account 0.013079609 -0.005006549
                                                    0.9891579289
## CD.Account
                      0.036487407
                                  0.107889682
                                                    0.3631359263
                                                                 1.093139341
## Online
                     -0.013318229 -0.062805436
                                                                 0.200232474
                                                    0.0525985088
## CreditCard
                      0.005696622 -0.026417305
                                                    0.0169904348
                                                                 0.289909068
##
                                   CreditCard
                           Online
## Personal.Loan
                      0.009942625 -0.021165514
## Age
                     -0.011606783 0.014862622
## Experience
                     -0.013009669 0.015667732
                      0.007398131 -0.037290749
## Income
## Family
                      0.013036220 0.058927161
```

```
## CCAvg
                   -0.020178598 -0.018939831
## Education1
                   -0.023010842 0.002459329
## Education2
                    0.038851554 -0.008484843
## Education3
                    -0.013318229 0.005696622
## Mortgage
                    -0.062805436 -0.026417305
## Securities.Account 0.052598509 0.016990435
## CD.Account 0.200232474 0.289909068
                     1.010977649 0.009647790
## Online
## CreditCard
                    0.009647790 1.008697186
```

### 11. Combining Train2 and Validation2 datasets to renormalize

## Re-normalizing the combined data

```
ForTest_norm2 <- rbind.data.frame(Train_norm2, Validation_norm2, deparse.level = 1, make.row.names = T,
norm_values3 <- preProcess(ForTest_norm2, method = c("center", "scale"))</pre>
Test_norm2 <- predict(norm_values3, ForTest_norm2)</pre>
head(Test norm2)
##
      Personal.Loan
                            Age Experience
                                                 Income
                                                            Family
                                                                         CCAvg
         -0.3201721 -1.78103674 -1.6746848 -0.53706088 1.4030355 -0.1913336
         -0.3201721 \ -0.03215752 \ -0.1001986 \ -0.86404190 \ \ 0.5337446 \ -0.2486542
## 2
         -0.3201721 \ -0.90659713 \ -1.0623846 \ -0.62425581 \ 1.4030355 \ -0.5352576
## 7
         -0.3201721 0.66739417 0.5995731 -0.03568998 -0.3355463 -0.2486542
         -0.3201721 \quad 1.71672171 \quad 1.6492306 \quad 0.68366827 \quad 1.4030355 \quad 0.2672319
         -0.3201721 0.23017437 0.2496873 0.87985688 -0.3355463 1.0697213
## 13
     Education1 Education2 Education3
                                        Mortgage Securities. Account CD. Account
## 1 1.1630146 -0.6181217 -0.6522349 -0.5549367
                                                      2.9114521 -0.2520536
      1.1630146 -0.6181217 -0.6522349 -0.5549367
                                                           2.9114521 -0.2520536
## 5 -0.8596195 1.6173999 -0.6522349 -0.5549367
                                                           -0.3433854 -0.2520536
## 7 -0.8596195 1.6173999 -0.6522349 -0.5549367
                                                           -0.3433854 -0.2520536
## 11 -0.8596195 -0.6181217 1.5328067 -0.5549367
                                                           -0.3433854 -0.2520536
## 13 -0.8596195 -0.6181217 1.5328067 -0.5549367
                                                            2.9114521 -0.2520536
          Online CreditCard
## 1 -1.2125565 -0.6534032
## 2 -1.2125565 -0.6534032
## 5 -1.2125565 1.5300661
       0.8244977 -0.6534032
## 11 -1.2125565 -0.6534032
## 13 -1.2125565 -0.6534032
var(Test_norm2)
```

```
## Family
                       0.061671383 -0.063997298 -0.070156107 -0.1525902184
## CCAvg
                      0.364727538 -0.053174403 -0.051771655 0.6401950805
## Education1
                      -0.149923480 -0.032338292 -0.007669307 0.2183448689
## Education2
                       0.083028718 -0.015287234 -0.016621659 -0.1247693027
## Education3
                       0.080807736
                                  0.049876931 0.024531442 -0.1139249768
                       0.144149945 -0.007991582 -0.005759501 0.2013840413
## Mortgage
  Securities.Account
                       0.013321026 -0.001365822 -0.002093179 -0.0002292213
## CD.Account
                       0.304234410 -0.012350625 -0.009483211 0.1769401938
## Online
                       0.013270140 0.005674230
                                               0.005639355
                                                            0.0169526801
## CreditCard
                       0.005035806
                                  0.010064745
                                               0.011263492
                                                           0.0001453466
##
                          Family
                                        CCAvg
                                               Education1
                                                            Education2
## Personal.Loan
                      0.061671383
                                  0.364727538 -0.149923480
                                                           0.083028718
  Age
                     -0.063997298 -0.053174403 -0.032338292 -0.015287234
  Experience
                     -0.070156107 -0.051771655 -0.007669307 -0.016621659
## Income
                     ## Family
                     1.000000000 -0.108267865 -0.108247803 0.126874064
## CCAvg
                     -0.108267865
                                 1.000000000 0.152415975 -0.084327778
## Education1
                     -0.108247803
                                  0.152415975
                                              1.000000000 -0.531482345
## Education2
                     0.126874064 -0.084327778 -0.531482345 1.000000000
## Education3
                     -0.007069571 -0.082230640 -0.560814034 -0.403261378
## Mortgage
                     ## Securities.Account 0.018472115
                                 0.012241324 0.004362557
                                                          0.016952465
## CD.Account
                     0.006877721
## Online
                     -0.006671358 -0.007400654 -0.014347086 0.031490543
## CreditCard
                     ##
                       Education3
                                       Mortgage Securities. Account
                                                                   CD. Account
## Personal.Loan
                      0.0808077360
                                                     0.0133210257
                                                                  0.304234410
                                  0.1441499446
##
  Age
                      0.0498769309 -0.0079915820
                                                    -0.0013658217 -0.012350625
  Experience
                      0.0245314415 -0.0057595014
                                                    -0.0020931789 -0.009483211
## Income
                     -0.1139249768 0.2013840413
                                                    -0.0002292213 0.176940194
## Family
                     -0.0070695714 -0.0201307121
                                                     0.0184721153 -0.001149917
## CCAvg
                     -0.0822306397
                                   0.0991127826
                                                     0.0122413238
                                                                 0.136432425
## Education1
                     -0.5608140336
                                  0.0278155745
                                                     0.0043625568 -0.016162317
                     -0.4032613783 -0.0315740084
## Education2
                                                     0.0169524654
                                                                  0.006877721
## Education3
                     1.0000000000
                                  0.0008120123
                                                    -0.0212825122
                                                                  0.010737656
                      0.0008120123
                                  1.0000000000
                                                    -0.0090689856
                                                                  0.091665279
## Mortgage
  Securities. Account -0.0212825122 -0.0090689856
                                                     1.000000000
                                                                 0.301408689
## CD.Account
                     0.0107376558 0.0916652791
                                                     0.3014086888
                                                                  1.000000000
## Online
                     -0.0152803732 -0.0203103990
                                                     0.0112817558
                                                                  0.175636853
## CreditCard
                      0.0020228010 -0.0031070805
                                                    -0.0218296666 0.277500011
##
                          Online
                                    CreditCard
## Personal.Loan
                     0.013270140 0.0050358058
  Age
                     0.005674230
                                  0.0100647454
## Experience
                      0.005639355
                                  0.0112634917
## Income
                     0.016952680
                                  0.0001453466
## Family
                                  0.0070996073
                     -0.006671358
## CCAvg
                     -0.007400654 -0.0060537178
## Education1
                     -0.014347086
                                 0.0025124324
## Education2
                     0.031490543 -0.0048464054
## Education3
                     -0.015280373
                                  0.0020228010
                     -0.020310399 -0.0031070805
## Mortgage
## Securities.Account 0.011281756 -0.0218296666
## CD.Account
                     0.175636853 0.2775000115
## Online
                     1.000000000 0.0061014669
```

## 12. Applying KNN Method with the best K

```
Q5_KNN <- knn(Train_norm2, Validation_norm2, cl = Train2[,1], k=3, prob = TRUE)
head(Q5_KNN)

## [1] 0 0 0 0 0 0 0
## Levels: 0 1

row.names(Train_norm2)[attr(Q5_KNN, "Q5_KNN.index")]

## character(0)</pre>
```

### 13. Creating Confusion Matrix 2

## ## |-----| N / Row Total | N / Col Total | ## | ## | N / Table Total | ## ## Total Observations in Table: 1500 ## ## ## | Predicted\_Test\_labels2 Test labels2 | -0.317484332194368 | 3.14850182713279 | Row Total | ## -----|----|-----| ## -0.317484332194368 | 1357 | 0 | 1357 | 0.000 | 0.905 l ## 1.000 | ## 1.000 | 0.000 | 0.905 | 0.000 ## -----|

```
0.000 |
0.000 |
                                   143 |
1.000 |
                                     143 |
##
   3.14850182713279
                                                    143 |
                                                 143 |
0.095 |
##
##
                                    1.000 |
                       0.000
                                     0.095 |
##
## -----|---|--
                              -----|--
    Column Total |
                       1357 |
                                      143 |
##
                                                   1500 |
                 0.905 |
                              0.095 |
     1
## -----|----|-----|
##
##
class_prob<-attr(Predicted_Test_labels, 'prob')</pre>
head(class_prob)
```

## [1] 1 1 1 1 1 1

### 14. Creating Confusion Matrix 3

```
Train_Predictors <- ForTest_norm2
Test_Predictors <- Test_norm2

Train_labels3 <-ForTest_norm2[,1]
Test_labels3 <-Test_norm2[,1]

Predicted_Test_labels3 <- knn(Train_Predictors, Test_Predictors, cl=Train_labels3, k=1, prob = TRUE)
library(gmodels)
CrossTable(x=Test_labels3, y=Predicted_Test_labels3, prop.chisq = FALSE)</pre>
```

```
##
##
    Cell Contents
        N / Row Total |
N / Col Total |
## |
        N / Table Total |
##
## Total Observations in Table: 4000
##
##
##
               | Predicted_Test_labels3
     Test_labels3 | -0.317484332194368 | 3.14850182713279 | Row Total |
3628 |
1.000 |
1.000 |
0.907 |
                                   0 |
## -0.320172138788574 |
                                                           3628 I
                                                         0.907 |
                                         0.000 |
##
##
                                          0.000 |
                                          0.000 |
##
                             0 |
                                        372 |
## 3.12253903098104 |
                                                            372 |
```

```
0.000 |
                                                        0.093 |
##
                                                 1.000 |
##
                               0.000 |
                                                 1.000 |
                               0.000 |
                                                 0.093 |
##
##
       Column Total |
                                3628 |
                                                  372 |
                                                                   4000 |
##
                                               0.093 |
                              0.907 |
##
##
##
```

```
class_prob<-attr(Predicted_Test_labels3, 'prob')
head(class_prob)</pre>
```

## [1] 1 1 1 1 1 1