Munich Re Claims Analytics Report

To prepare the data for this dashboard, I synthetically generated a comprehensive insurance claims dataset simulating real-world scenarios, including policy coverages, settlement timelines, claim amounts, premiums, and fraud indicators.
I performed data cleaning activities such as validating date fields, correcting inconsistent categorical values (like claim status and regions), and handling missing or unrealistic financial entries.
Further **data transformation** involved calculating derived metrics such as payout speed, total loss ratios, fraud risk scores, retention flags, and profitability measures.
Additionally, I created new calculated measures like **Total Business** and **Profit Gained** to enhance analytical depth and enable multi-dimensional insights across financial and operational KPIs.

This **Sample insurance dashboard focusing on claims** provides a structured view of Munich Re's claims performance between 2021 and 2024.
It tracks critical metrics like **total claims filed, claims amount processed, premiums gained, retention, and satisfaction scores,** offering insights essential for operational control and profitability analysis.

The dashboard monitors **Total Claims** to measure overall risk exposure and **Claims Amount Processed** to assess insurance liability.
Premiums Gained reflects the revenue generated from policyholders, while **Total Retention** indicates how successfully customers are renewing their policies.
The **Satisfaction Score** tracks customer sentiment following claim settlements, linking service quality directly to loyalty and future business.

The **Average Cost per Claim by Year** line chart highlights stability in claims costs across years, showing efficient underwriting control.

The **Claim Payout vs Denied Claims** clustered column chart reveals that over 90% of claims were accepted, reflecting clear policy wording and strong operational governance.

The **Settlement Time by Region and Year** visual combines bars and lines to show consistent settlement speeds across different regions, staying within an industry-competitive average of around 47 days. Faster settlements correlate directly with better customer satisfaction and retention.

The **Fraud vs Non-Fraud Claims** donut chart shows that around 25% of claims were flagged for potential fraud, helping Munich Re monitor risk and enforce preventive controls.

The **Total Business vs Profit Gained** area chart compares premiums earned with profits retained. It confirms that Munich Re maintained a healthy 13–15% profit margin year-over-year, despite high claim volumes, demonstrating operational and financial resilience.

This dashboard enables tracking of claims, underwriting profitability, fraud risks, and customer loyalty. It supports quick executive decisions by offering clear visuals and performance benchmarks across years, regions, and coverage types.
By combining financial KPIs with operational insights, it ensures Munich Re can optimize future underwriting strategies, improve fraud controls, and strengthen customer engagement.

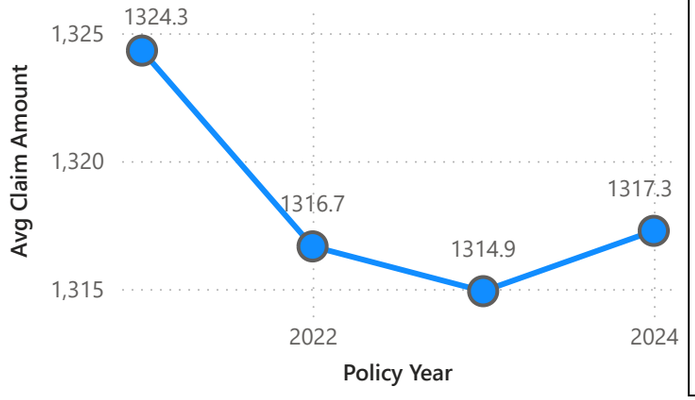
This sample dashboard serves as a strong foundation for full-scale claims performance management, blending financial health monitoring, operational excellence, and risk control into a single, actionable view.

Munich RE

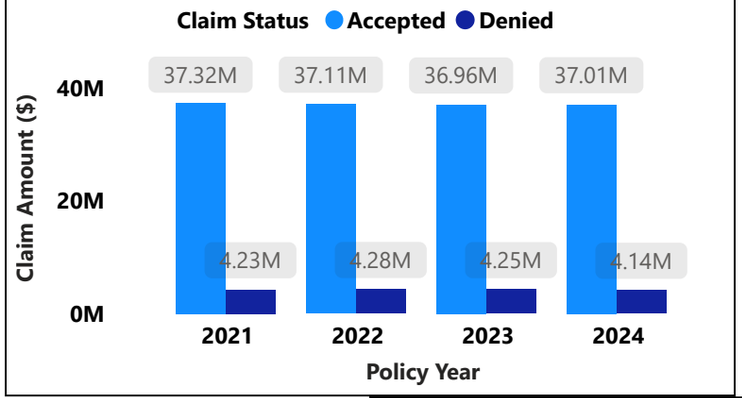
CLAIMS ANALYTICS

125.39K	165.30M	190.47M	94K	3.52
Total Claims	Claims Amount Processed	Premiums Gained	Total Retention	Satisfaction Score

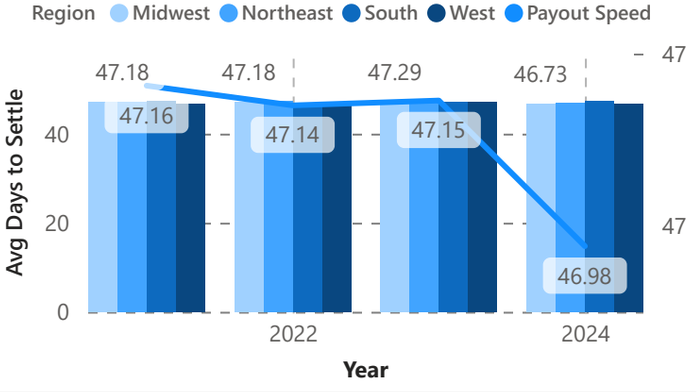
Average Cost per Claim by Year



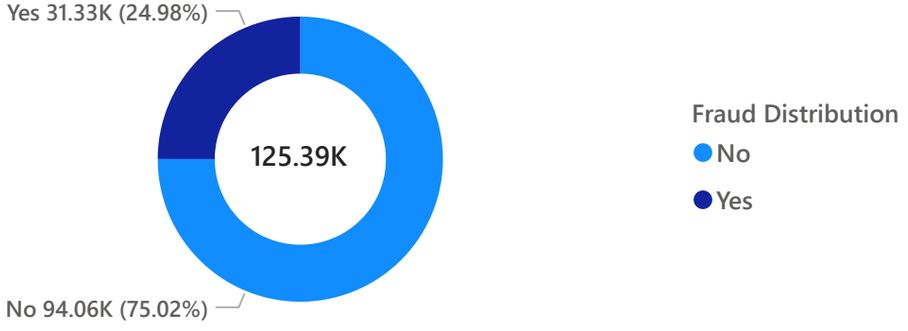
Claim Payout vs Denied Claims by Year



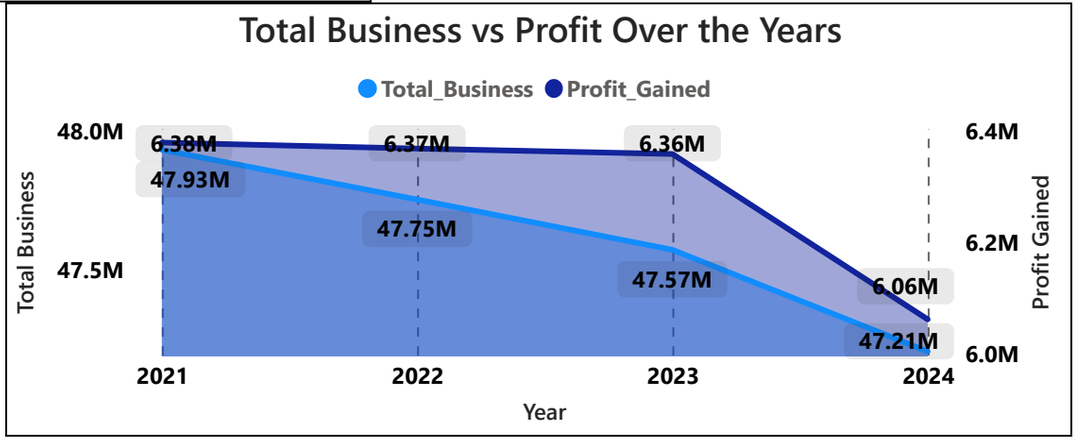
Average Settlement Time by Region and Year



Fraud vs Non-Fraud Claims



Total Business vs Profit Over the Years



Claim_Status
- [ ] Accepted
- [ ] Denied

Policy Year
2021
2024

Region
- [ ] Midwest
- [ ] Northeast
- [ ] South
- [ ] West

Claim_Type
- [ ] Own Claim
- [ ] Third Party

Fraud_Flag
- [ ] No
- [ ] Yes