

SCTP Insurer Performance Report

Hollard - Business Pack

January 2020

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IMPORTANT - PLEASE READ

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Base Premium

Base premium of policies bound during the reporting period includes cancellations and endorsements but excludes statutory charges. Average base calculates the premium of new business and renewals, and excludes endorsements and cancellations.

Monthly Base Premium

\$3,567,197

Fiscal Year to Date Base Premium

\$27,142,702

Rolling 12 Base Premium

\$44,629,725

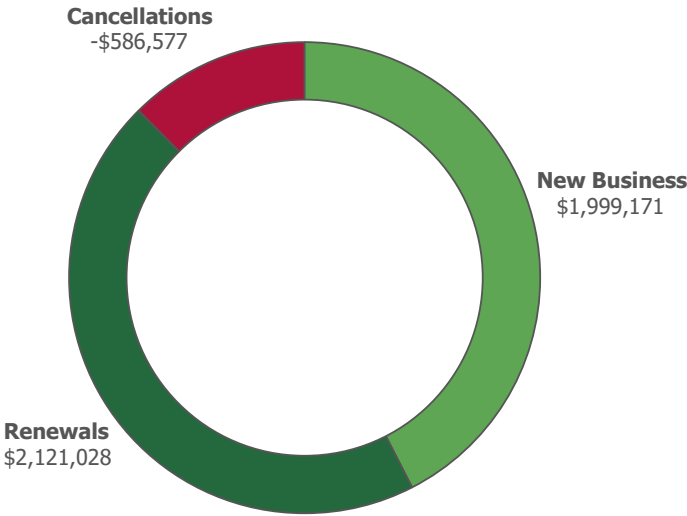
Hollard - Average Base Premium

\$1,478

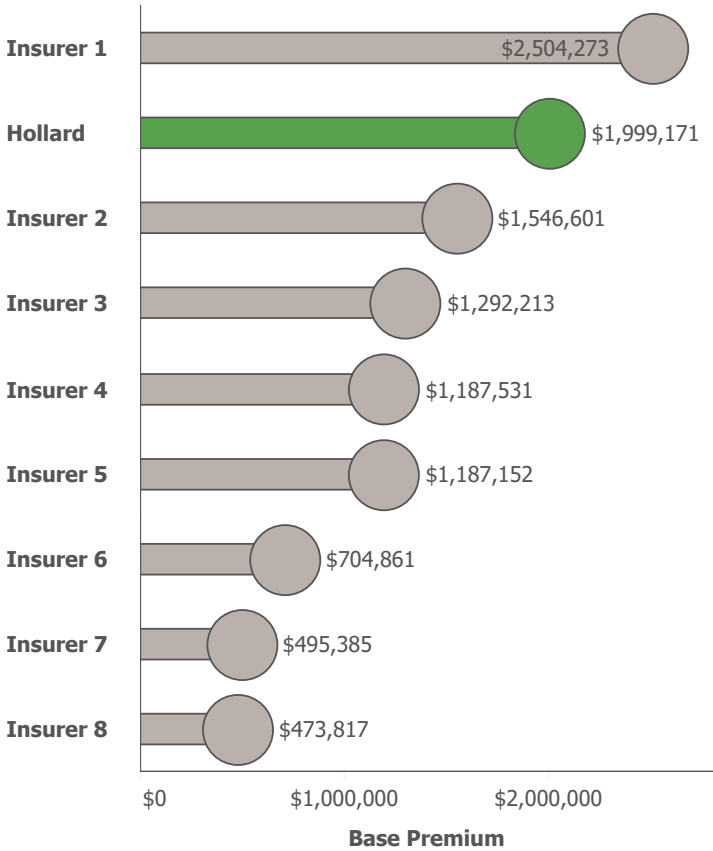
All Insurers - Average Base Premium

\$1,753

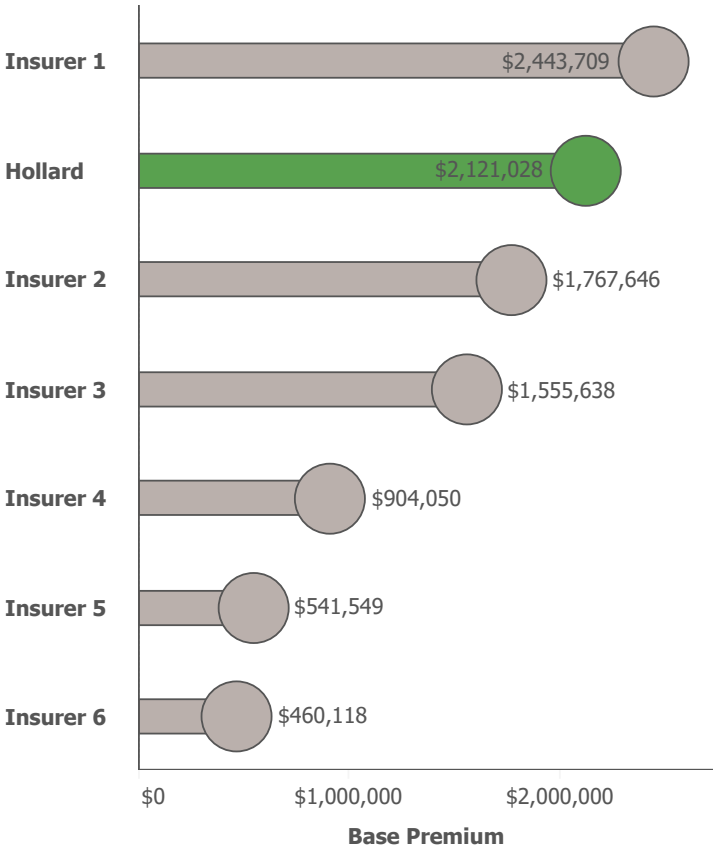
Transaction Type Breakdown



New Business Insurer Comparison



Renewal Insurer Comparison

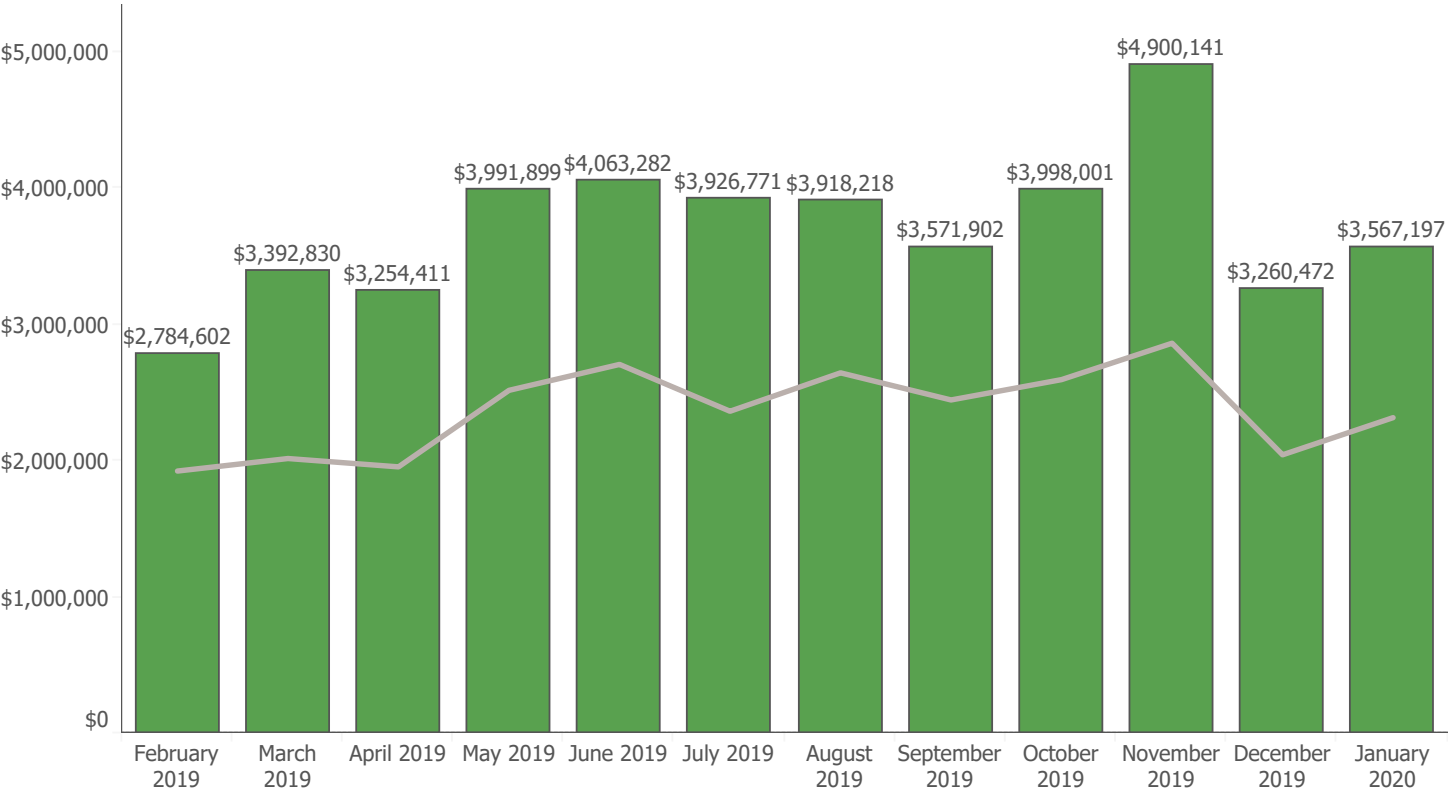


Base Premium

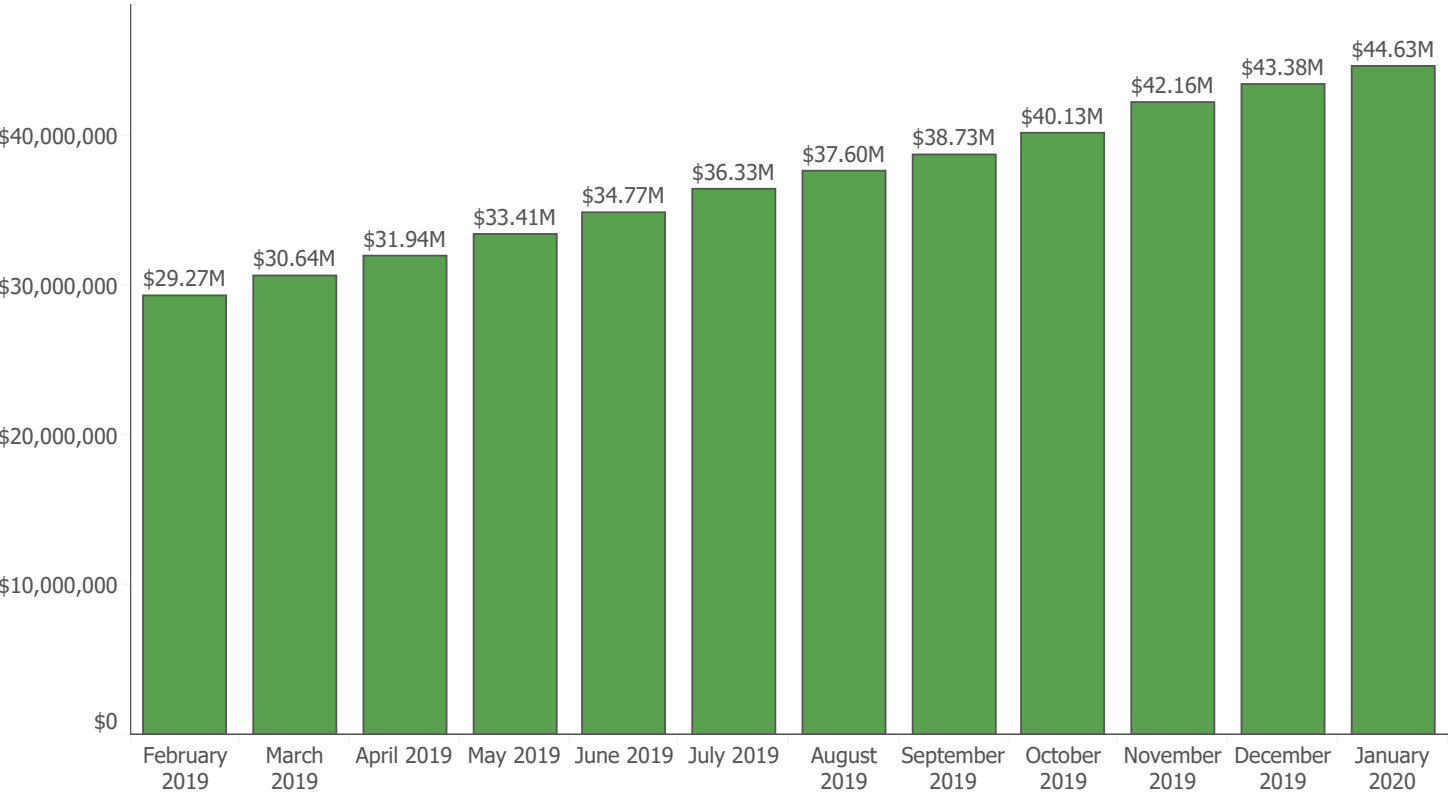
Base premium of policies bound during the reporting period includes cancellations and endorsements and is measured on the bound date of policies.

Base Premium by Month

CURRENT YEAR | PRIOR YEAR



Rolling 12 Months Base Premium



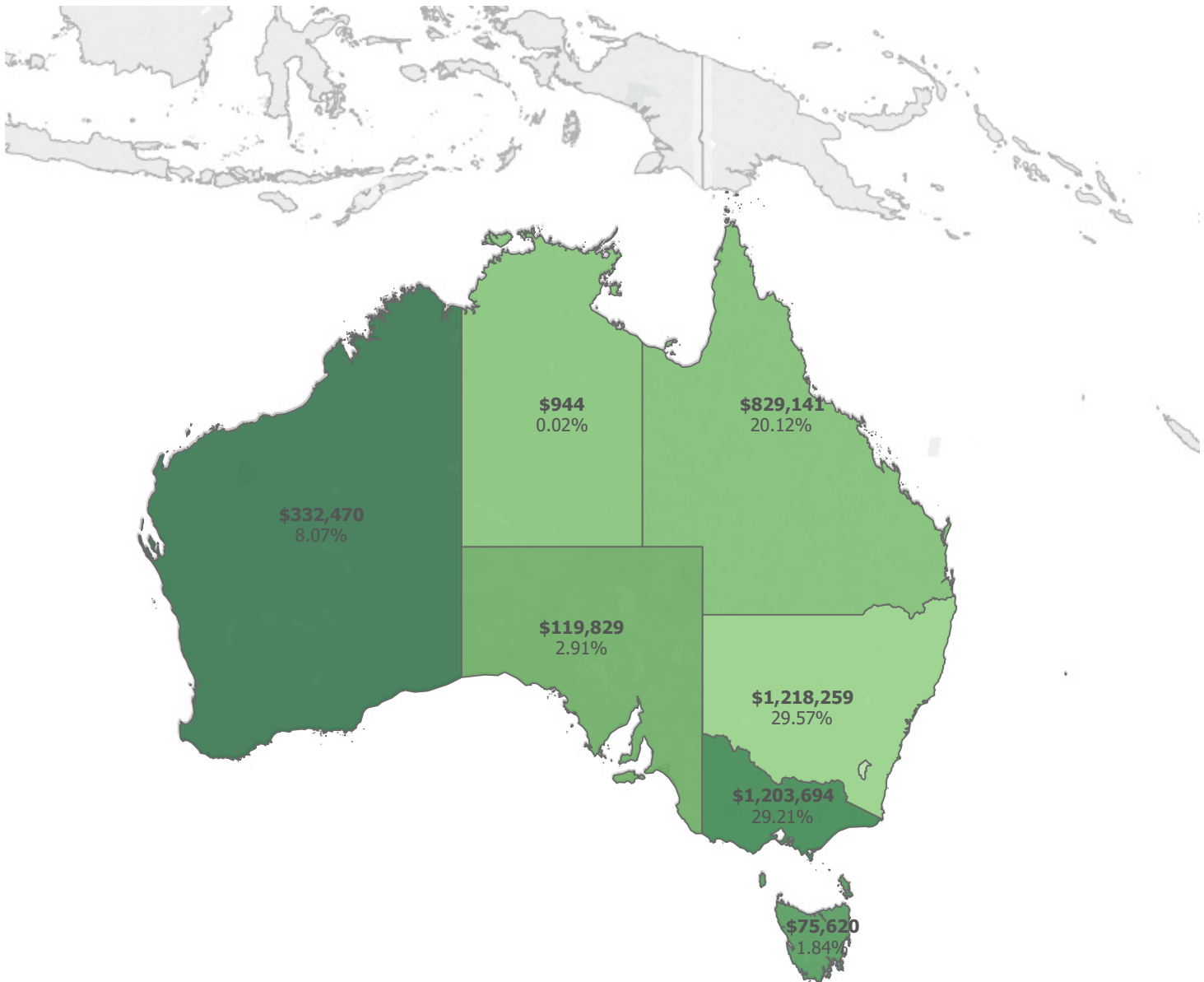
State Activity

Base premium of policies bound during the reporting period excludes cancellations and endorsements and is measured on the bound date of policies.

State Activity Breakdown for 01/01/2020

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
New Business	\$17,144	\$598,626	\$944	\$440,277	\$41,786	\$32,148	\$515,089	\$224,380
Renewals	\$23,665	\$619,633	\$0	\$388,865	\$78,043	\$43,472	\$688,605	\$108,089
Grand Total	\$40,809	\$1,218,259	\$944	\$829,141	\$119,829	\$75,620	\$1,203,694	\$332,470

Base Premium Breakdown by State for 01/01/2020



New Business Opportunities

Opportunities are risks that are submitted by the Broker to the Insurer. Where Brokers request multiple Quotes for the same risk, it is counted as a single opportunity. This is measured on the inception date of an opportunity.

Total Opportunities	Declined Opportunities	Quoted Opportunities	Bound Opportunities
17,580	6,464	10,254	1,337

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
206	5,056	50	3,860	767	685	4,762	2,194

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	52	1,661	20	1,720	287	305	1,652	767

Decline Rate	25.24%	32.85%	40.00%	44.56%	37.42%	44.53%	34.69%	34.96%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	146	3,165	19	1,985	443	320	2,874	1,302

Quote Rate	94.81%	93.23%	63.33%	92.76%	92.29%	84.21%	92.41%	91.24%
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Bound Opportunities

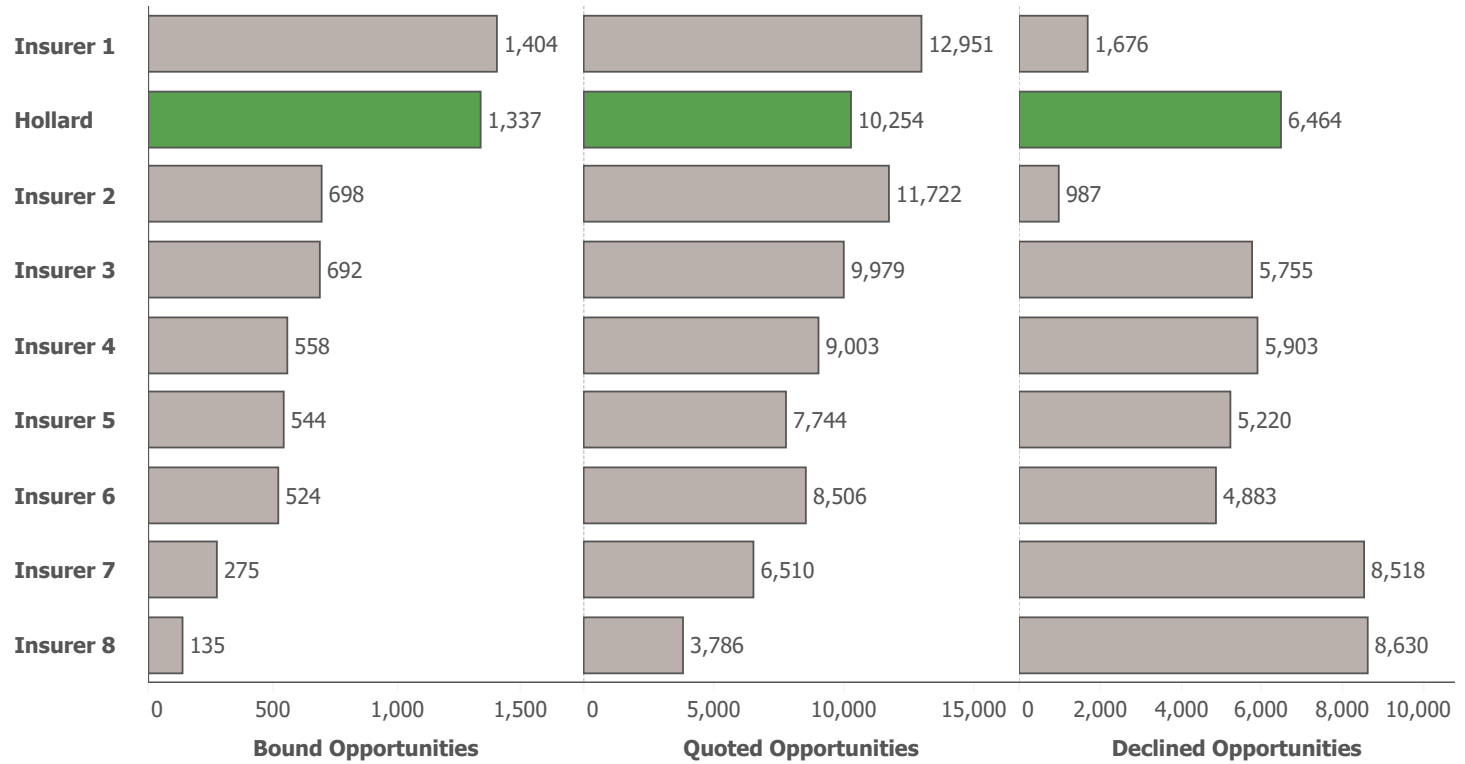
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	19	452	0	263	41	22	383	157

Strike Rate	13.01%	14.28%	0.00%	13.25%	9.26%	6.88%	13.33%	12.06%
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New Business Opportunities - Insurer Comparison

Opportunities are risks that are submitted by the Broker to the Insurer. Where Brokers request multiple Quotes for the same risk, it is counted as a single opportunity. This is measured on the inception date of an opportunity.

Opportunity Comparison by Insurer



Opportunity Comparison by Insurer

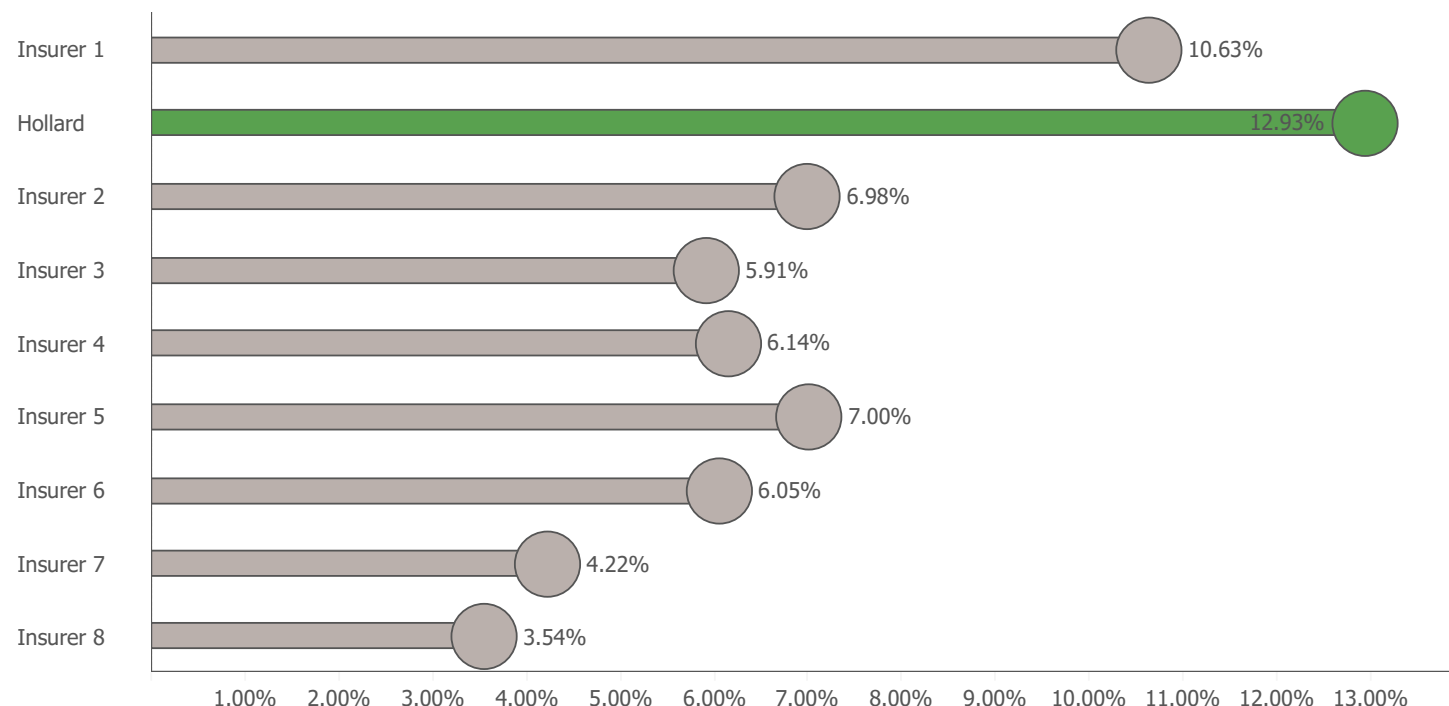
	Insurer 1	Hollard	Insurer 2	Insurer 3	Insurer 4	Insurer 5	Insurer 6	Insurer 7	Insurer 8
Total Opportunities	18,550	17,580	18,223	18,117	18,247	17,689	18,399	17,288	18,083
Declined Opportunities	1,676	6,464	987	5,755	5,903	5,220	4,883	8,518	8,630
Decline Rate	9.04%	36.77%	5.42%	31.77%	32.35%	29.51%	26.54%	49.27%	47.72%
Quoted Opportunities	12,951	10,254	11,722	9,979	9,003	7,744	8,506	6,510	3,786
Bound Opportunities	1,404	1,337	698	692	558	544	524	275	135
Strike Rate	10.84%	13.04%	5.95%	6.93%	6.20%	7.02%	6.16%	4.22%	3.57%

Strictly Commercial-in-Confidence

Strike Rate

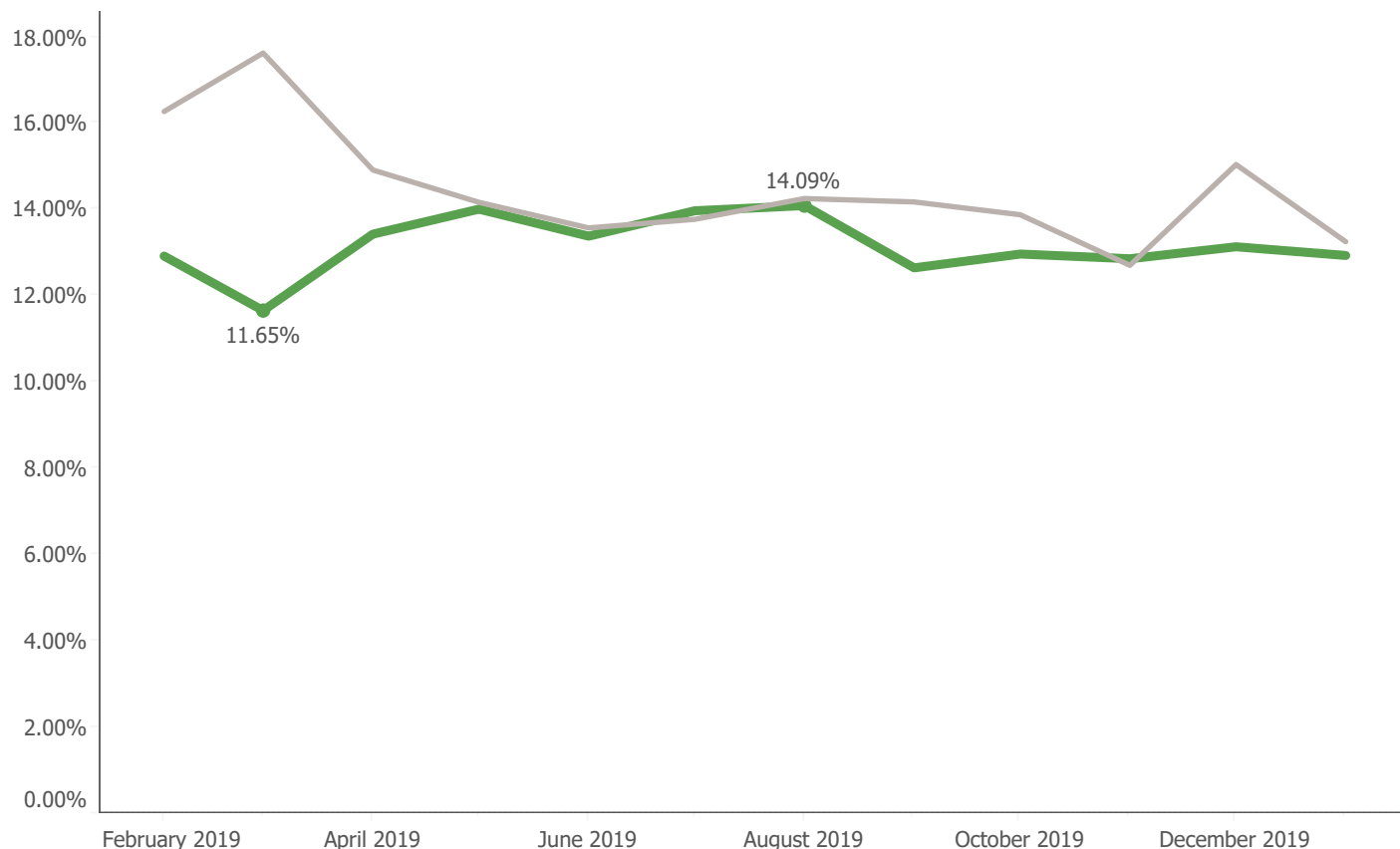
The strike rate is the total bound opportunities divided by the number of quoted opportunities and is measured at the inception date of the opportunity across all new business transactions.

Strike Rate Insurer Comparison for 01/01/2020



Strike Rate by Month

CURRENT YEAR | PRIOR YEAR



Renewal Opportunities

Opportunities are risks that are submitted by the Broker to the Insurer. Where Brokers request multiple Quotes for the same risk, it is counted as a single opportunity. This is measured on the inception date of an opportunity.

Total Opportunities	Declined Opportunities	Quoted Opportunities	Bound Opportunities
1,254	9	1,219	1,045

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
20	360	0	239	50	18	445	122

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	0	1	0	2	0	0	5	1

Decline Rate	0.00%	0.28%	0.00%	0.84%	0.00%	0.00%	1.12%	0.82%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	19	348	0	230	50	18	434	120

Quote Rate	95.00%	96.94%	0.00%	97.05%	100.00%	100.00%	98.64%	99.17%
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Bound Opportunities

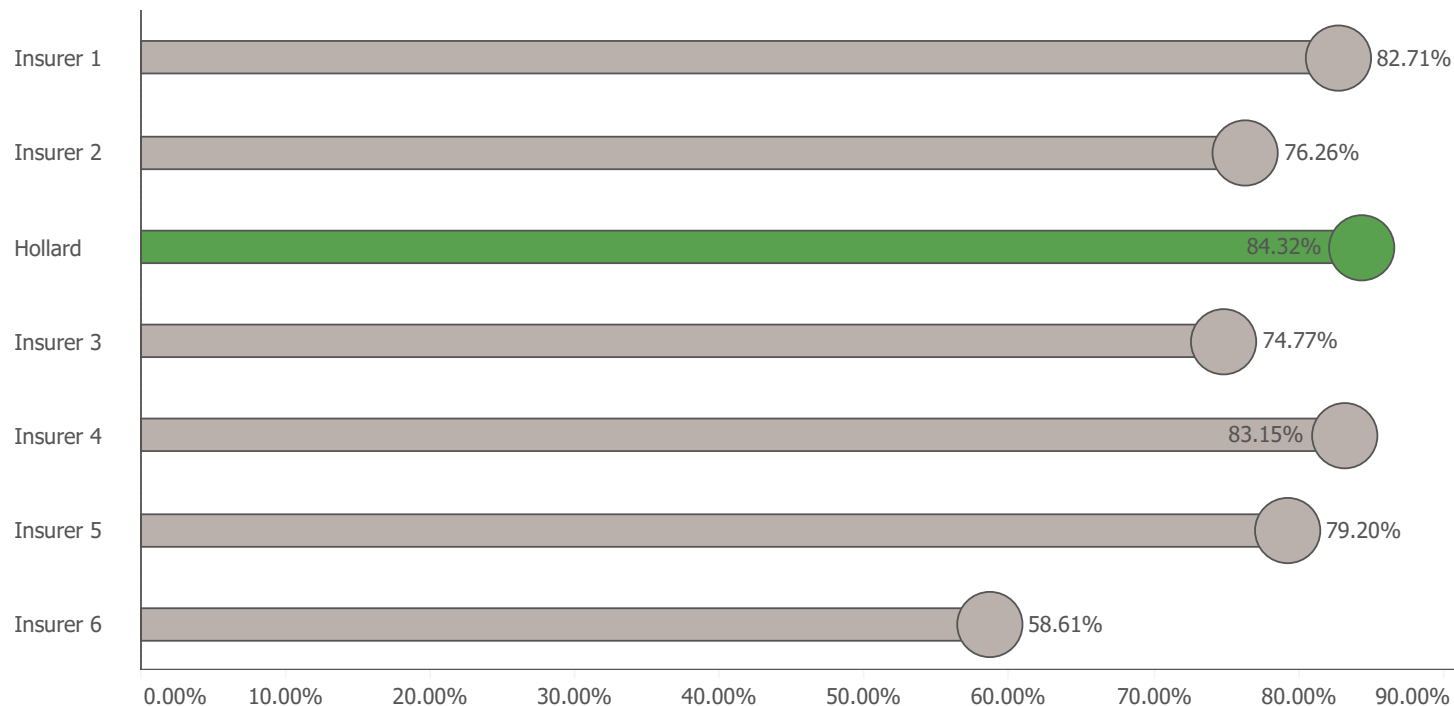
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	12	305	0	197	47	15	379	90

Retention Rate	63.16%	87.64%	0.00%	85.65%	94.00%	83.33%	87.33%	75.00%
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Renewal Retention

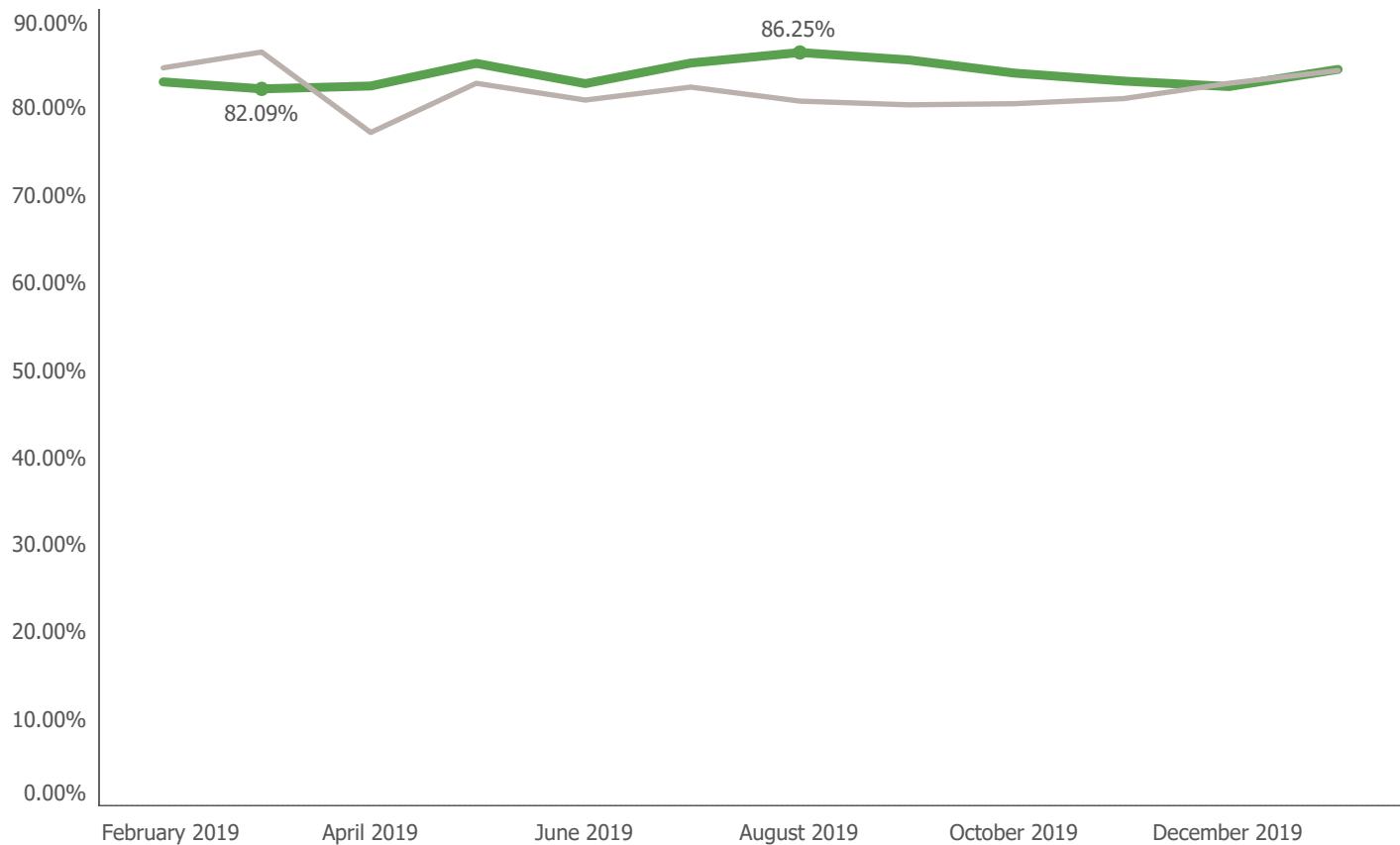
Renewal retention is based on the inception date of all renewal quotes, and is calculated as the total bound renewal opportunities divided by the number of quoted renewal opportunities.

Renewal Retention Rate Insurer Comparison for 01/01/2020



Renewal Retention by Month

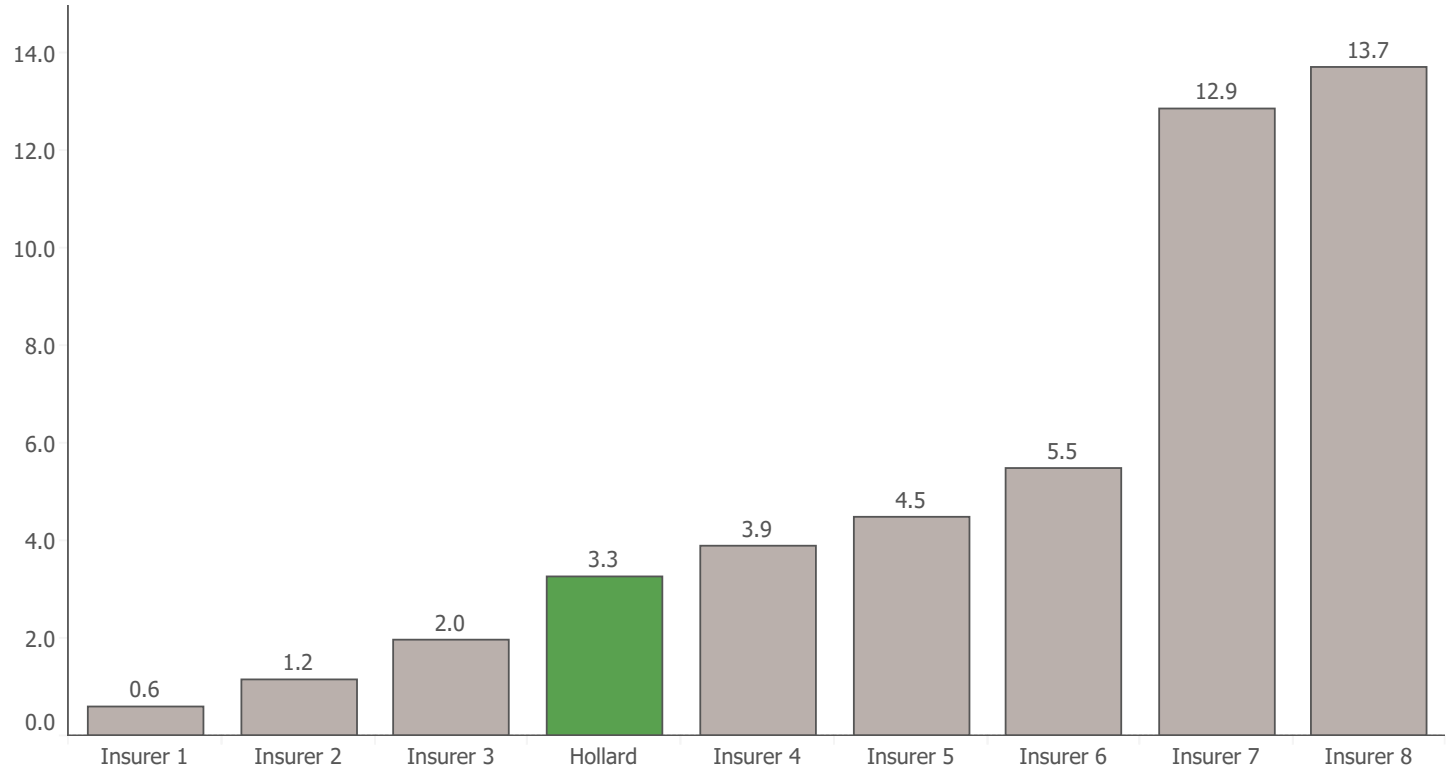
CURRENT YEAR | PRIOR YEAR



Response Times

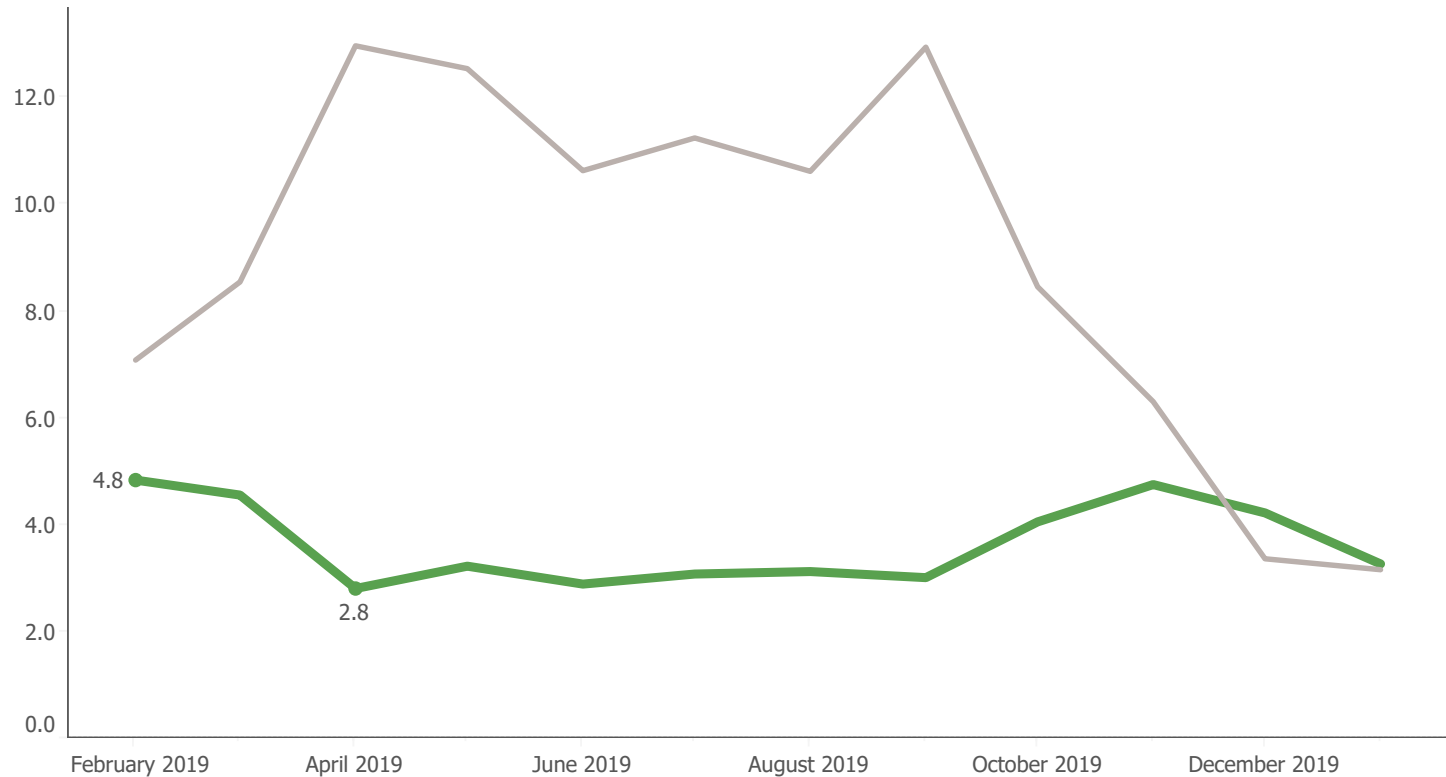
Response time is the average time between a broker sending a quote request message and the insurer responding to the message. It excludes auto rated responses where applicable. The time is calculated between the hours of 9am - 5pm AEST, Monday to Friday, inclusive of public holidays and is reported at the inception date of the opportunity.

Response Time (Hours) Insurer Comparison



Response Time (Hours) by Month

CURRENT YEAR | PRIOR YEAR



Occupation Listings

The following lists are made up of the top 20 occupations presented to the Insurer and the Top 20 occupations across the SCTP portfolio, based on the inception date of an opportunity. The second list is inclusive of new business transactions only.

Hollard's Top 20 Presented Occupations

	Presented Opportunities	Bound Opportunities
Property Owner - Retail (Not arcades/Malls)	1,344	170
Property Owner - Factory/Industrial	889	108
Plumber	402	48
Carpenter	375	87
Property Owner - Office (Single Storey)	327	48
Electrician	322	56
Handyman / Property Maintenance	293	22
Property Owner - Noc	263	35
Restaurant, Licensed, With Deep Frying	260	45
Property Owner - Warehouse	259	34
Hairdressing Service	221	63
Property Owner - Office (Multi Storey)	179	22
Road Freight Transport Service - No Storage	178	4
Beauty Salon Operation	178	41
Cleaning Service Noc	174	15
Cafe Operation, Not Licensed With Deep Frying	169	31
Earthmoving	168	5
Real Estate Agency Service	146	33
Cafe Operation, Licensed With Deep Frying	138	23
Motor Mechanics	133	14

Top 20 Presented Occupations across SCTP Portfolio

	Presented Opportunities	Bound Opportunities
Property Owner - Retail (Not arcades/Malls)	1,687	842
Property Owner - Factory/Industrial	1,138	622
Plumber	529	231
Carpenter	469	266
Property Owner - Office (Single Storey)	454	273
Electrician	416	227
Handyman / Property Maintenance	364	187
Restaurant, Licensed, With Deep Frying	337	143
Property Owner - Warehouse	332	195
Property Owner - Noc	328	146
Hairdressing Service	278	159
Road Freight Transport Service - No Storage	260	141
Property Owner - Office (Multi Storey)	249	154
Beauty Salon Operation	222	122
Earthmoving	218	107
Cleaning Service Noc	215	84
Cafe Operation, Not Licensed With Deep Frying	189	74
Real Estate Agency Service	187	117
Cafe Operation, Licensed With Deep Frying	161	57
Motor Mechanics	157	61

Brokerage Performance

The following list is made up of the top 40 brokerages by presented opportunities to the Insurer, based on the inception date of an opportunity.

Hollard's Top Brokerages by Presented Opportunities

	Presented Opportunities	Bound Opportunities
Resilium Insurance Broking Pty Ltd	1,696	277
Ausure Insurance Brokers	1,677	239
CBN	1,627	258
United Insurance Group	792	124
Regional Insurance Brokers Pty Ltd	514	41
Community Broker Network	352	79
Steadfast Taswide Insurance Brokers	273	20
Empire Insurance Services-Winbeat site	239	26
Centrewest Insurance Brokers Pty Ltd	213	23
Insurance House Advance	211	24
Insurance House Pty Ltd	202	11
PSC Connect Pty Ltd (VIC)	198	32
Pollard Insurance Brokers Pty Ltd	194	30
Brookvale Insurance Brokers	167	24
PSC Connect Pty Ltd (NSW)	158	26
BJS Insurance Brokers Pty Ltd	157	13
Oracle Group (Australia) Pty Ltd	143	16
PSC Connect Pty Ltd (QLD)	138	11
Consolidated Insurance Agencies Pty Ltd	137	38
Blackburn Insurance Brokers Pty Ltd	135	30
Insurance Aid General Brokers Partnership Pty Ltd	134	28
Steadfast IRS Pty Ltd	130	17
United Insurance - Winbeat site	127	22
Reliance Franchise Partners	127	24
Steadfast Eastern Insurance Brokers	118	26
Network Insurance Group	118	25
Surewise	113	11
Steel Pacific Insurance Brokers	111	8
Integra Insurance Brokers	109	23
Steadfast NSG Insurance Brokers	106	15
Phoenix Insurance Brokers Pty Ltd	106	17
Alliance Insurance Broking Services Pty Ltd	105	18
Tony Bemrose Insurance Brokers Pty Ltd	101	20
HWA Insurance Brokers	98	14
Elliott Insurance Brokers	95	18
Brokers National	95	22
Midland Insurance Brokers Australia Pty Ltd	94	12
Australian Insurance Solutions - NSW	90	26
Allsafe Insurance Brokers Pty Ltd	90	6
McKillops Insurance Brokers Pty Ltd	88	3