

SCTP Commercial Insurer Performance Report

Hollard Commercial Insurance - SCTP
Business Pack

June 2021

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

\$5,787,059

Fiscal Year to Date Base Premium

\$52,191,328

Rolling 12 Base Premium

\$52,191,328

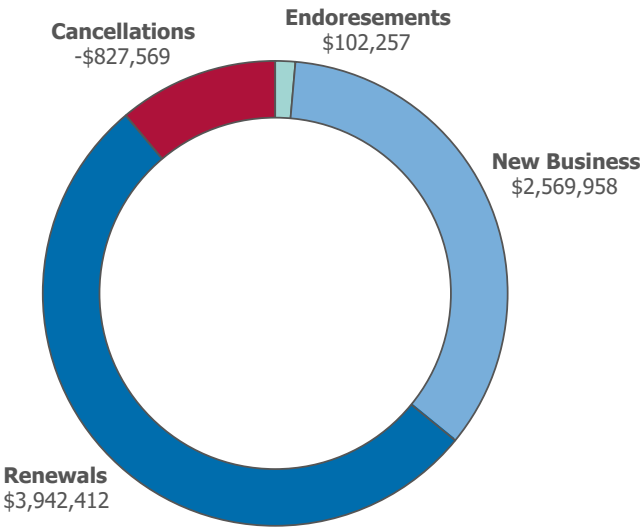
Hollard Commercial Insurance - Average Base Premium

\$1,386

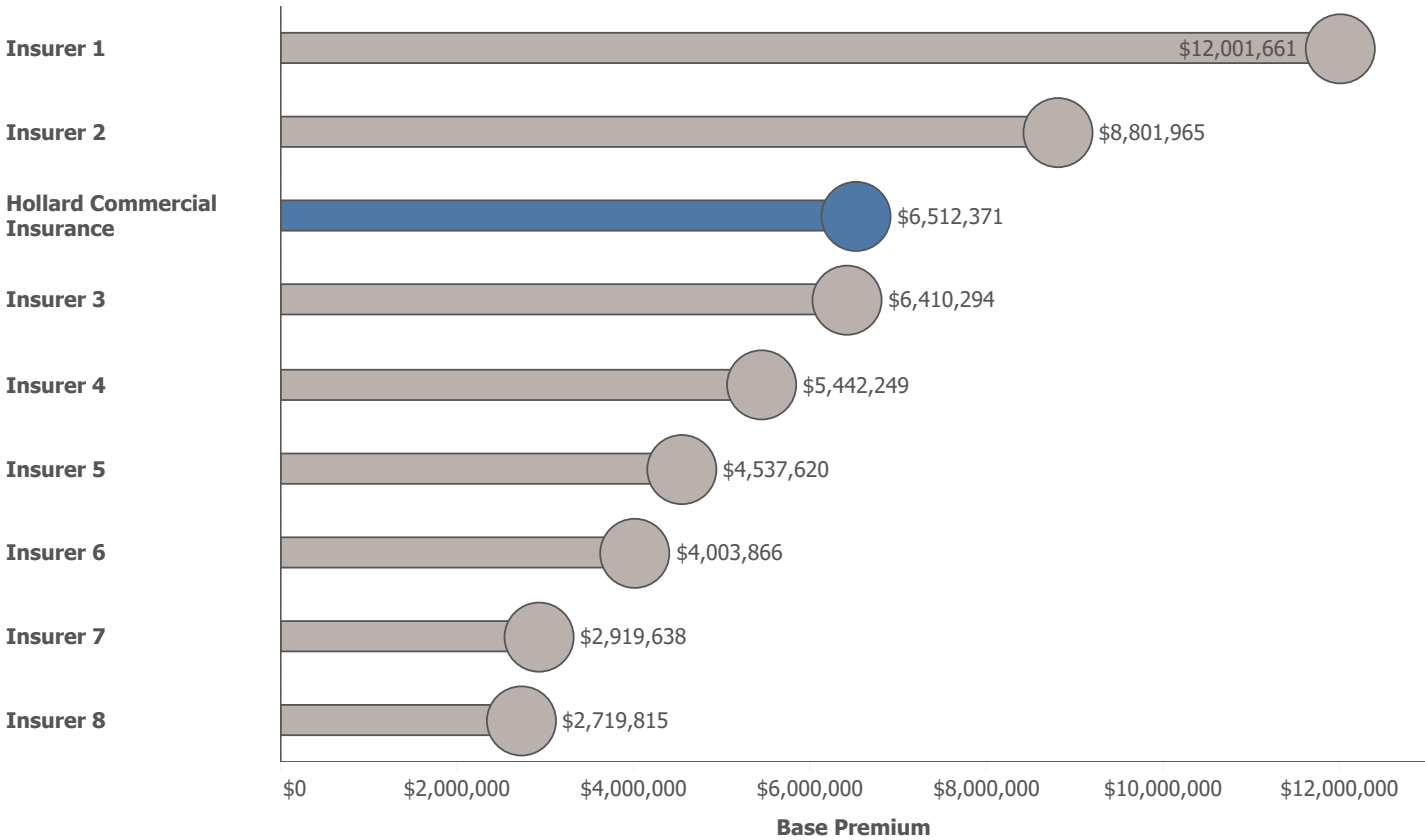
All Insurers - Average Base Premium

\$2,101

Transaction Type Breakdown

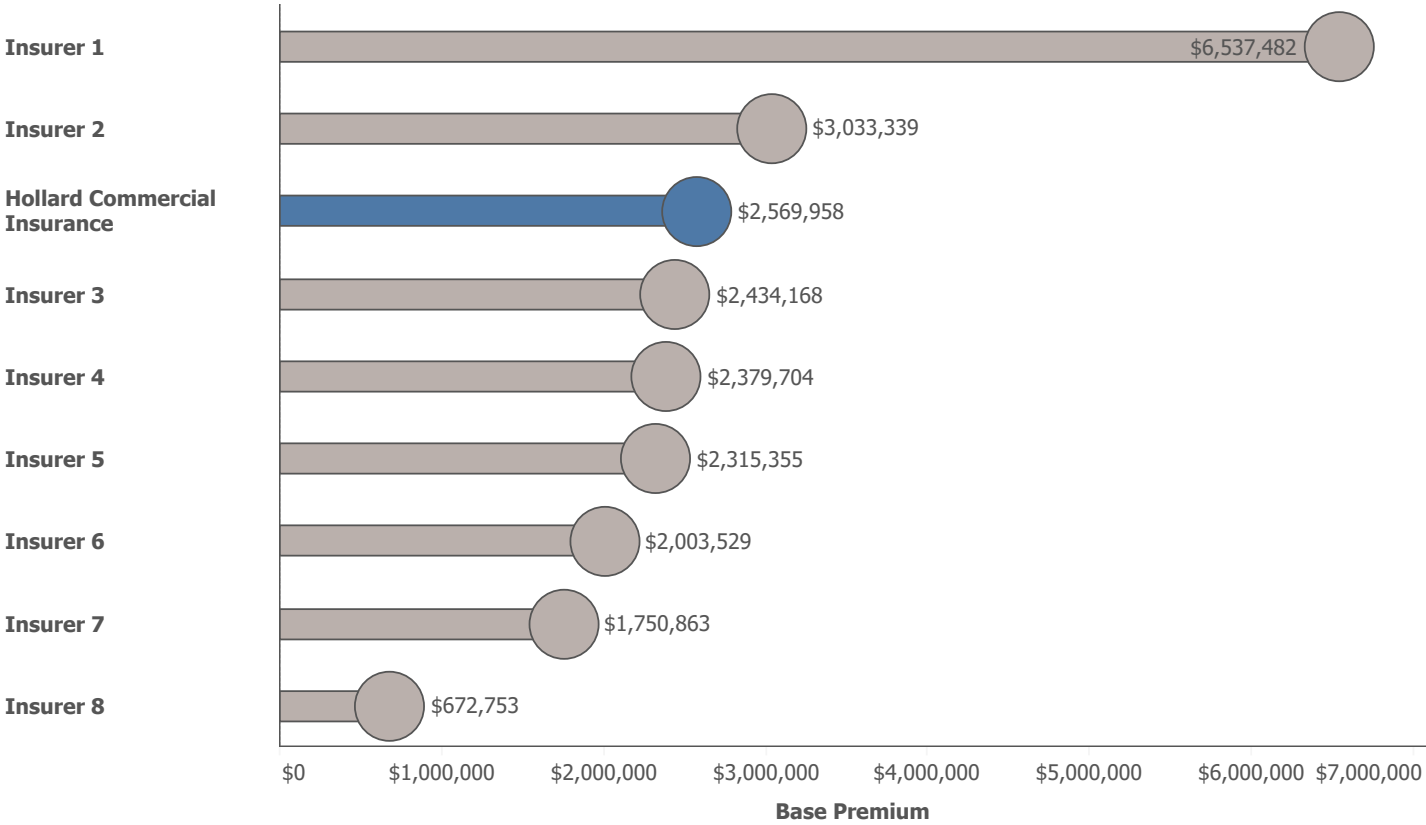


Overall Insurer Comparison

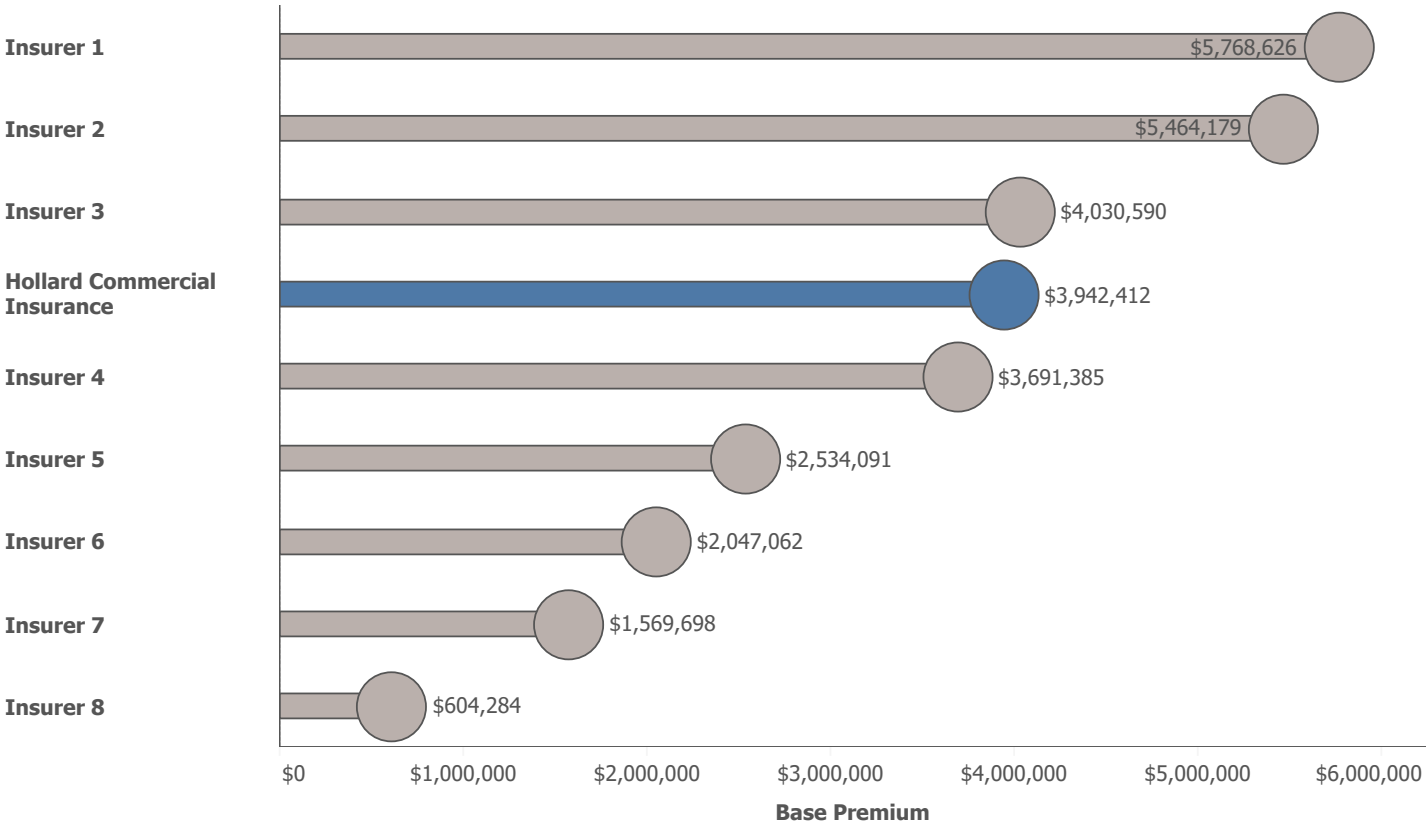


Base Premium

New Business Insurer Comparison



Renewal Insurer Comparison

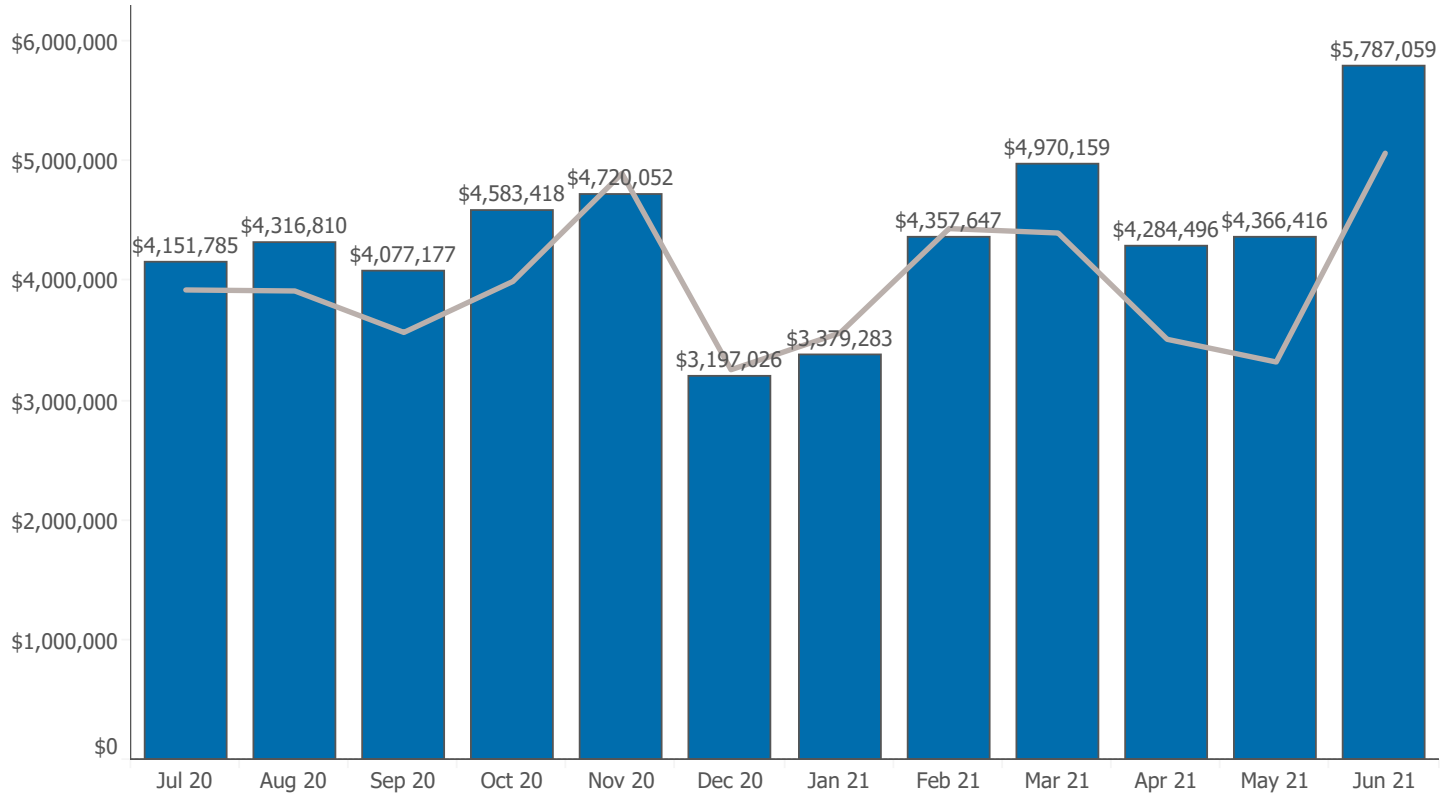


Base Premium

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



Strictly Commercial-in-Confidence

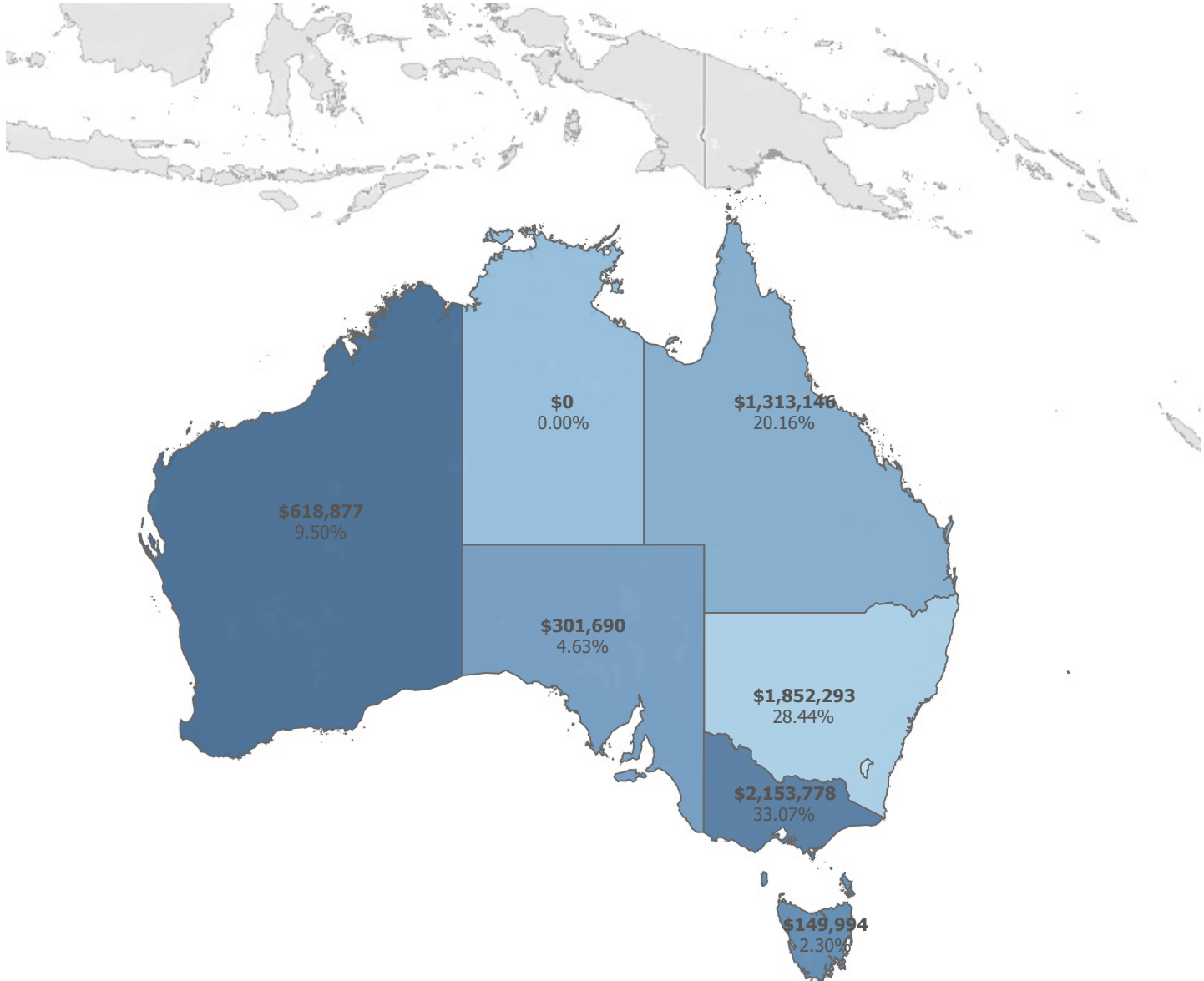
State Activity

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 01/06/2021

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Grand Total
New Business	\$48,116	\$797,020	\$0	\$522,641	\$137,081	\$52,919	\$727,803	\$284,378	\$2,569,958
Renewals	\$74,477	\$1,055,273	\$0	\$790,505	\$164,608	\$97,075	\$1,425,975	\$334,500	\$3,942,412
Grand Total	\$122,592	\$1,852,293	\$0	\$1,313,146	\$301,690	\$149,994	\$2,153,778	\$618,877	\$6,512,371

Base Premium Breakdown by State for 01/06/2021



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

33,555

Declined Opportunities

13,026

Quoted Opportunities

18,452

Bound Opportunities

1,998

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
353	9,670	117	6,903	1,447	1,294	9,697	4,074

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	118	3,446	82	3,288	575	583	3,395	1,539

Decline Rate	33.43%	35.64%	70.09%	47.63%	39.74%	45.05%	35.01%	37.78%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	215	5,534	23	3,324	791	617	5,683	2,265

Quote Rate	91.49%	88.91%	65.71%	91.95%	90.71%	86.78%	90.18%	89.35%
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Bound Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	34	640	0	382	96	55	556	235

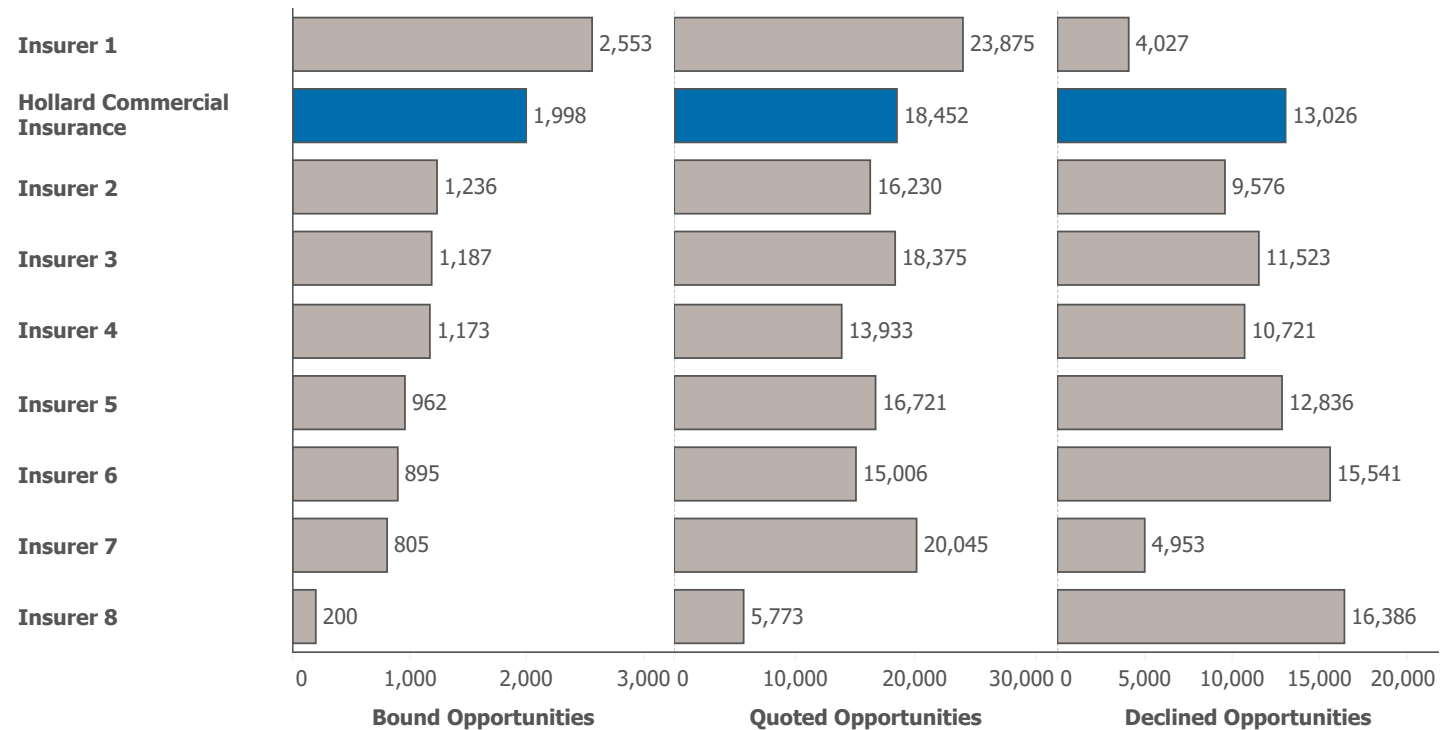
Strike Rate	15.81%	11.56%	0.00%	11.49%	12.14%	8.91%	9.78%	10.38%
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New Business Opportunities - Insurer Comparison

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.

Declined Opportunities are based on the final state of the business. If an insurer returns a request for more information, that is captured as a 'referral' and is not a decline in the final state of business.

Opportunity Comparison by Insurer



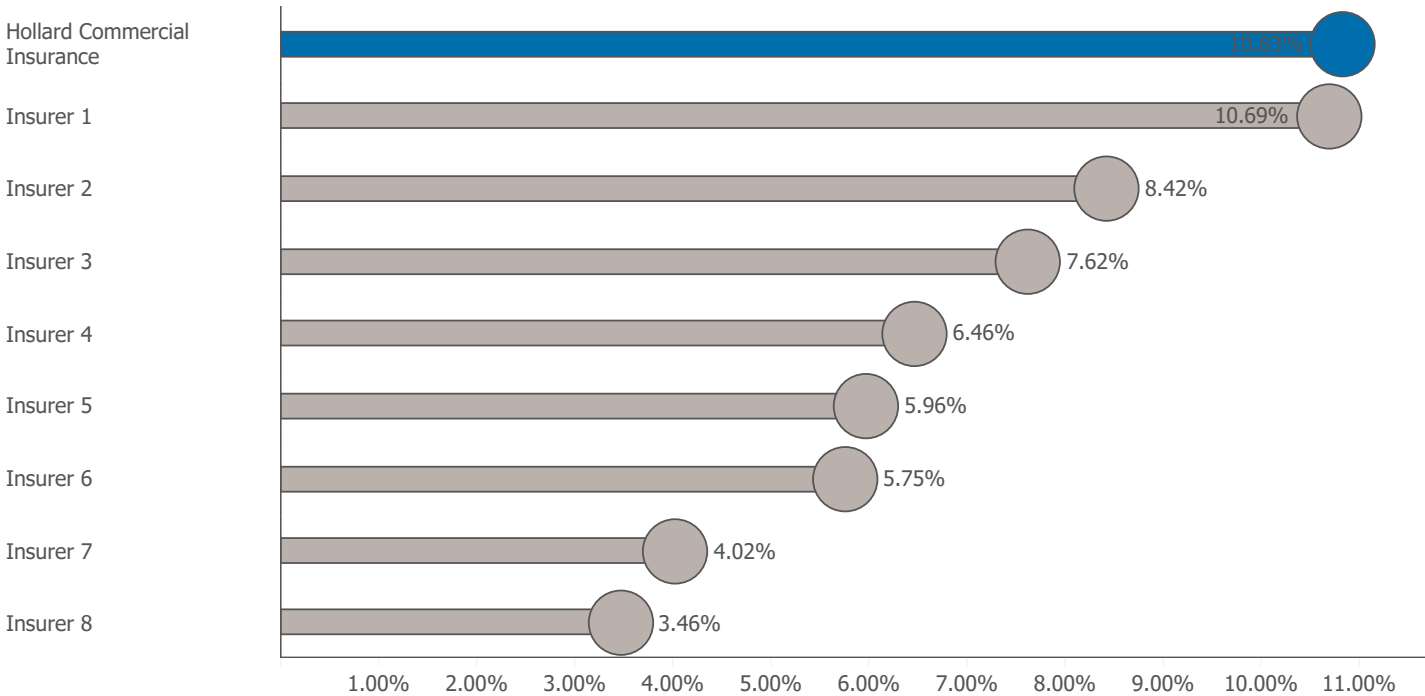
Opportunity Comparison by Insurer

	Insurer 1	Holland Commercial..	Insurer 2	Insurer 3	Insurer 4	Insurer 5	Insurer 6	Insurer 7	Insurer 8
Total Opportunities	34,466	33,555	34,783	34,117	33,806	33,803	34,856	34,885	34,526
Declined Opportunities	4,027	13,026	9,576	11,523	10,721	12,836	15,541	4,953	16,386
Decline Rate	11.68%	38.82%	27.53%	33.77%	31.71%	37.97%	44.59%	14.20%	47.46%
Quoted Opportunities	23,875	18,452	16,230	18,375	13,933	16,721	15,006	20,045	5,773
Bound Opportunities	2,553	1,998	1,236	1,187	1,173	962	895	805	200
Strike Rate	10.69%	10.83%	7.62%	6.46%	8.42%	5.75%	5.96%	4.02%	3.46%

Strike Rate

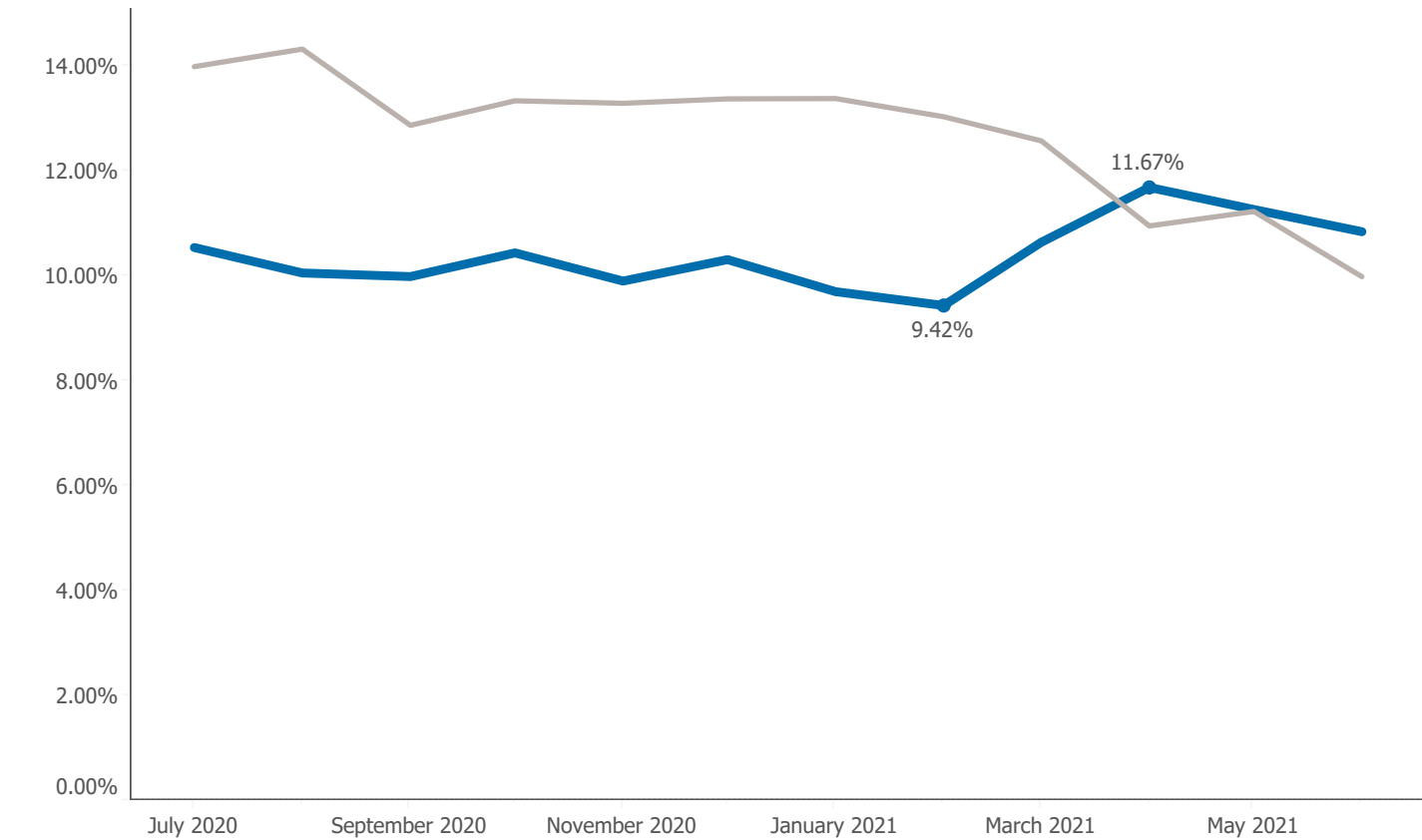
The strike rate is the total bound opportunities divided by the number of quoted opportunities and is measured at the inception date of the opportunity across all new business transactions.

Strike Rate Insurer Comparison for 01/06/2021



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
2,906	30	2,835	2,340

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
46	888	1	638	91	52	884	306

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	0	8	0	14	1	0	5	2

Decline Rate	0.00%	0.90%	0.00%	2.19%	1.10%	0.00%	0.57%	0.65%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	46	867	1	618	88	50	863	302

Quote Rate	100.00%	98.52%	100.00%	99.04%	97.78%	96.15%	98.18%	99.34%
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Bound Opportunities

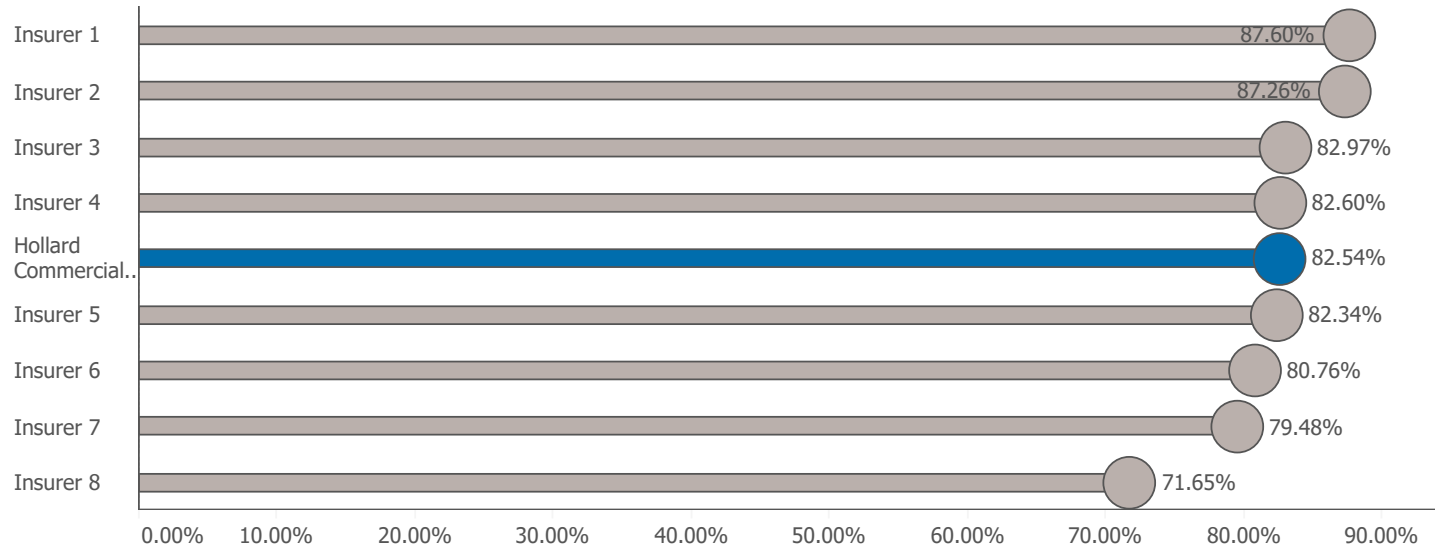
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	37	711	1	516	78	41	712	244

Retention Rate	80.43%	82.01%	100.00%	83.50%	88.64%	82.00%	82.50%	80.79%
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Renewal Retention

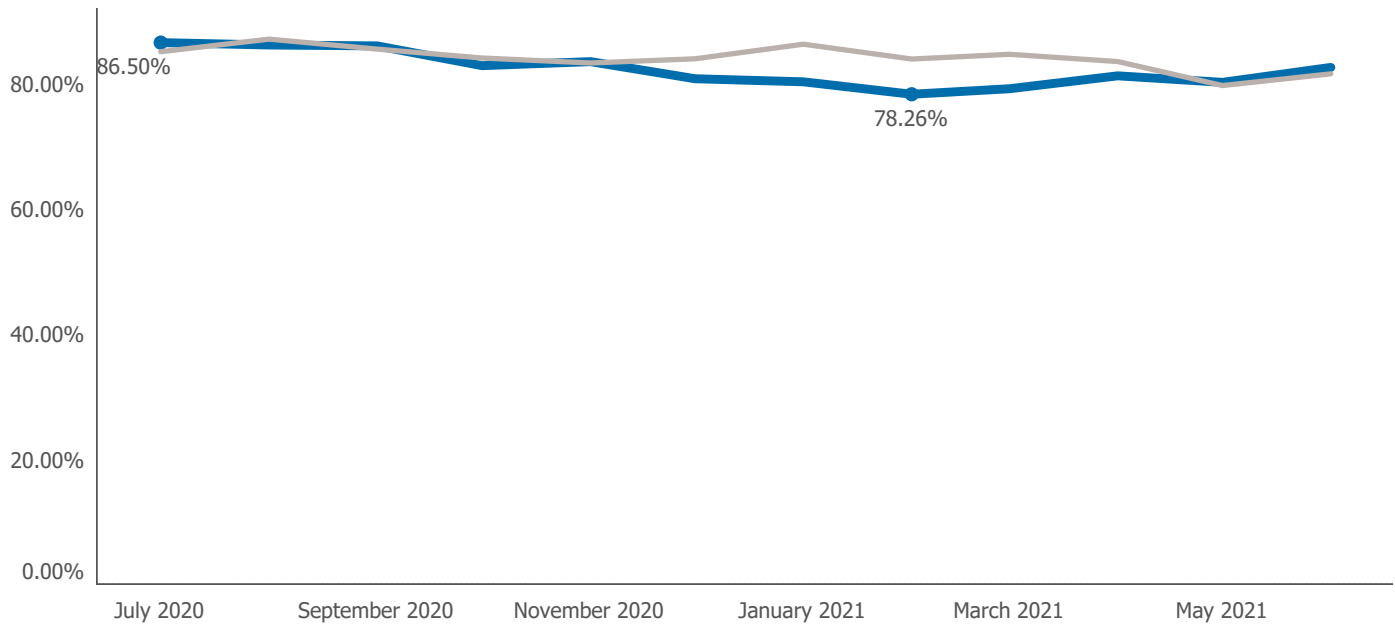
Renewal retention is based on the inception date of all renewal quotes, and is calculated as the total bound renewal opportunities divided by the number of quoted renewal opportunities.

Renewal Retention Rate Insurer Comparison for 01/06/2021

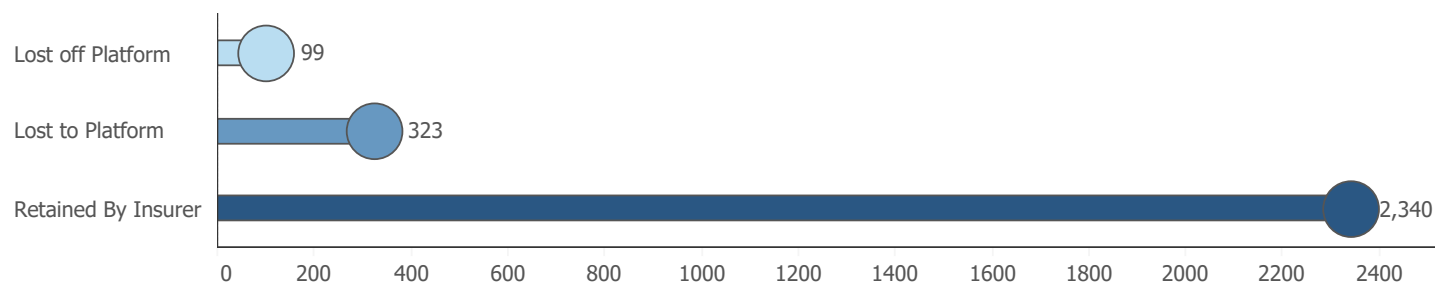


Renewal Retention by Month

CURRENT YEAR | **PRIOR YEAR**



Renewal Retention Breakdown

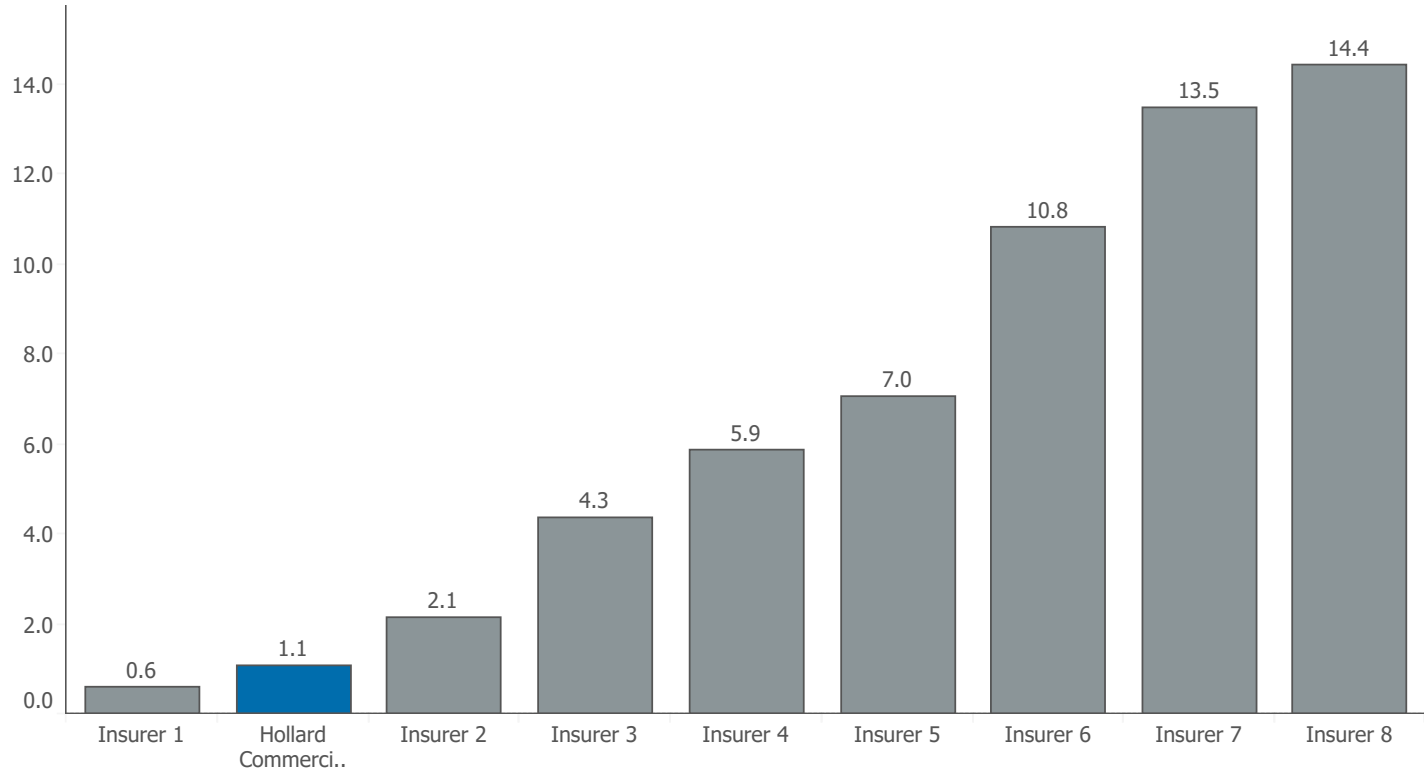


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Response Times

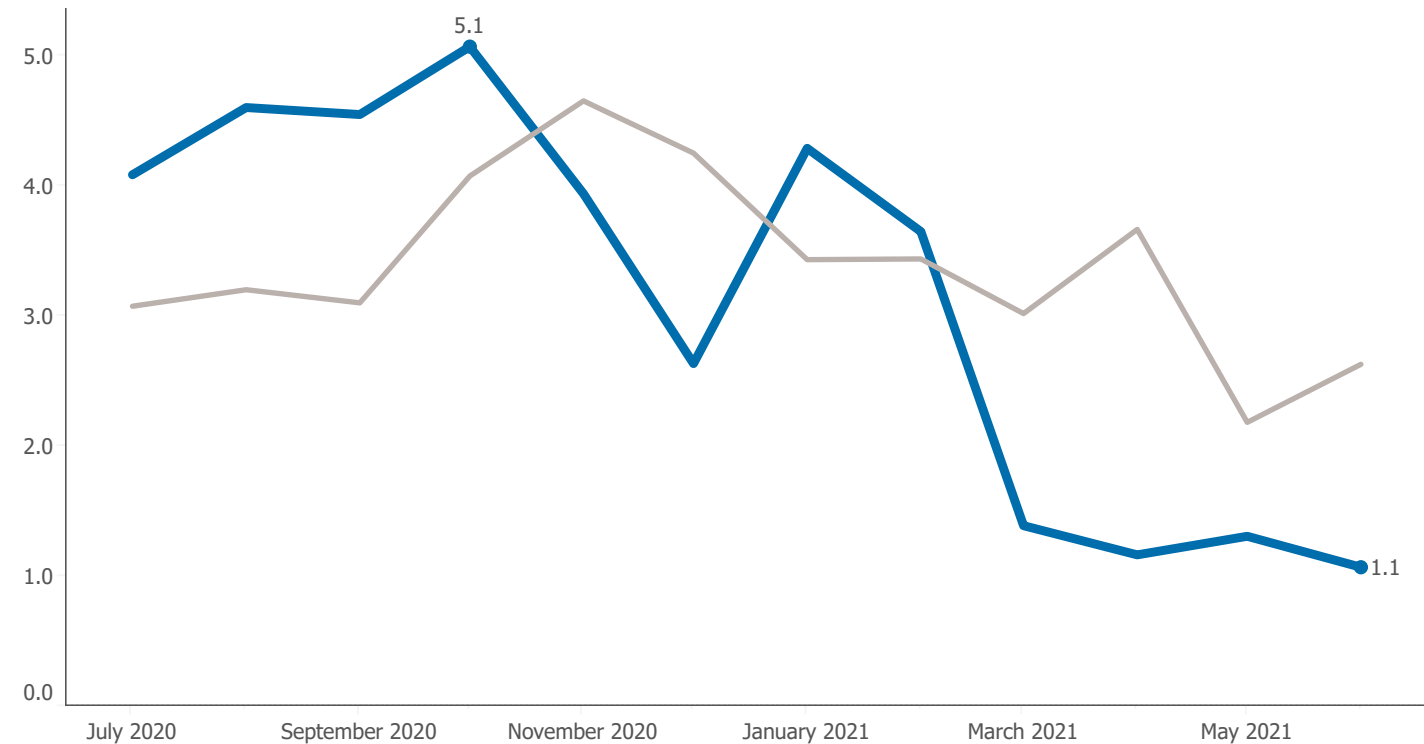
Response time is the average time between a broker sending a quote request message and the insurer responding to the message. It excludes auto rated responses where applicable. The time is calculated between the hours of 9am - 5pm AEST, Monday to Friday, inclusive of public holidays and is reported at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

Hollard Commercial Insurance's Top 20 Presented Occupations

	Presented Opportunities	Quoted Opportunities	Bound Opportunities
Property Owner - Retail (Not arcades/Malls)	3,103	1,895	151
Property Owner - Factory/Industrial	2,044	1,146	146
Plumber	700	429	127
Property Owner - Office (Single Storey)	660	505	43
Carpenter	642	390	141
Property Owner - Noc	639	298	28
Electrician	638	395	117
Property Owner - Warehouse	592	301	33
Property Owner - Office (Multi Storey)	555	357	53
Handyman / Property Maintenance	509	218	60
Restaurant, Licensed, With Deep Frying	483	290	52
Road Freight Transport Service - No Storage	443	153	22
Beauty Salon Operation	368	322	111
Hairdressing Service	357	325	101
Real Estate Agency Service	327	282	83
Earthmoving	315	85	15
Cafe Operation, Not Licensed With Deep Frying	307	224	50
Accountant	280	250	96
Electricians - Commercial	260	154	53
Concreter	256	213	53

Top 20 Presented Occupations across SCTP Portfolio

	Presented Opportunities	Quoted Opportunities	Bound Opportunities
Property Owner - Retail (Not arcades/Malls)	4,166	3,923	2,395
Property Owner - Factory/Industrial	2,884	2,705	1,756
Plumber	945	923	481
Property Owner - Office (Single Storey)	931	904	587
Electrician	861	848	542
Property Owner - Warehouse	841	768	505
Property Owner - Noc	829	748	392
Carpenter	801	784	464
Property Owner - Office (Multi Storey)	748	707	451
Handyman / Property Maintenance	704	696	465
Road Freight Transport Service - No Storage	675	662	445
Restaurant, Licensed, With Deep Frying	568	532	261
Beauty Salon Operation	527	520	342
Hairdressing Service	510	505	356
Real Estate Agency Service	437	434	268
Earthmoving	426	402	242
Accountant	392	383	270
Business Administrative Services (General)	370	364	251
Cafe Operation, Not Licensed With Deep Frying	365	356	183
Electricians - Commercial	344	329	212

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 Commercial Insurance's Top Brokerages by Presented Opportunities

	Presented Opportunities	Quoted Opportunities	Bound Opportunities
Resilium Insurance Broking Pty Ltd	2,646	1,620	422
Community Broker Network	2,603	1,603	440
Ausure Insurance Brokers	2,393	1,481	331
United Insurance Group	1,401	883	206
CBN	1,254	820	288
McLardy McShane Partners Pty Ltd	639	375	80
Insurance House Pty Ltd	585	319	55
PSC Connect Pty Ltd (VIC)	479	314	49
Insurance House Advance	475	255	52
Steadfast Taswide Insurance Brokers	475	248	48
Regional Insurance Brokers Pty Ltd	472	222	57
Aviso EIA Pty Ltd	417	223	43
Oracle Group (Australia) Pty Ltd	396	202	43
Centrewest Insurance Brokers Pty Ltd	377	232	36
Consolidated Insurances Pty Ltd	330	176	35
PSC Connect Pty Ltd (QLD)	326	171	38
PSC Connect Pty Ltd (NSW)	324	182	53
Brookvale Insurance Brokers	292	167	36
Steadfast IRS Pty Ltd	278	182	39
Pollard Insurance Brokers Pty Ltd	271	155	34
Steadfast Eastern Insurance Brokers	268	186	64
United Insurance - Winbeat site	255	156	59
Reliance Franchise Partners	253	165	62
Apollo Risk Services	249	141	26
Consolidated Insurance Agencies Pty Ltd	249	173	42
Alliance Insurance Broking Services Pty Ltd	234	151	39
Phoenix Insurance Brokers Pty Ltd	233	135	28
Dunk Insurance	226	140	26
BJS Insurance Brokers Pty Ltd	217	128	32
Coverforce Insurance Broking Pty Ltd (NSW)	215	119	18
AIS Insurance Brokers	209	106	18
Midland Insurance Brokers Australia Pty Ltd	208	130	11
Aviso (Fitzpatrick & Company Insurance Brokers Pty Ltd)	198	135	12
Blackburn Insurance Brokers Pty Ltd	192	141	41
Macey Insurance Brokers Pty Ltd	191	96	7
Coverforce Insurance Broking Pty Ltd (ARs)	190	121	28
Tony Bemrose Insurance Brokers Pty Ltd	190	138	36
ADK Insurance Brokers Pty Ltd	185	125	21
PSC Insurance Brokers (Eastern)	182	117	19
Network Insurance Group	179	113	21

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