

SCTP Commerical Insurer Performance Report

Hollard - Business Pack

June 2020



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

\$4,485,023

Fiscal Year to Date Base Premium

\$47,308,953

Rolling 12 Base Premium

\$47,308,953

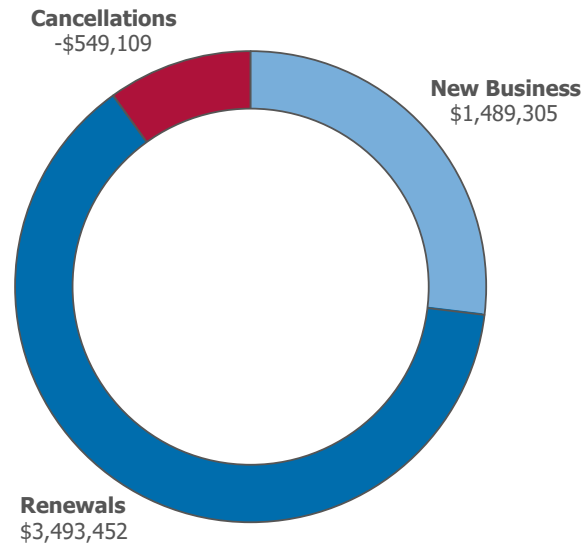
Hollard - Average Base Premium

\$1,420

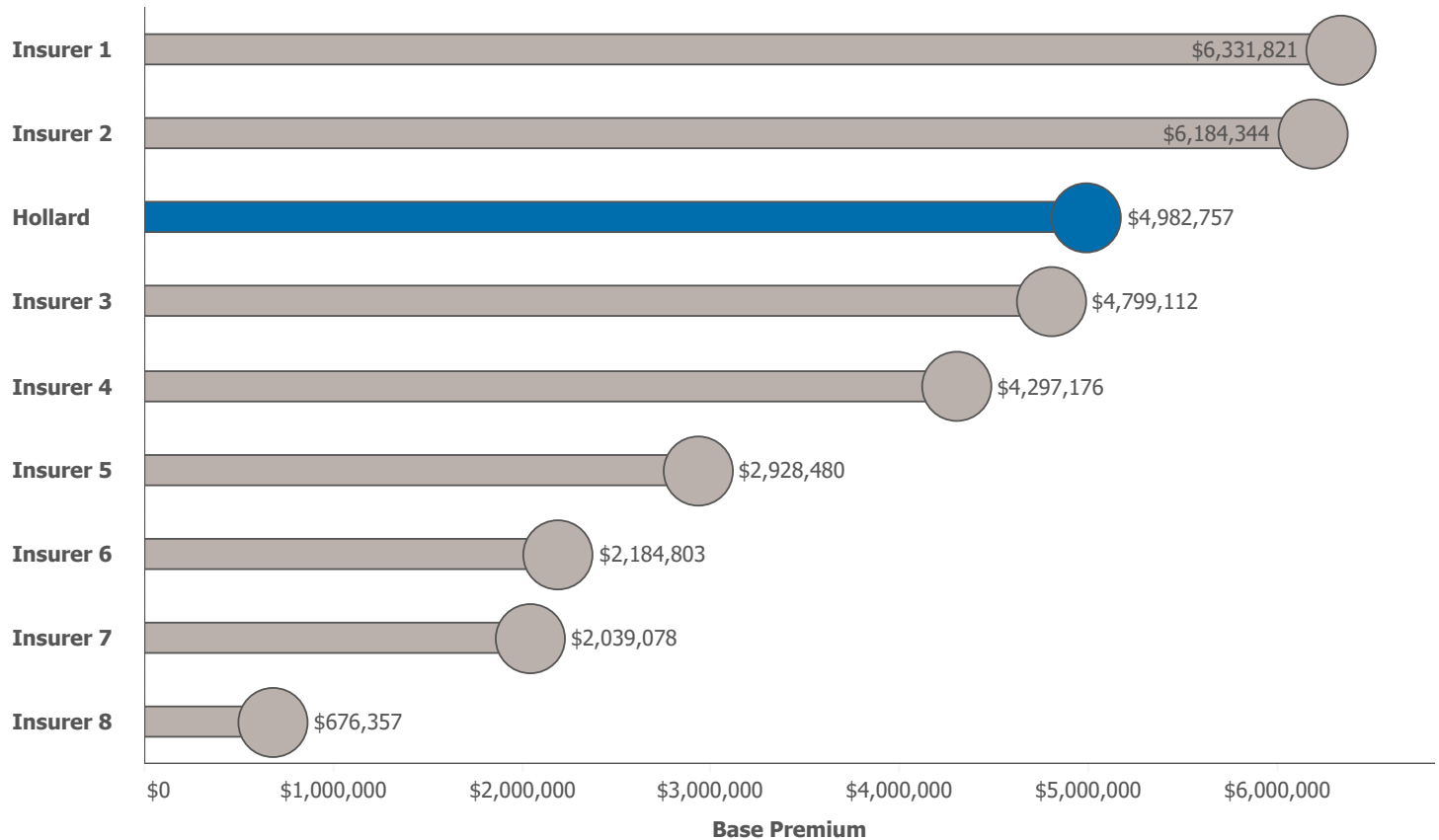
All Insurers - Average Base Premium

\$1,904

Transaction Type Breakdown



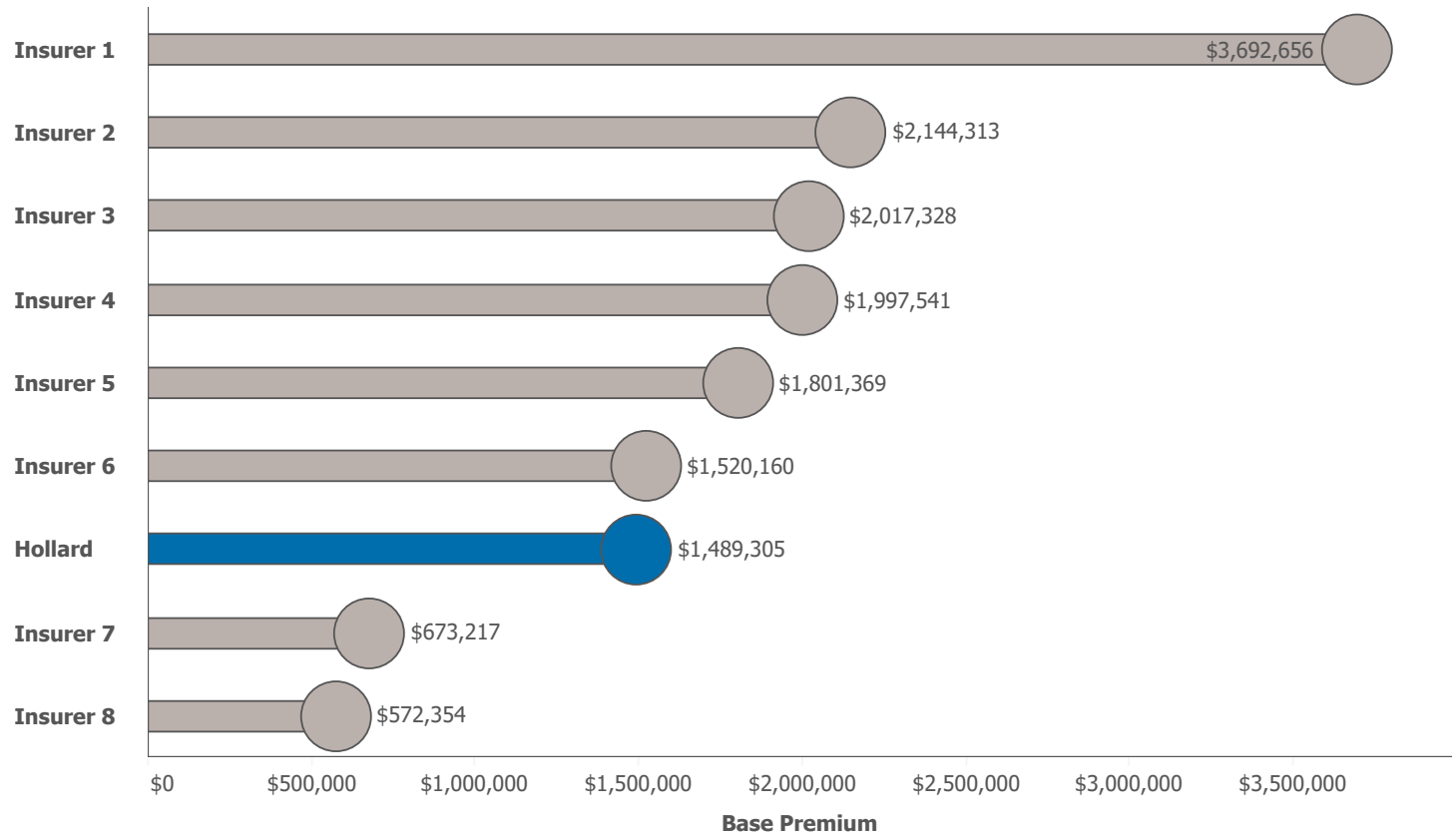
Overall Insurer Comparison



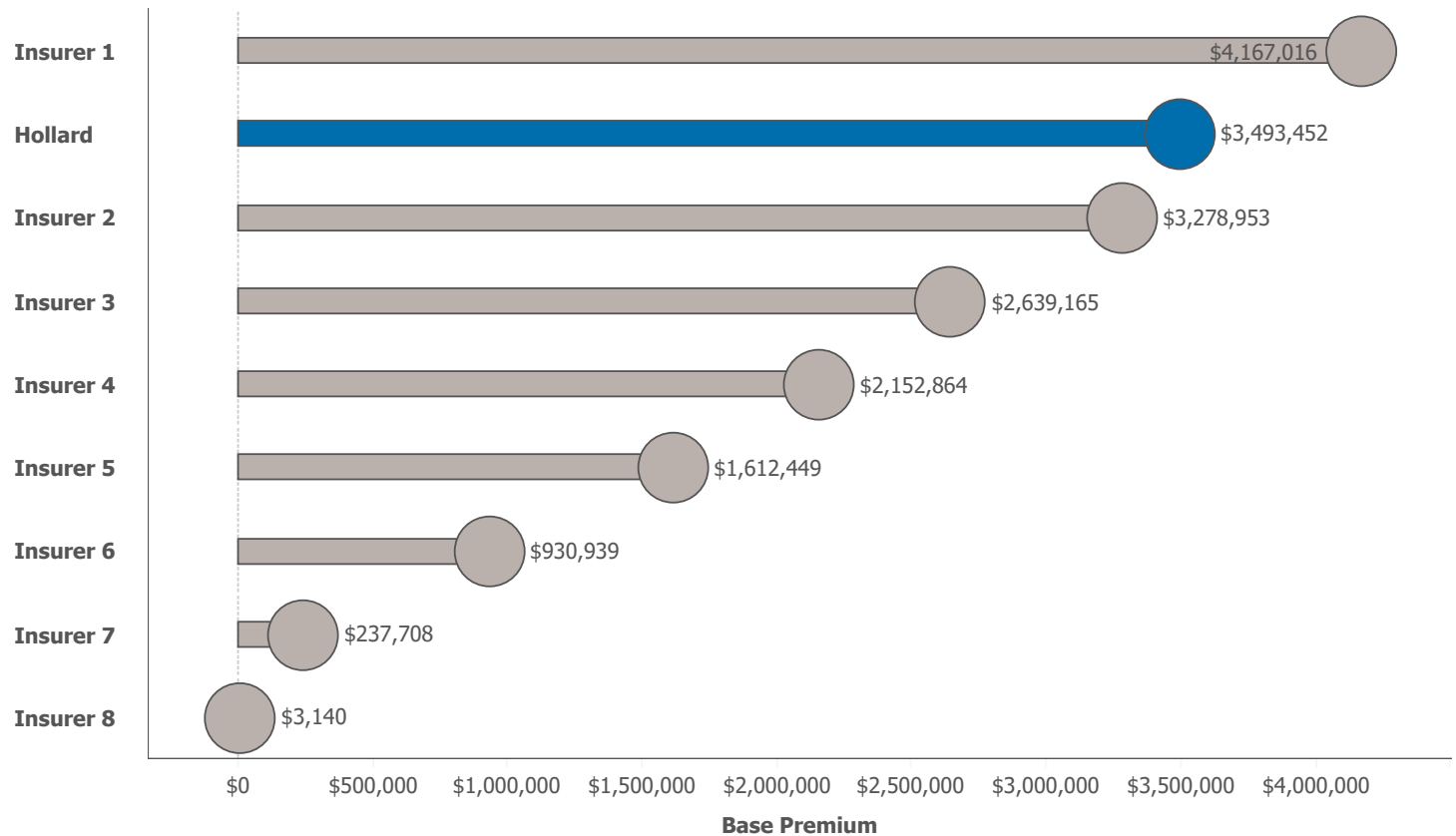
Strictly Commercial-in-Confidence

Base Premium

New Business Insurer Comparison



Renewal Insurer Comparison



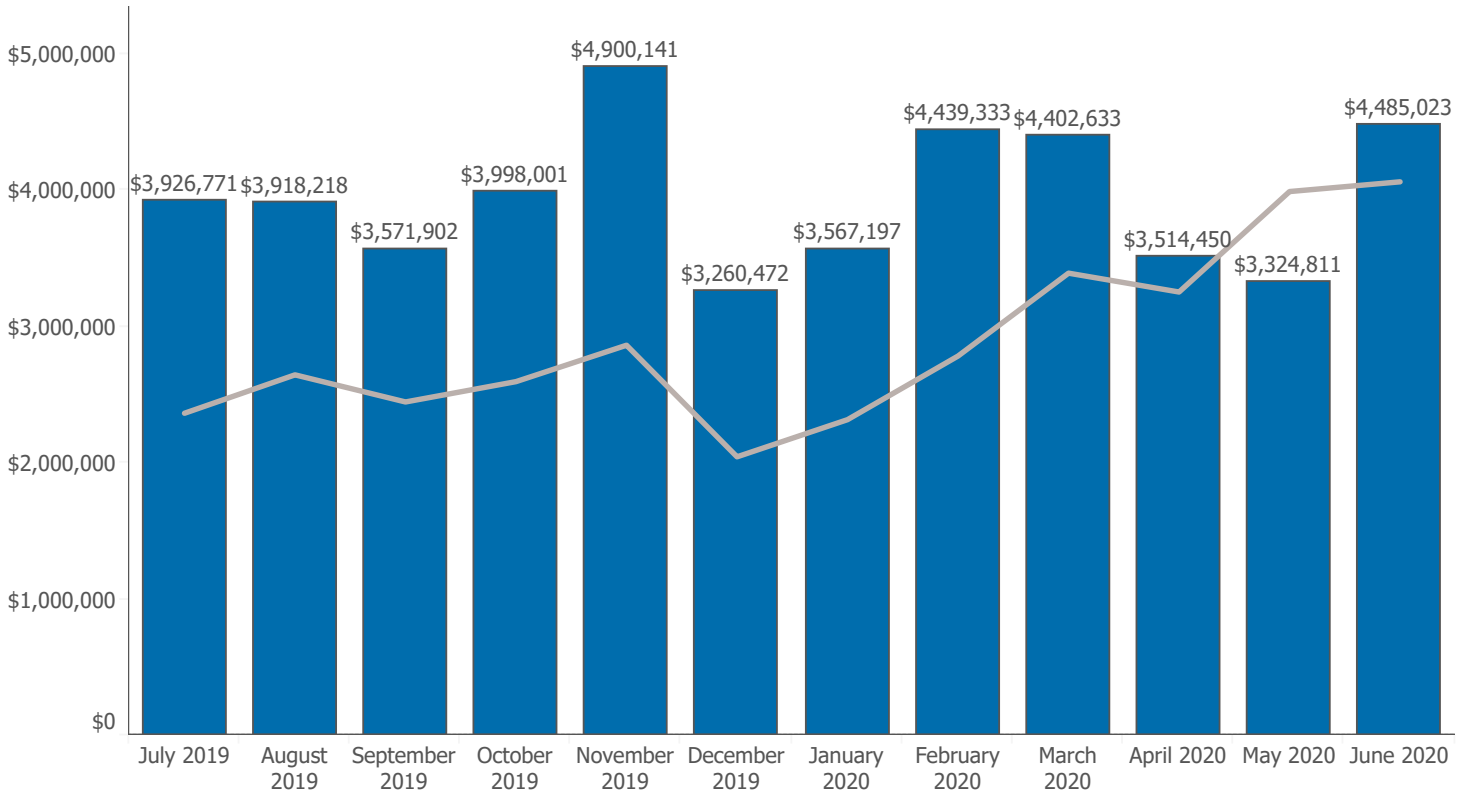
Strictly Commercial-in-Confidence

Base Premium

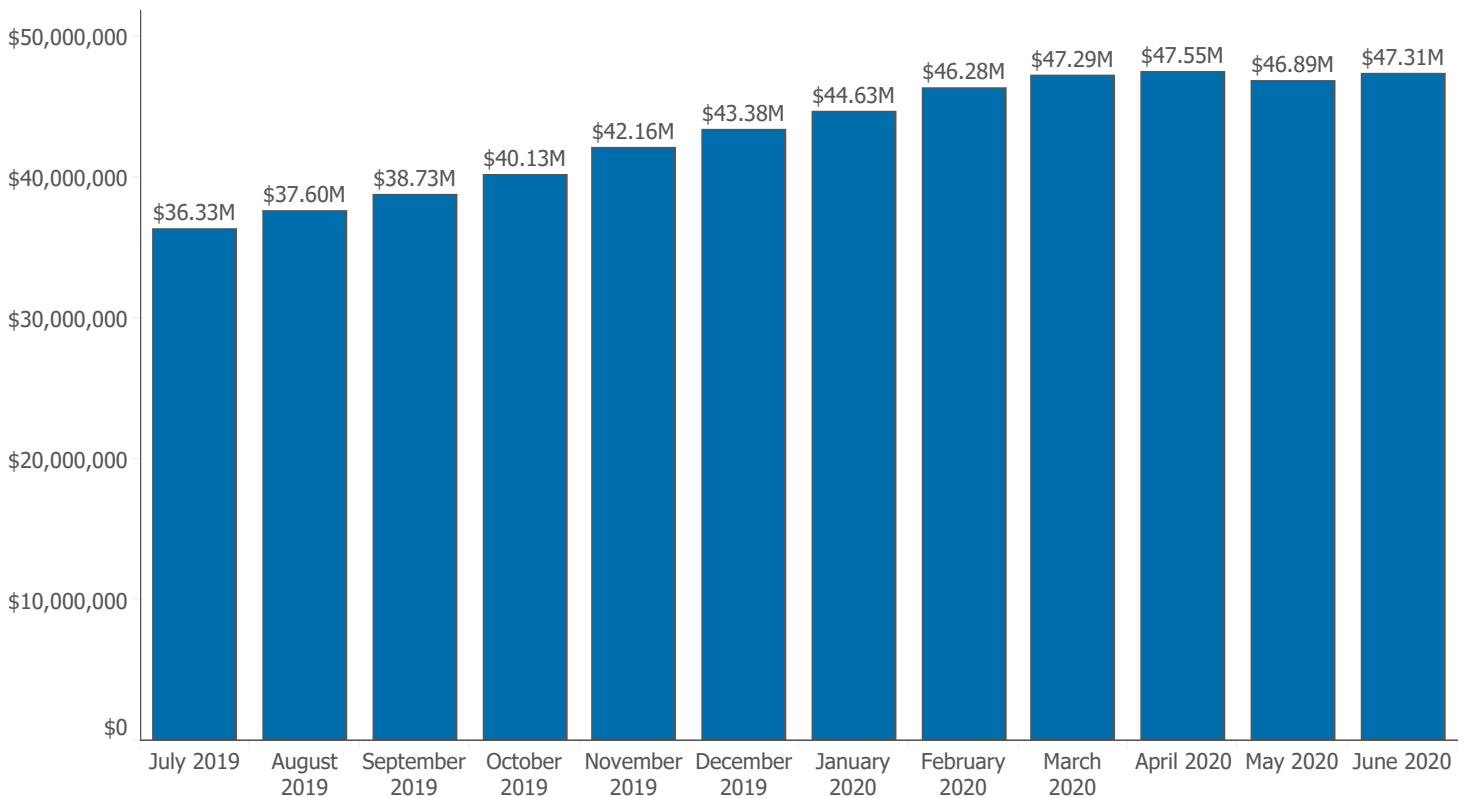
Base premium of policies bound during the reporting period includes cancellations and endorsements and is measured on the bound date of policies.

Base Premium by Month

CURRENT YEAR | **PRIOR YEAR**



Rolling 12 Months Base Premium



Strictly Commercial-in-Confidence

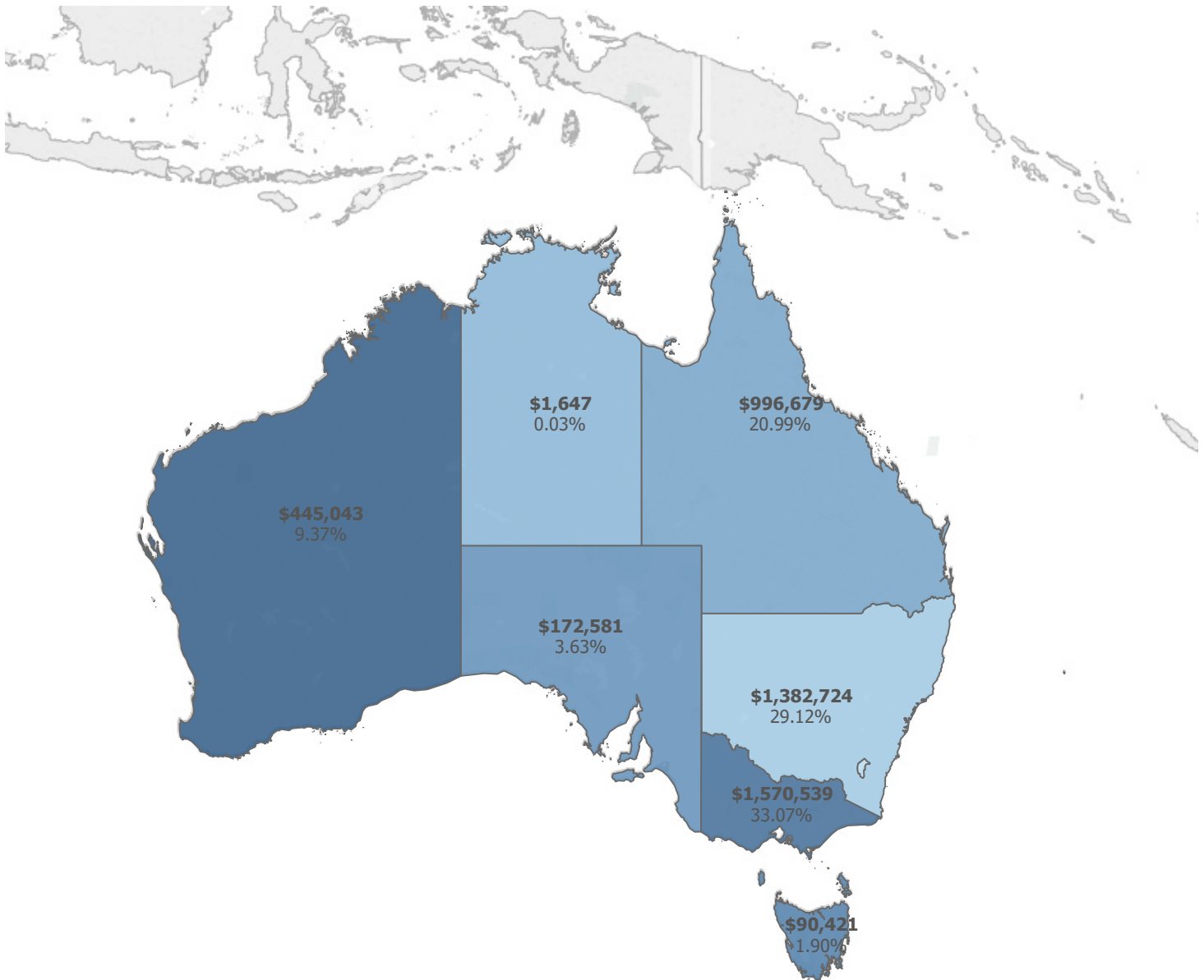
State Activity

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 01/06/2020

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Grand Total
New Business	\$23,599	\$500,315	\$400	\$295,247	\$57,510	\$34,028	\$376,717	\$135,033	\$1,422,849
Renewals	\$65,616	\$882,409	\$1,246	\$701,432	\$115,071	\$56,393	\$1,193,822	\$310,010	\$3,326,000
Grand Total	\$89,215	\$1,382,724	\$1,647	\$996,679	\$172,581	\$90,421	\$1,570,539	\$445,043	\$4,748,849

Base Premium Breakdown by State for 01/06/2020



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

29,423

Declined Opportunities

13,974

Quoted Opportunities

14,013

Bound Opportunities

1,359

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
339	8,620	113	6,208	1,239	1,100	8,165	3,639

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	126	3,790	74	3,294	564	597	3,897	1,632

Decline Rate	37.17%	43.97%	65.49%	53.06%	45.52%	54.27%	47.73%	44.85%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	195	4,383	26	2,687	623	443	3,865	1,791

Quote Rate	91.55%	90.75%	66.67%	92.21%	92.30%	88.07%	90.56%	89.24%
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Bound Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	17	468	1	303	54	27	345	144

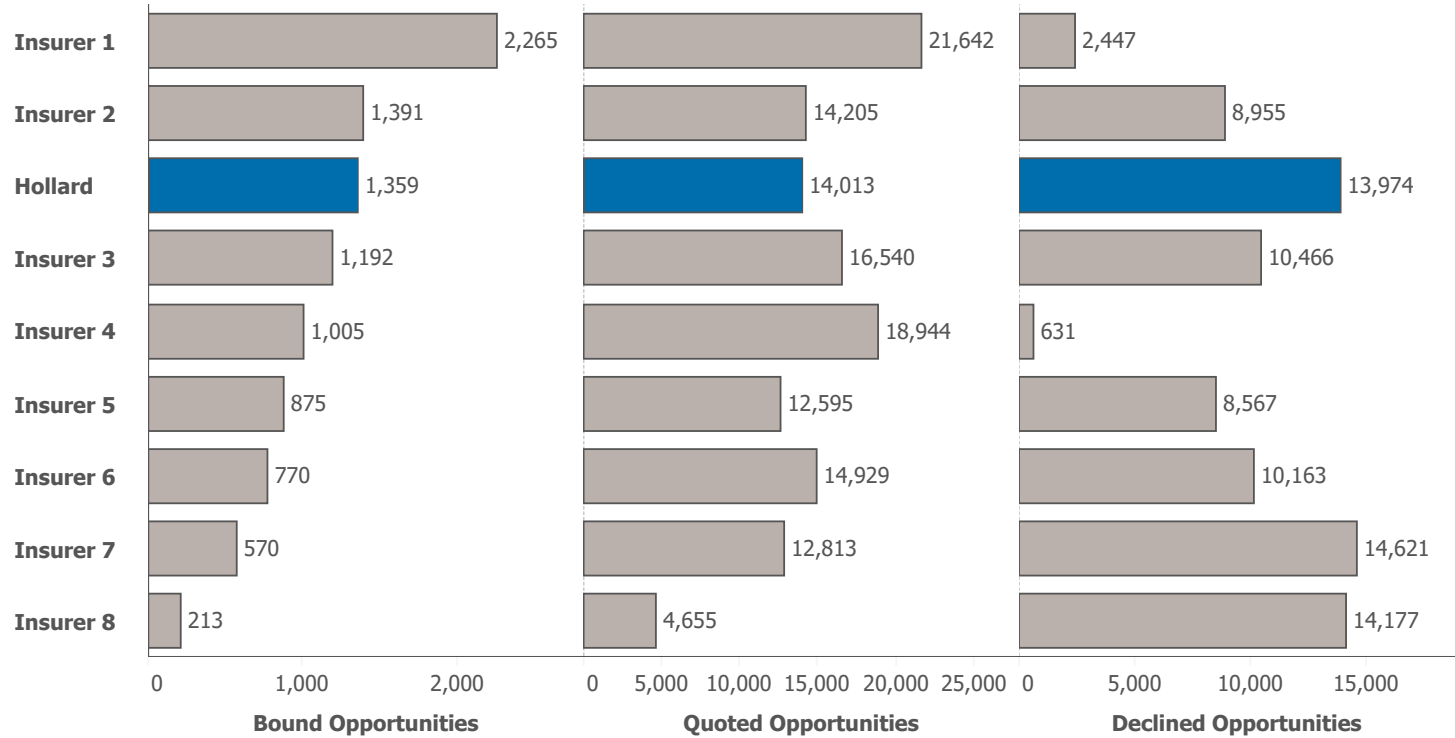
Strike Rate	8.72%	10.68%	3.85%	11.28%	8.67%	6.09%	8.93%	8.04%
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New Business Opportunities - Insurer Comparison

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



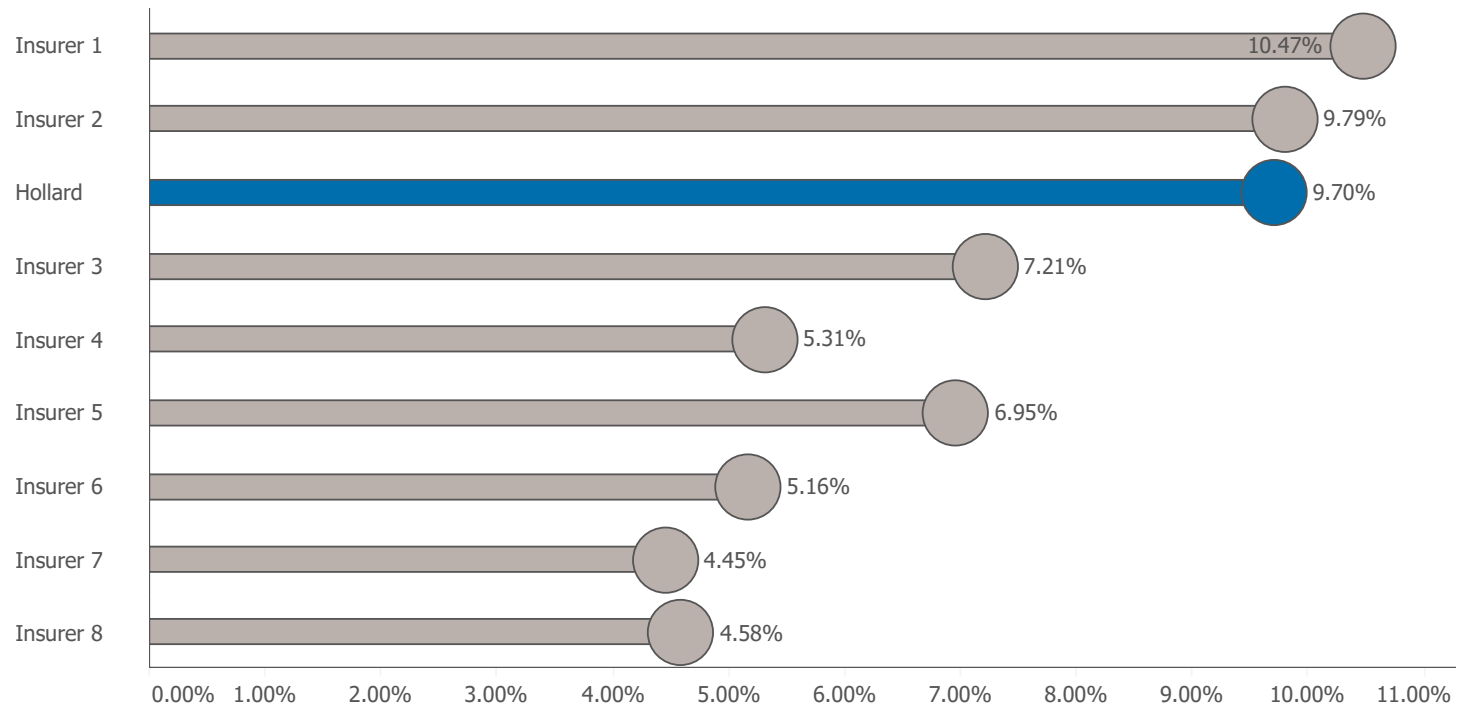
Opportunity Comparison by Insurer

	Insurer 1	Insurer 2	Hollard	Insurer 3	Insurer 4	Insurer 5	Insurer 6	Insurer 7	Insurer 8
Total Opportunities	31,172	31,244	29,423	30,759	31,073	29,605	30,702	30,331	30,431
Declined Opportunities	2,447	8,955	13,974	10,466	631	8,567	10,163	14,621	14,177
Decline Rate	7.85%	28.66%	47.49%	34.03%	2.03%	28.94%	33.10%	48.20%	46.59%
Quoted Opportunities	21,642	14,205	14,013	16,540	18,944	12,595	14,929	12,813	4,655
Bound Opportunities	2,265	1,391	1,359	1,192	1,005	875	770	570	213
Strike Rate	10.47%	9.79%	9.70%	7.21%	5.31%	6.95%	5.16%	4.45%	4.58%

Strike Rate

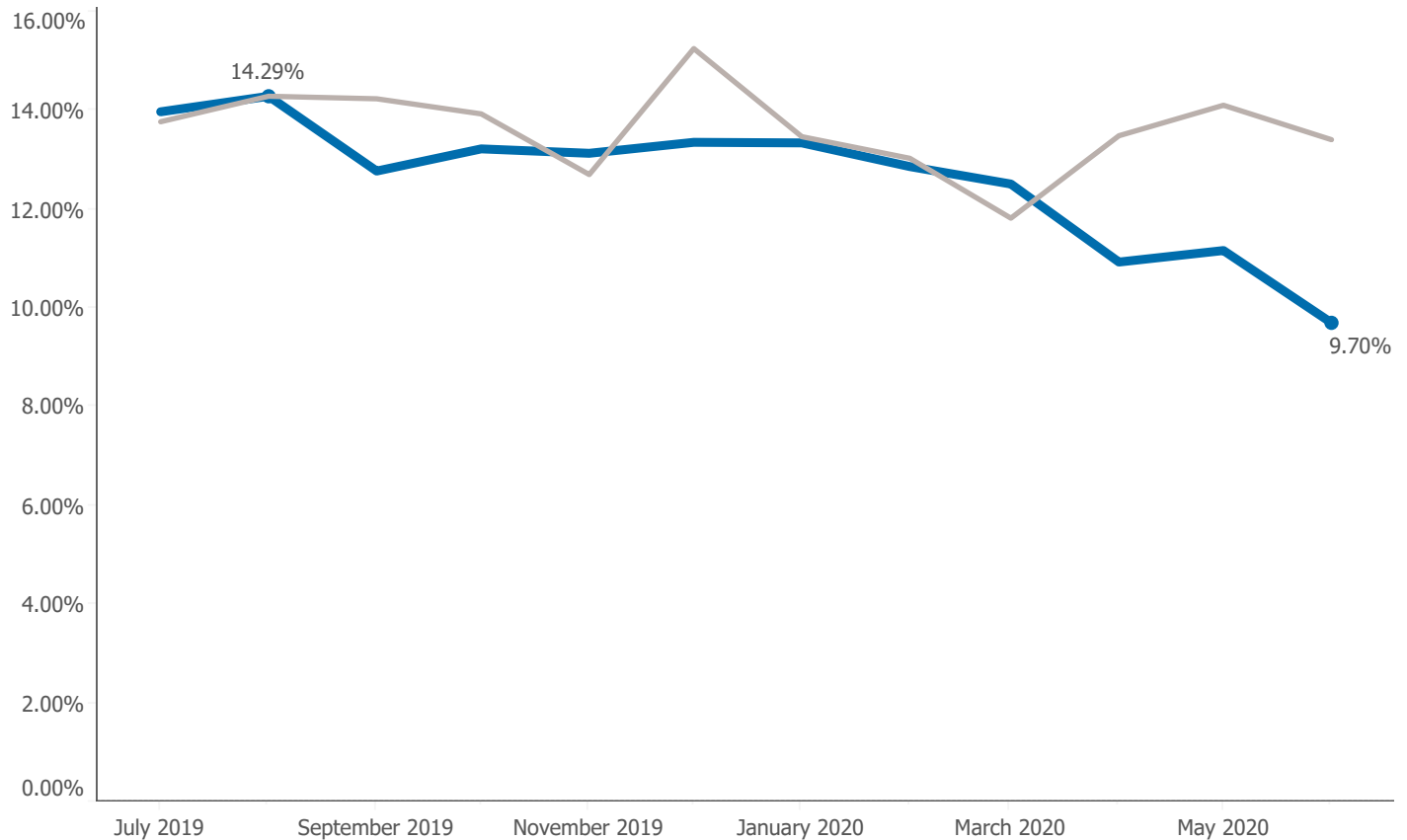
The strike rate is the total bound opportunities divided by the number of quoted opportunities and is measured at the inception date of the opportunity across all new business transactions.

Strike Rate Insurer Comparison for 01/06/2020



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
2,461	17	2,386	1,929

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
33	688	3	540	67	33	843	254

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	1	4	0	6	2	0	4	0
Decline Rate	3.03%	0.58%	0.00%	1.11%	2.99%	0.00%	0.47%	0.00%

Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	31	672	3	526	60	33	819	242
Quote Rate	96.88%	98.25%	100.00%	98.50%	92.31%	100.00%	97.62%	95.28%

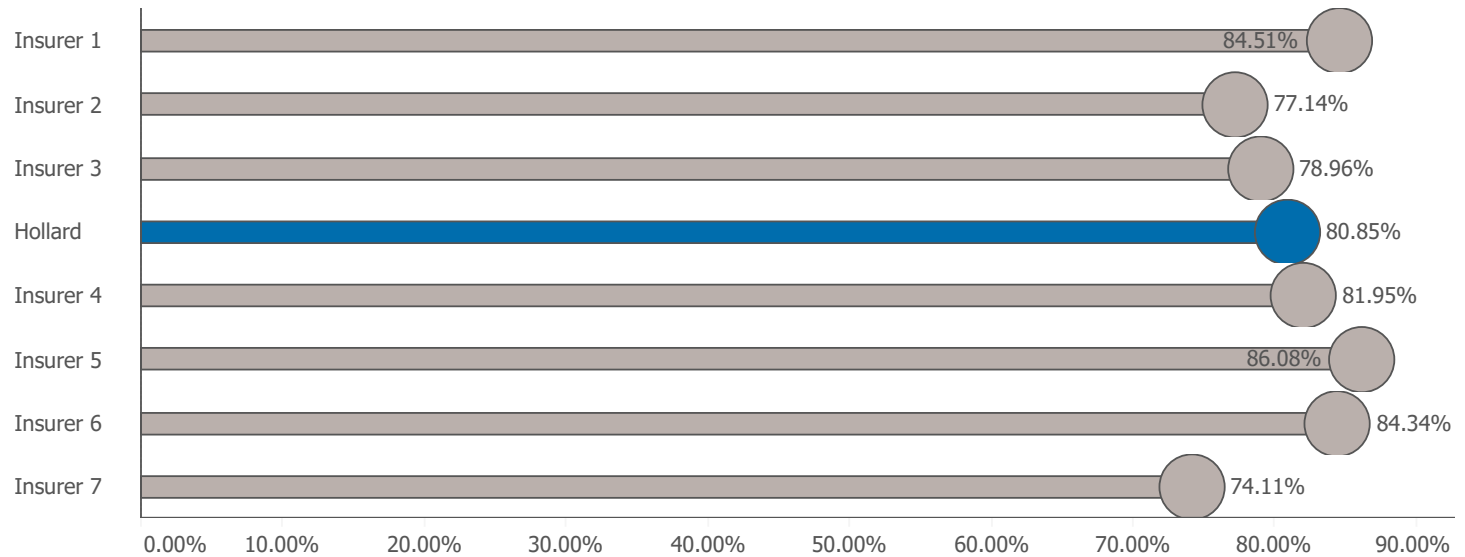
Bound Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	28	538	2	420	52	27	674	188
Retention Rate	90.32%	80.06%	66.67%	79.85%	86.67%	81.82%	82.30%	77.69%

Renewal Retention

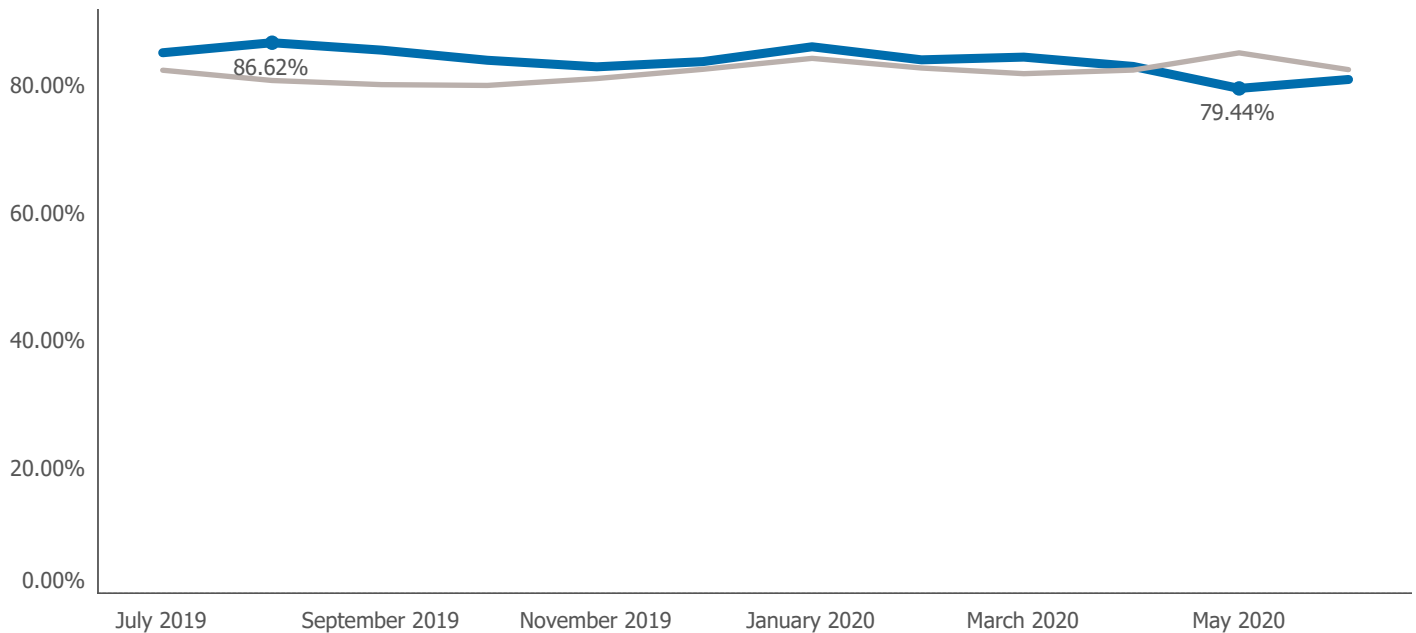
Renewal retention is based on the inception date of all renewal quotes, and is calculated as the total bound renewal opportunities divided by the number of quoted renewal opportunities.

Renewal Retention Rate Insurer Comparison for 01/06/2020



Renewal Retention by Month

CURRENT YEAR | PRIOR YEAR

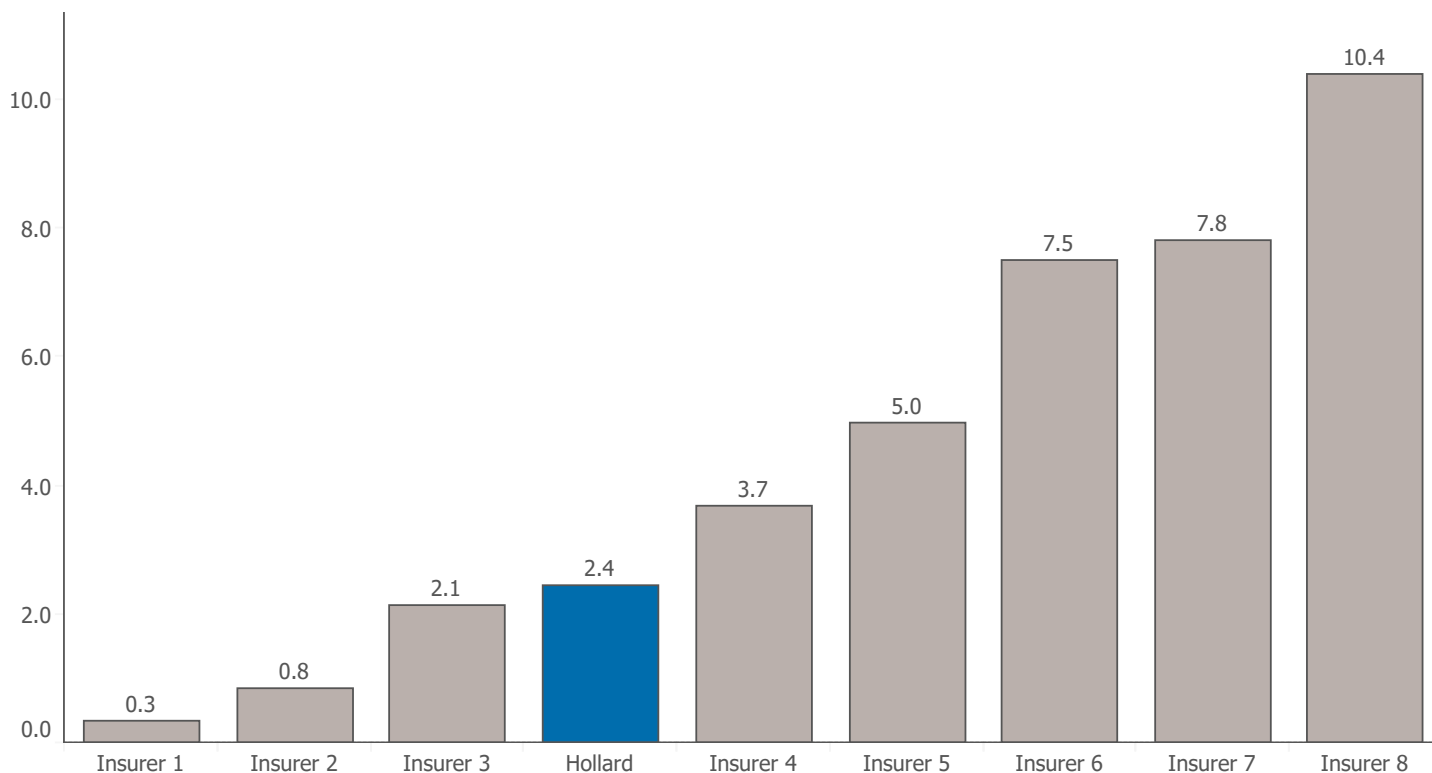


Renewal Retention Breakdown

Response Times

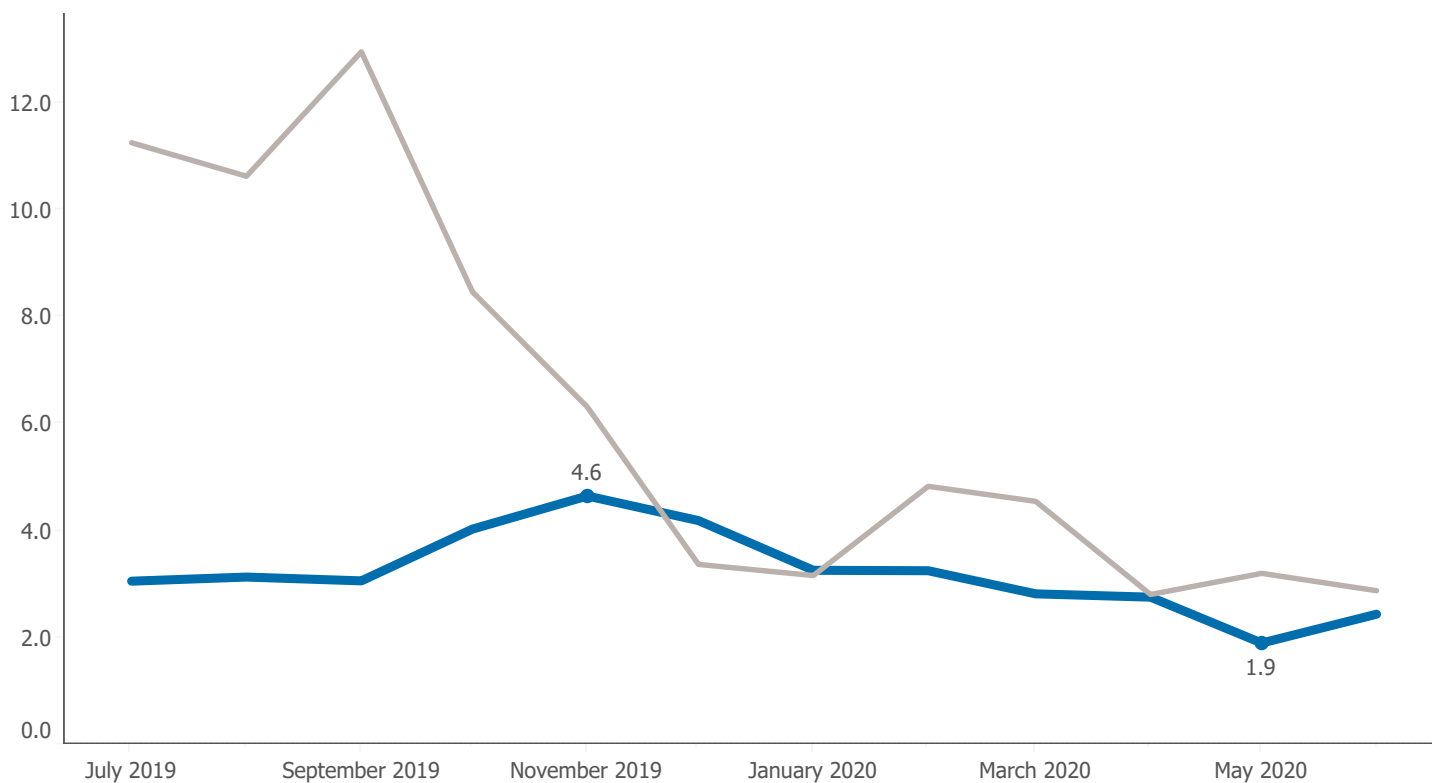
Response time is the average time between a broker sending a quote request message and the insurer responding to the message. It excludes auto rated responses where applicable. The time is calculated between the hours of 9am - 5pm AEST, Monday to Friday, inclusive of public holidays and is reported at 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's Top 20 Presented Occupations

	Presented Opportunities	Quoted Opportunities	Bound Opportunities
Property Owner - Retail (Not arcades/Malls)	2,516	633	172
Property Owner - Factory/Industrial	1,764	425	155
Plumber	639	384	68
Electrician	580	358	91
Property Owner - Office (Single Storey)	541	170	45
Carpenter	534	478	84
Property Owner - Warehouse	496	121	46
Property Owner - Office (Multi Storey)	477	122	48
Property Owner - Noc	457	80	20
Handyman / Property Maintenance	400	191	20
Hairdressing Service	368	332	85
Beauty Salon Operation	350	293	79
Restaurant, Licensed, With Deep Frying	346	177	31
Road Freight Transport Service - No Storage	329	69	13
Earthmoving	294	74	10
Accountant	271	238	71
Cafe Operation, Not Licensed With Deep Frying	241	150	43
Real Estate Agency Service	238	199	54
Cleaning Service Noc	233	162	29
Motor Mechanics	222	179	10

Top 20 Presented Occupations across SCTP Portfolio

	Presented Opportunities	Quoted Opportunities	Bound Opportunities
Property Owner - Retail (Not arcades/Malls)	3,322	3,094	1,862
Property Owner - Factory/Industrial	2,358	2,150	1,302
Plumber	850	818	428
Property Owner - Office (Single Storey)	732	708	425
Electrician	697	681	393
Carpenter	656	646	365
Property Owner - Warehouse	653	600	353
Property Owner - Office (Multi Storey)	611	578	335
Property Owner - Noc	574	500	244
Handyman / Property Maintenance	560	549	316
Hairdressing Service	480	472	299
Road Freight Transport Service - No Storage	468	463	301
Beauty Salon Operation	449	441	263
Restaurant, Licensed, With Deep Frying	398	363	162
Earthmoving	390	377	199
Accountant	331	322	192
Real Estate Agency Service	316	307	187
Motor Mechanics	269	266	111
Cafe Operation, Not Licensed With Deep Frying	257	250	113
Cleaning Service Noc	256	244	96

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	Quoted Opportunities	Bound Opportunities
Resilium Insurance Broking Pty Ltd	2,445	1,295	328
Ausure Insurance Brokers	2,379	1,507	291
CBN	2,140	1,258	343
United Insurance Group	1,088	664	130
Community Broker Network	816	494	155
Regional Insurance Brokers Pty Ltd	648	264	66
Insurance House Pty Ltd	527	260	17
McLardy McShane Partners Pty Ltd	461	226	61
Steadfast Taswide Insurance Brokers	373	179	36
Centrewest Insurance Brokers Pty Ltd	346	144	27
Insurance House Advance	344	179	31
PSC Connect Pty Ltd (VIC)	338	207	46
Brookvale Insurance Brokers	286	135	38
Oracle Group (Australia) Pty Ltd	284	154	17
PSC Connect Pty Ltd (QLD)	279	147	27
Consolidated Insurances Pty Ltd	275	132	35
Steadfast Eastern Insurance Brokers	254	162	74
Pollard Insurance Brokers Pty Ltd	245	133	37
Steadfast IRS Pty Ltd	243	125	31
Consolidated Insurance Agencies Pty Ltd	239	117	31
PSC Connect Pty Ltd (NSW)	228	131	35
Reliance Franchise Partners	226	137	37
BJS Insurance Brokers Pty Ltd	220	114	24
United Insurance - Winbeat site	207	116	31
Macey Insurance Brokers Pty Ltd	207	101	7
Apollo Risk Services	201	116	7
Phoenix Insurance Brokers Pty Ltd	198	97	20
Insurance Aid General Brokers Partnership Pty Ltd	194	89	18
Alliance Insurance Broking Services Pty Ltd	192	81	27
AIS Insurance Brokers	190	57	13
Aviso (Fitzpatrick & Company Insurance Brokers Pty Ltd)	188	82	10
Network Insurance Group	180	100	29
Blackburn Insurance Brokers Pty Ltd	178	126	38
Midland Insurance Brokers Australia Pty Ltd	176	70	2
Tony Bemrose Insurance Brokers Pty Ltd	175	97	38
Steadfast NSG Insurance Brokers	170	67	14
Surewise	160	74	13
Graham Knight Insurance Brokers – Perth	157	72	7
Australian Insurance Solutions - NSW	153	87	25
Westlawn Insurance Brokers Pty Ltd	145	62	13