

# **SCTP Commercial Insurer Performance Report**

Hollard Commercial Insurance - SCTP  
Commercial Motor

**June 2021**



## **IMPORTANT - PLEASE READ**

### **Intellectual property**

Copyright © 2009-2021, Steadfast Technologies Group Holdings Pty Ltd, its related bodies and their licensors. All rights reserved. You must not copy, adapt or communicate this document, or exercise any other rights in the copyright, without our prior written permission.

Steadfast Technologies Group Holdings Pty Ltd and its licensors also own all trademarks represented in this document. You must not use these trademarks without our prior written permission.

### **Confidentiality**

This document contains confidential information and must only be used for the purposes for which it was provided. Under no circumstances may this document, or any part of it, be disclosed or otherwise provided to any third party.

### **Take care**

Care should be taken when using or relying on this document. The information in this document is subject to change and you should ensure that you have the most current version. Any calculations and data shown in any examples are for presentational purposes only and should not be relied on. Names and addresses mentioned in examples are fictitious.

# 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

\$700,933

## Fiscal Year to Date Base Premium

\$2,646,286

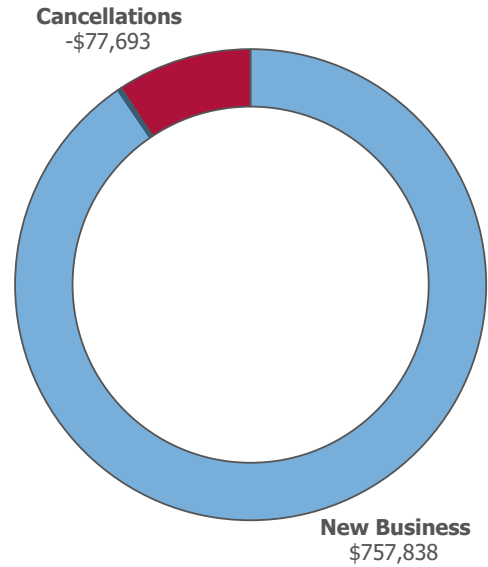
## Rolling 12 Base Premium

\$2,646,286

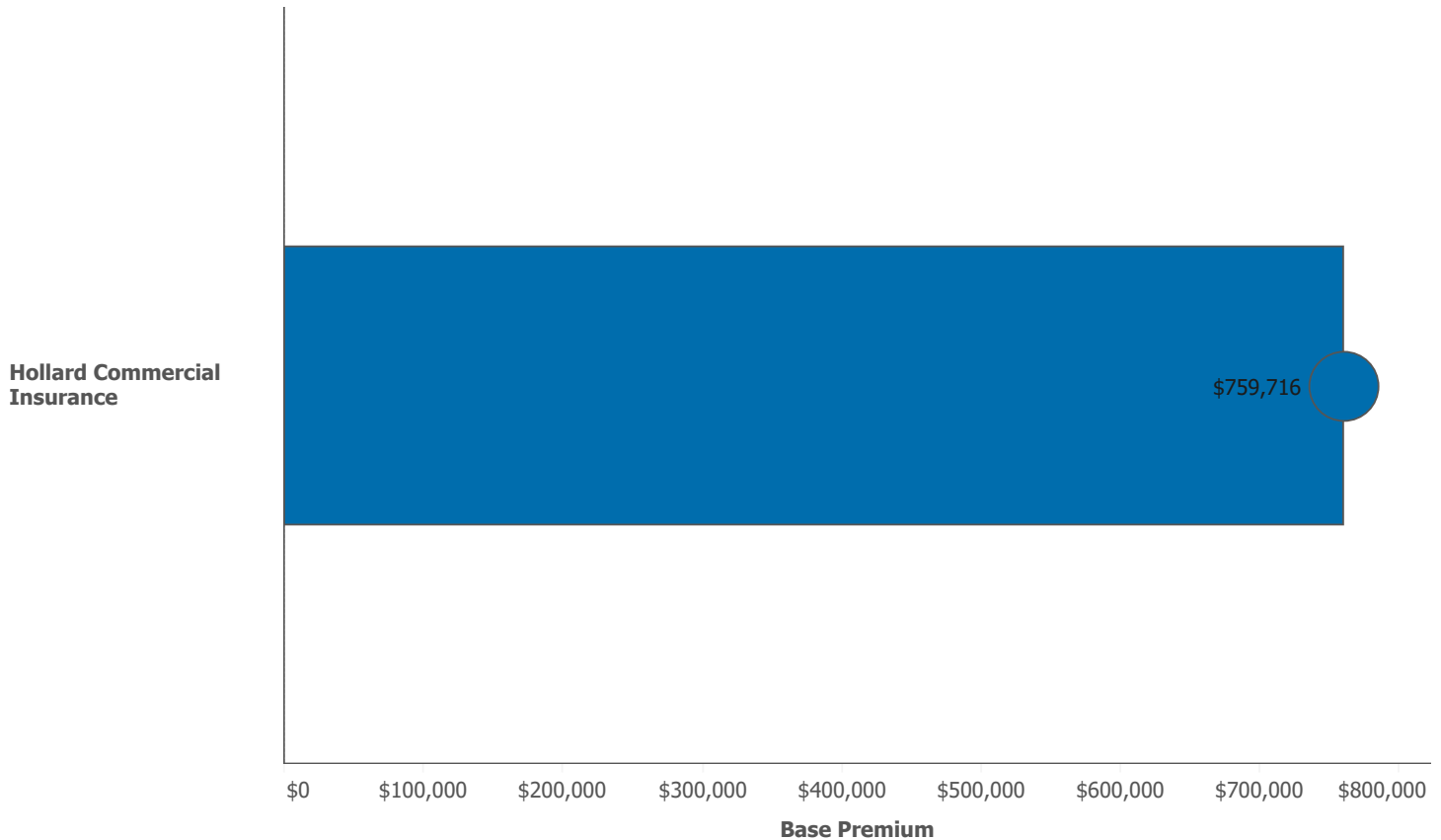
## Hollard Commercial Insurance - Average Base Premium

\$2,076

## Transaction Type Breakdown



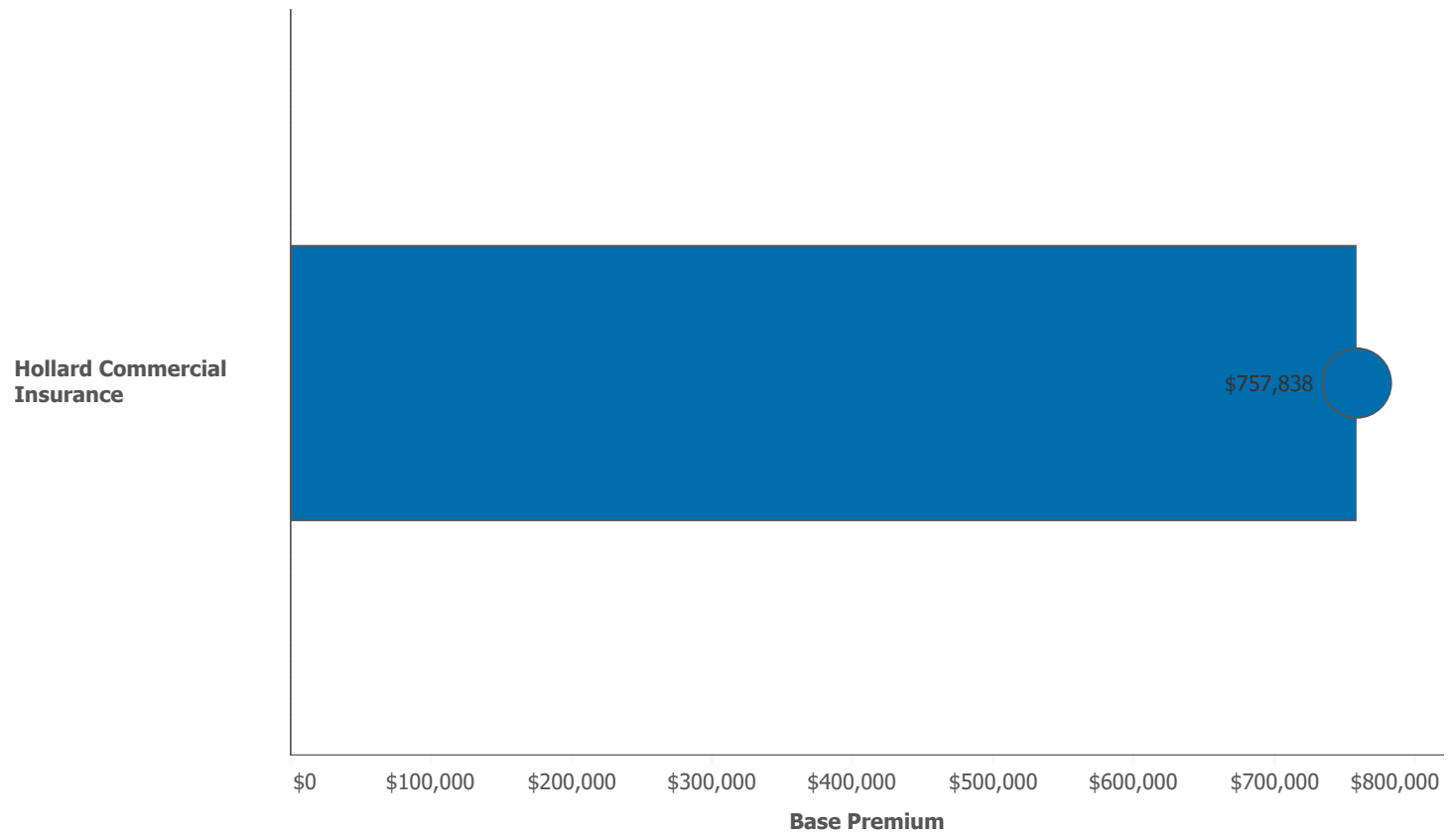
## Overall Insurer Comparison



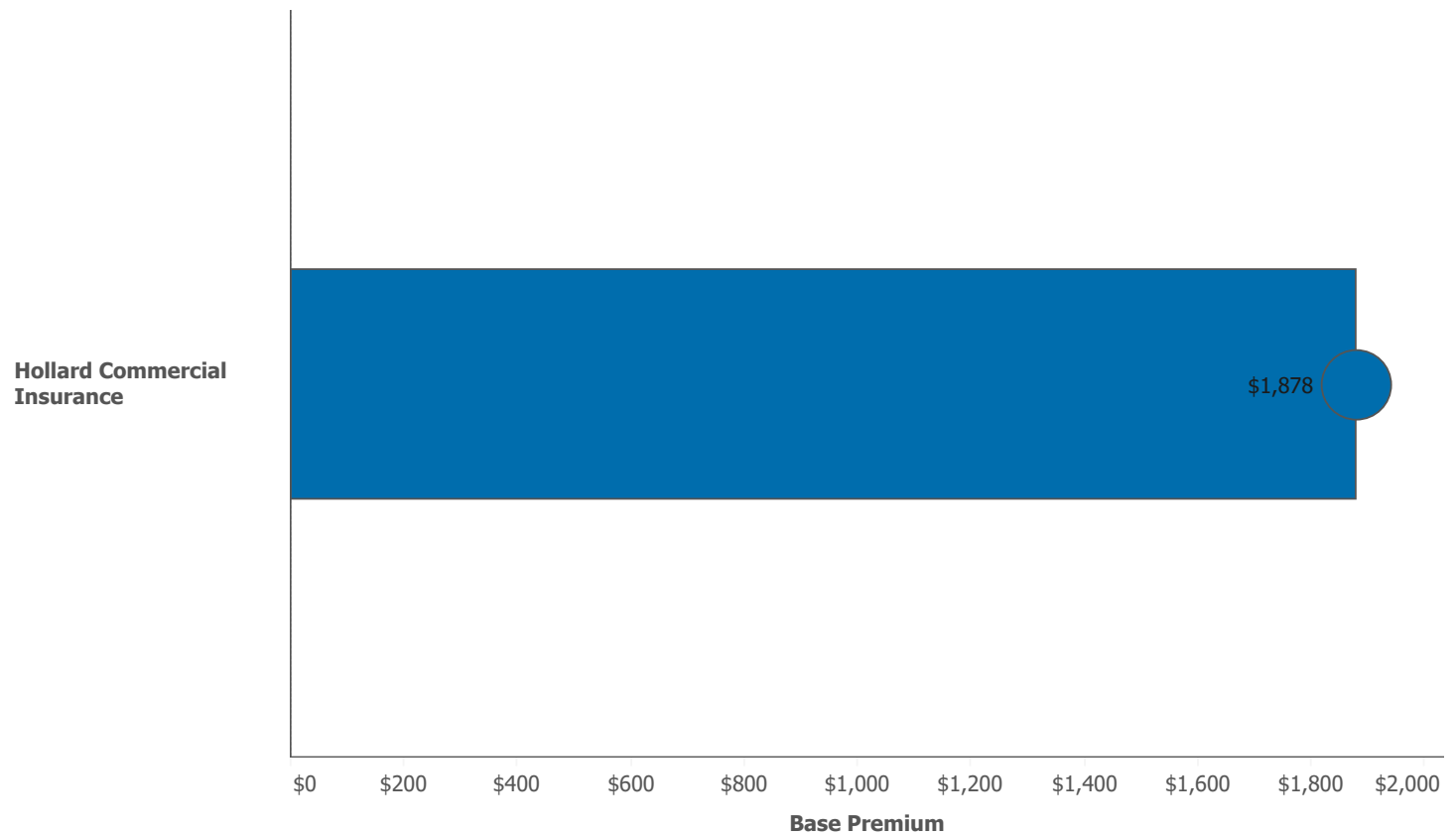
Strictly Commercial-in-Confidence

# Base Premium

## New Business Insurer Comparison



## Renewal Insurer Comparison



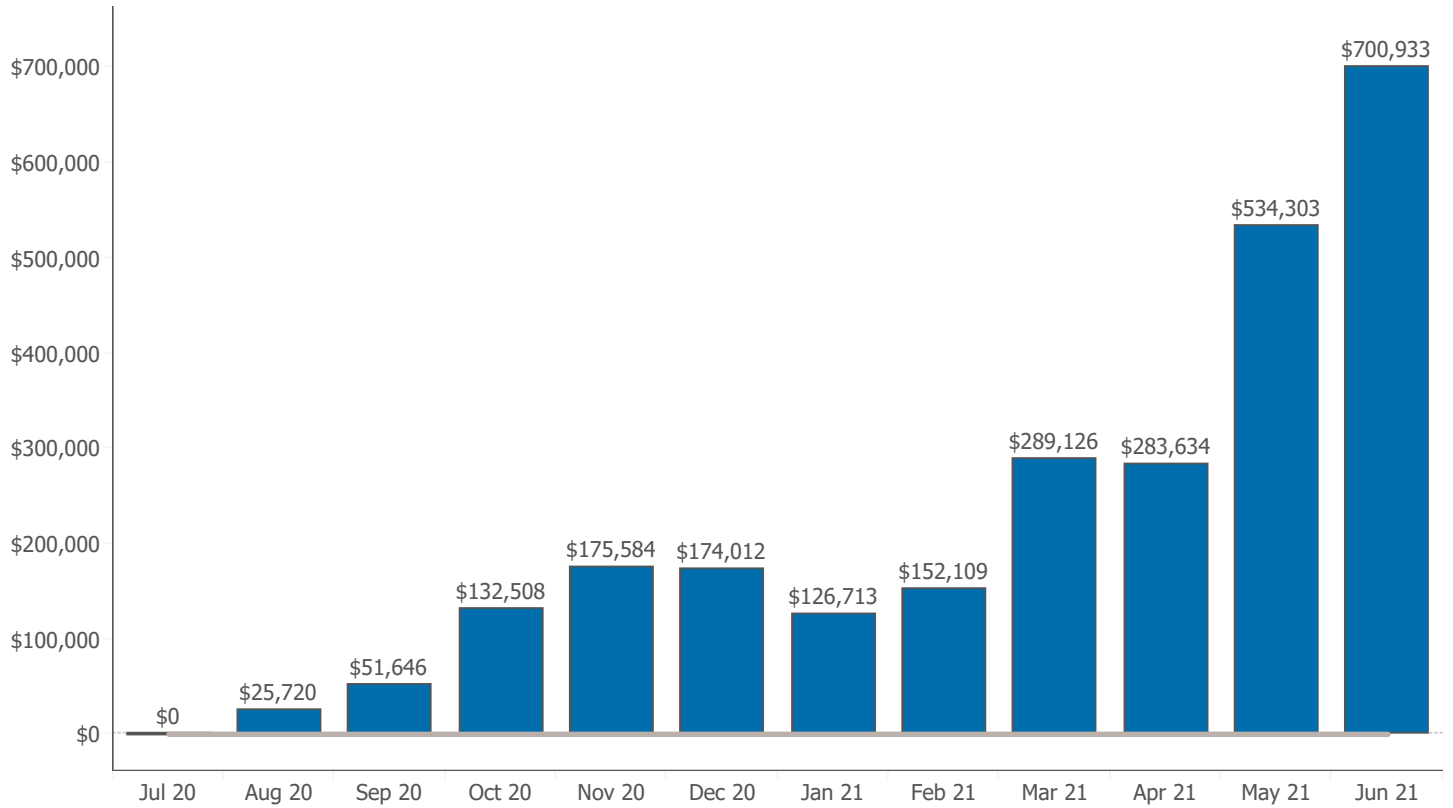
Strictly Commercial-in-Confidence

# Base Premium

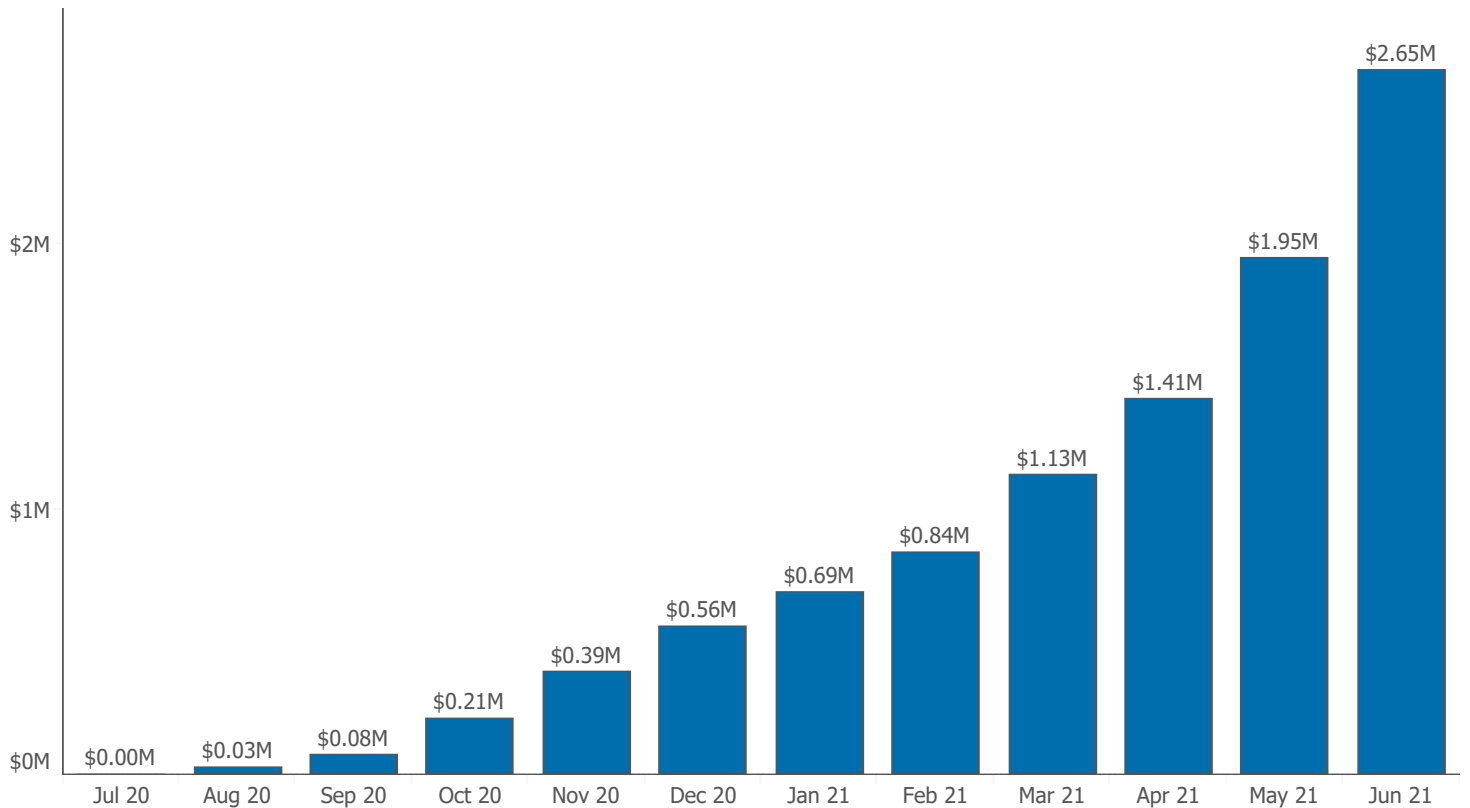
Base premium of policies bound during the reporting period includes cancellations and endorsements and is measured on the bound date of policies.

## Base Premium by Month

**CURRENT YEAR** | PRIOR YEAR



## Rolling 12 Months Base Premium



Strictly Commercial-in-Confidence

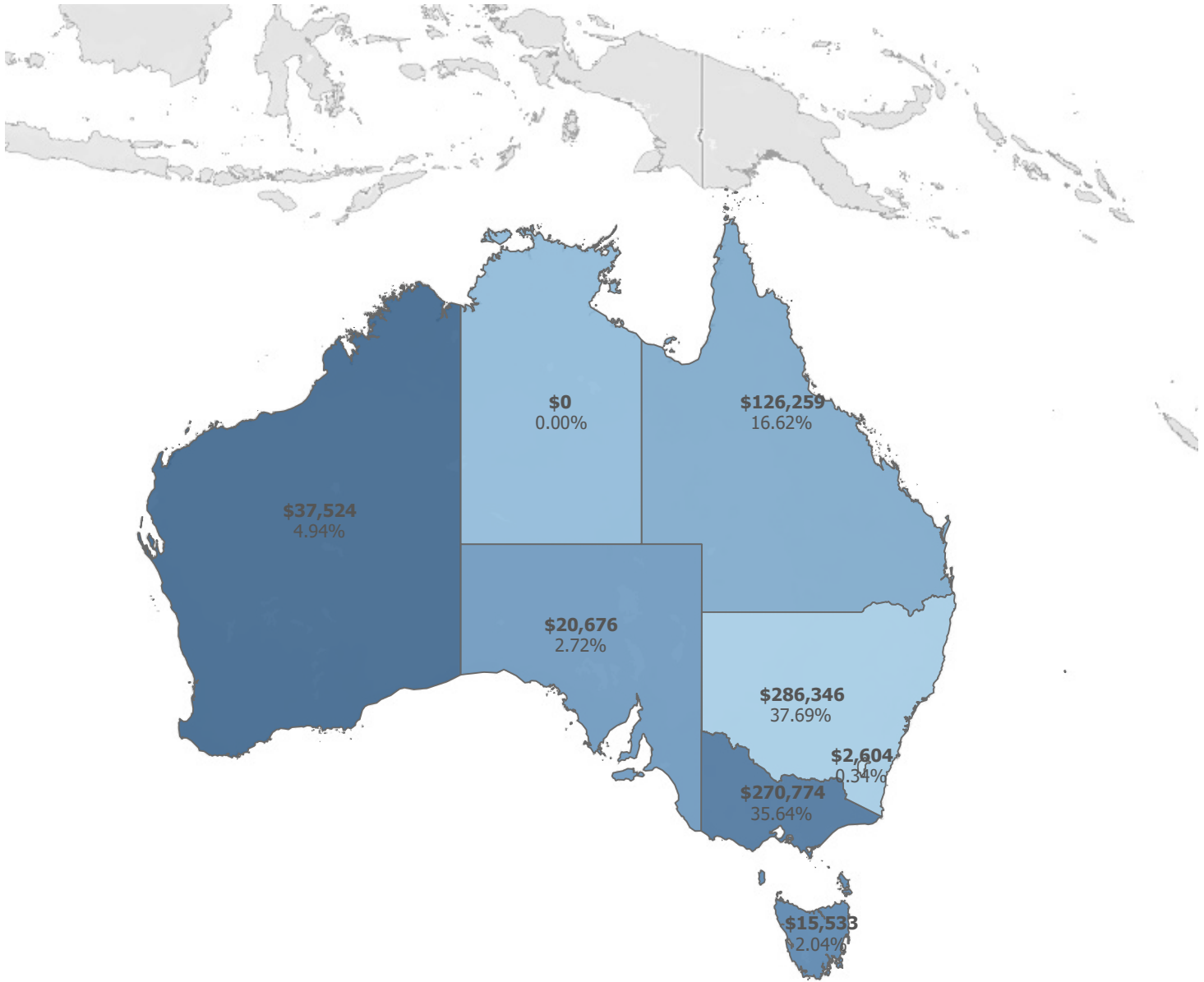
# State Activity

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 01/06/2021

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Grand Total
<b>New Business</b>	\$2,604	\$286,346	\$0	\$126,259	\$20,676	\$15,533	\$270,774	\$35,646	<b>\$757,838</b>
<b>Renewals</b>	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,878	<b>\$1,878</b>
<b>Grand Total</b>	<b>\$2,604</b>	<b>\$286,346</b>	<b>\$0</b>	<b>\$126,259</b>	<b>\$20,676</b>	<b>\$15,533</b>	<b>\$270,774</b>	<b>\$37,524</b>	<b>\$759,716</b>

## 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**

4,124

**Declined Opportunities**

1,202

**Quoted Opportunities**

2,816

**Bound Opportunities**

373

## Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
25	1,146	11	907	211	102	1,218	504

## Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	5	349	4	281	59	23	316	165

Decline Rate	20.00%	30.45%	36.36%	30.98%	27.96%	22.55%	25.94%	32.74%
--------------	--------	--------	--------	--------	--------	--------	--------	--------

## Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	20	768	7	599	146	77	875	324

Quote Rate	100.00%	96.36%	100.00%	95.69%	96.05%	97.47%	97.01%	95.58%
------------	---------	--------	---------	--------	--------	--------	--------	--------

## Bound Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	3	111	0	97	20	8	109	25

Strike Rate	15.00%	14.45%	0.00%	16.19%	13.70%	10.39%	12.46%	7.72%
-------------	--------	--------	-------	--------	--------	--------	--------	-------

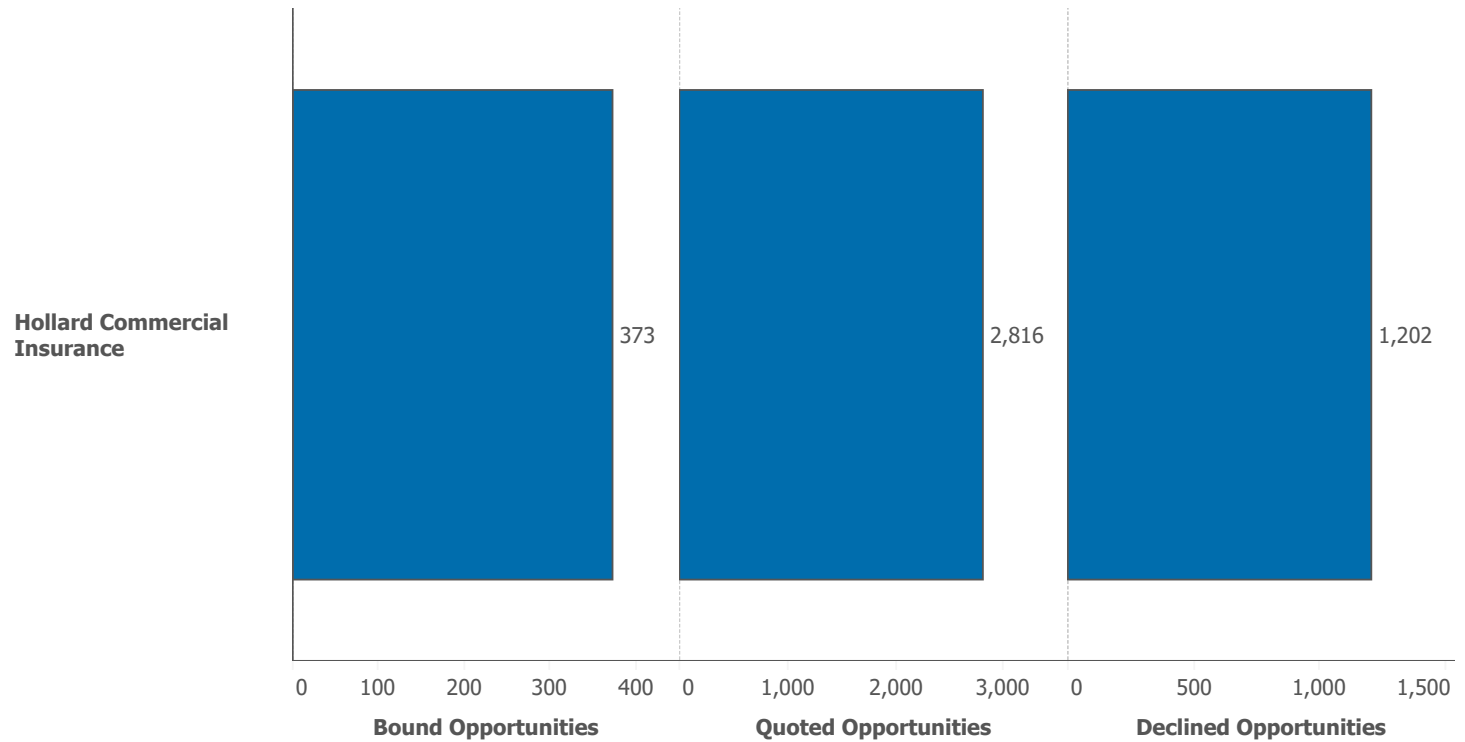
Strictly Commercial-in-Confidence

# 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

### Hollard Commercial Insurance

Total Opportunities **4,124**

Declined Opportunities **1,202**

Decline Rate **29.15%**

Quoted Opportunities **2,816**

Bound Opportunities **373**

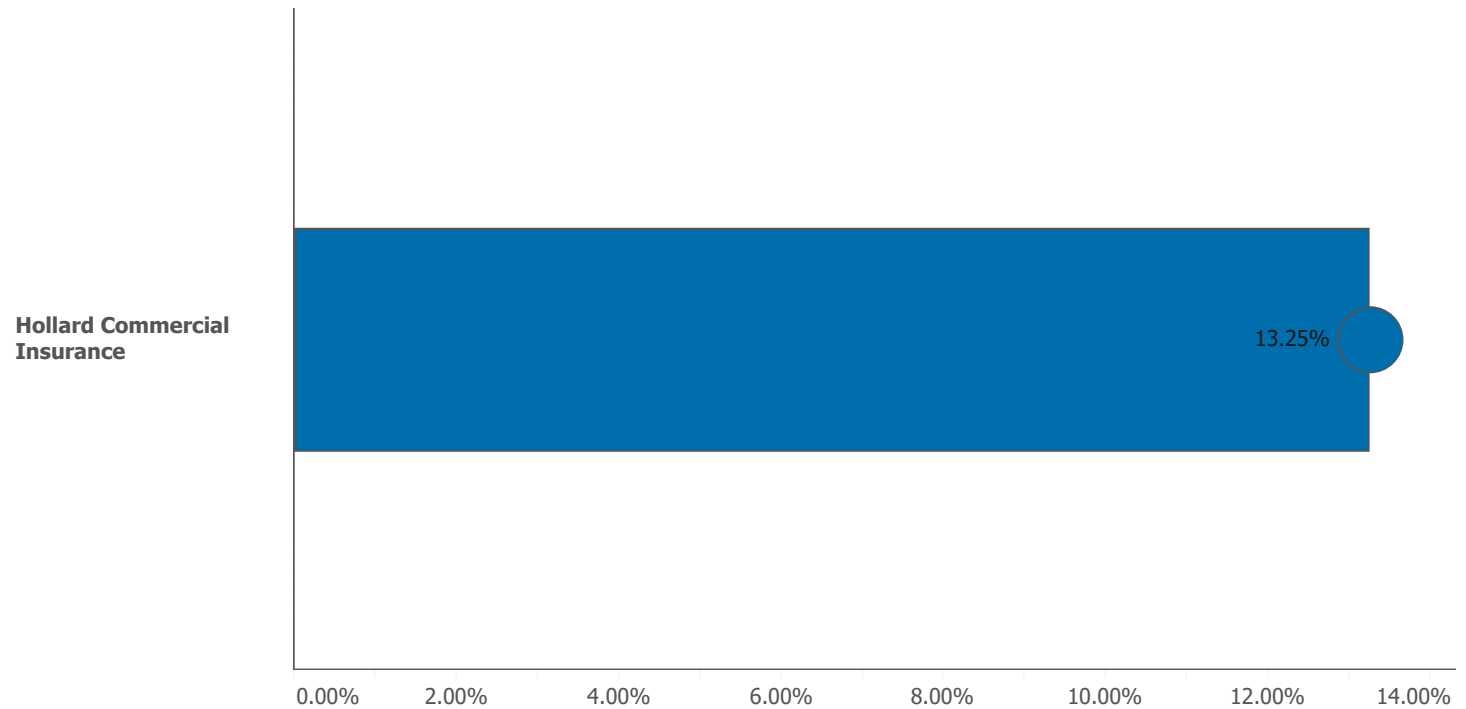
Strike Rate **13.25%**



# Strike Rate

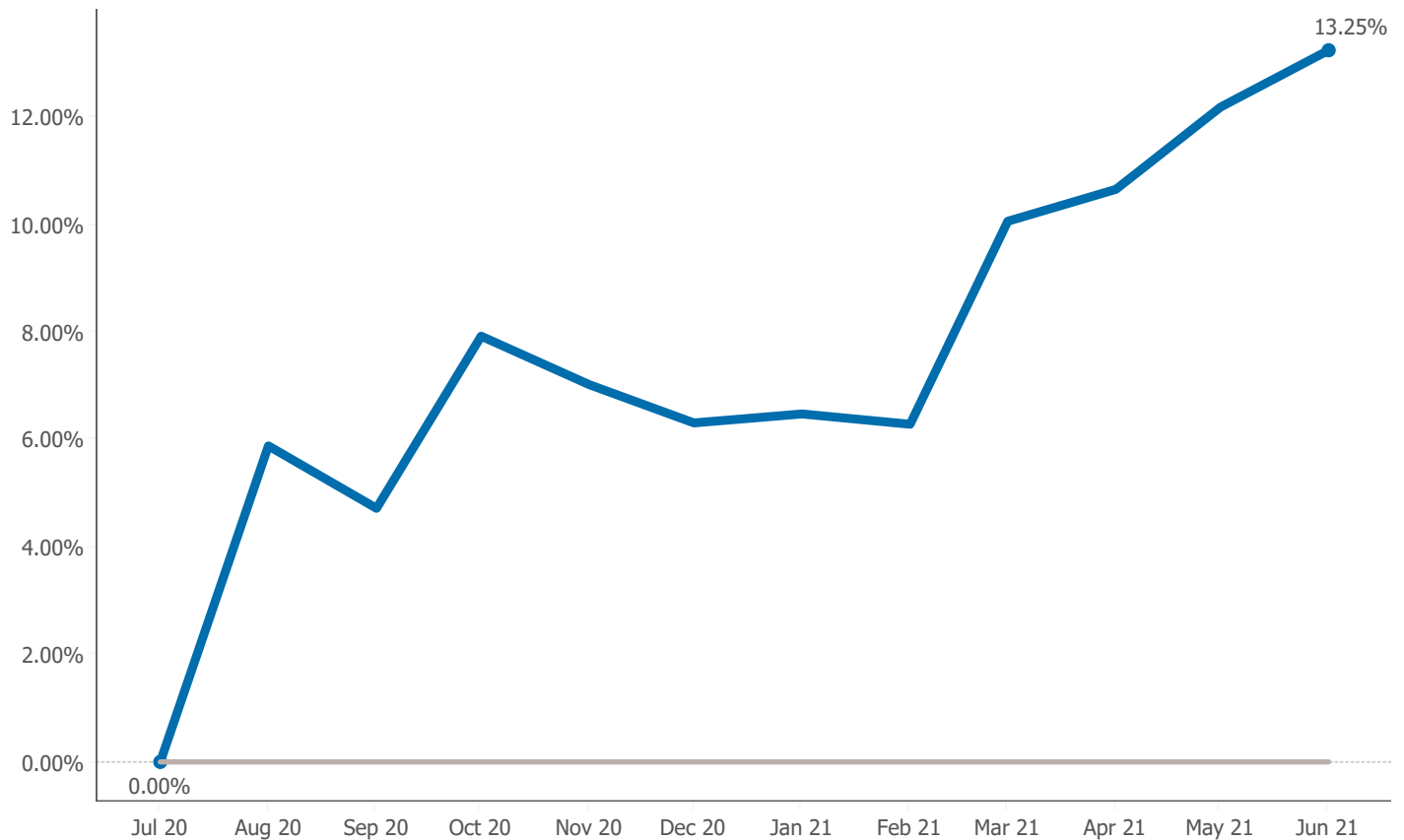
The strike rate is the total bound opportunities divided by the number of quoted opportunities and is measured at the inception date of the opportunity across all new business transactions.

## Strike Rate Insurer Comparison for 01/06/2021



## Strike Rate by Month

**CURRENT YEAR** | **PRIOR YEAR**



Strictly Commercial-in-Confidence

# 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
3	0	3	3

## Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
0	0	0	0	0	0	0	3

## Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	0	0	0	0	0	0	0	0

Decline Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
--------------	-------	-------	-------	-------	-------	-------	-------	-------

## Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	0	0	0	0	0	0	0	3

Quote Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%
------------	-------	-------	-------	-------	-------	-------	-------	---------

## Bound Opportunities

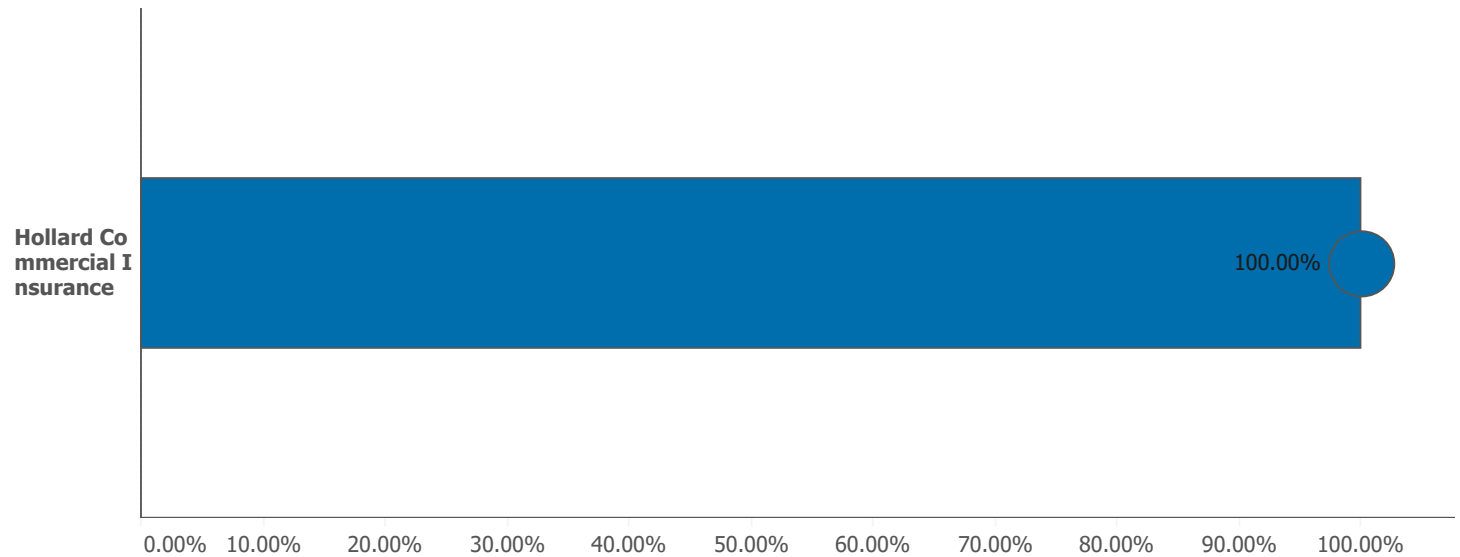
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	0	0	0	0	0	0	0	3

Retention Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%
----------------	-------	-------	-------	-------	-------	-------	-------	---------

# Renewal Retention

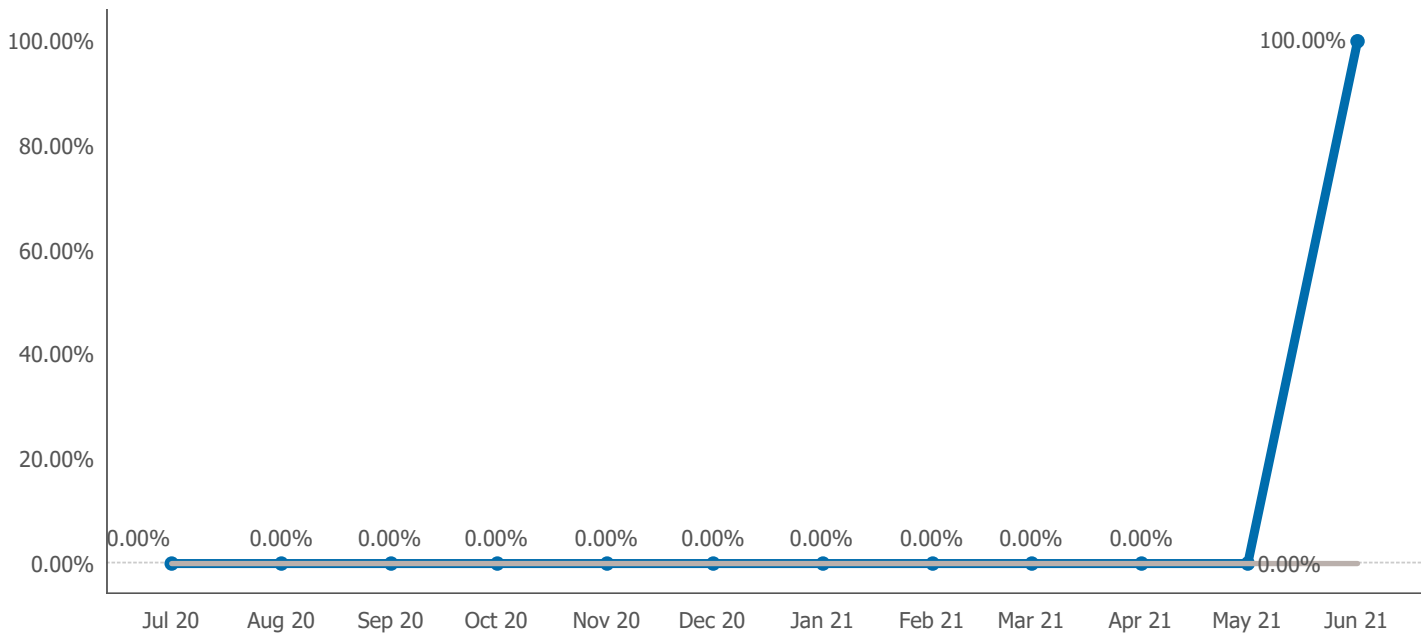
Renewal retention is based on the inception date of all renewal quotes, and is calculated as the total bound renewal opportunities divided by the number of quoted renewal opportunities.

## Renewal Retention Rate Insurer Comparison for 01/06/2021

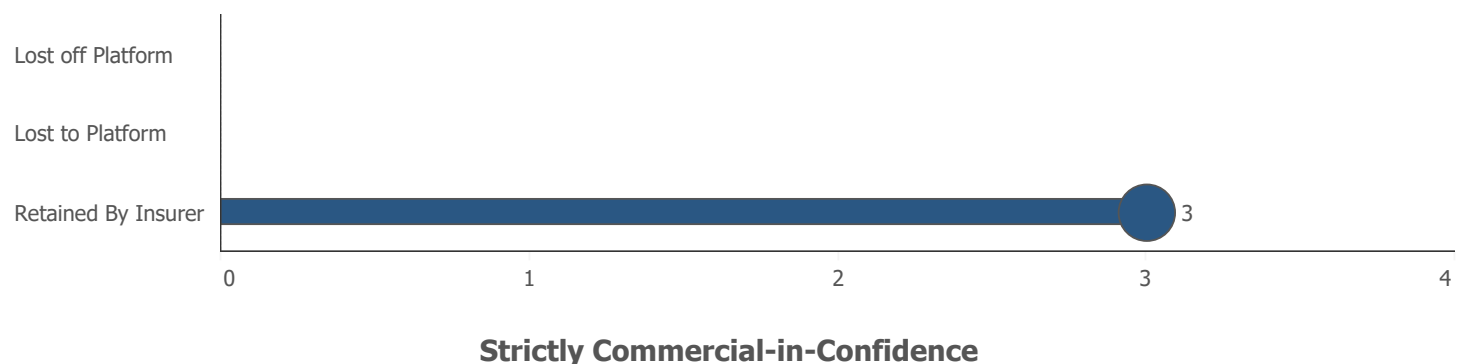


## Renewal Retention by Month

CURRENT YEAR | PRIOR YEAR



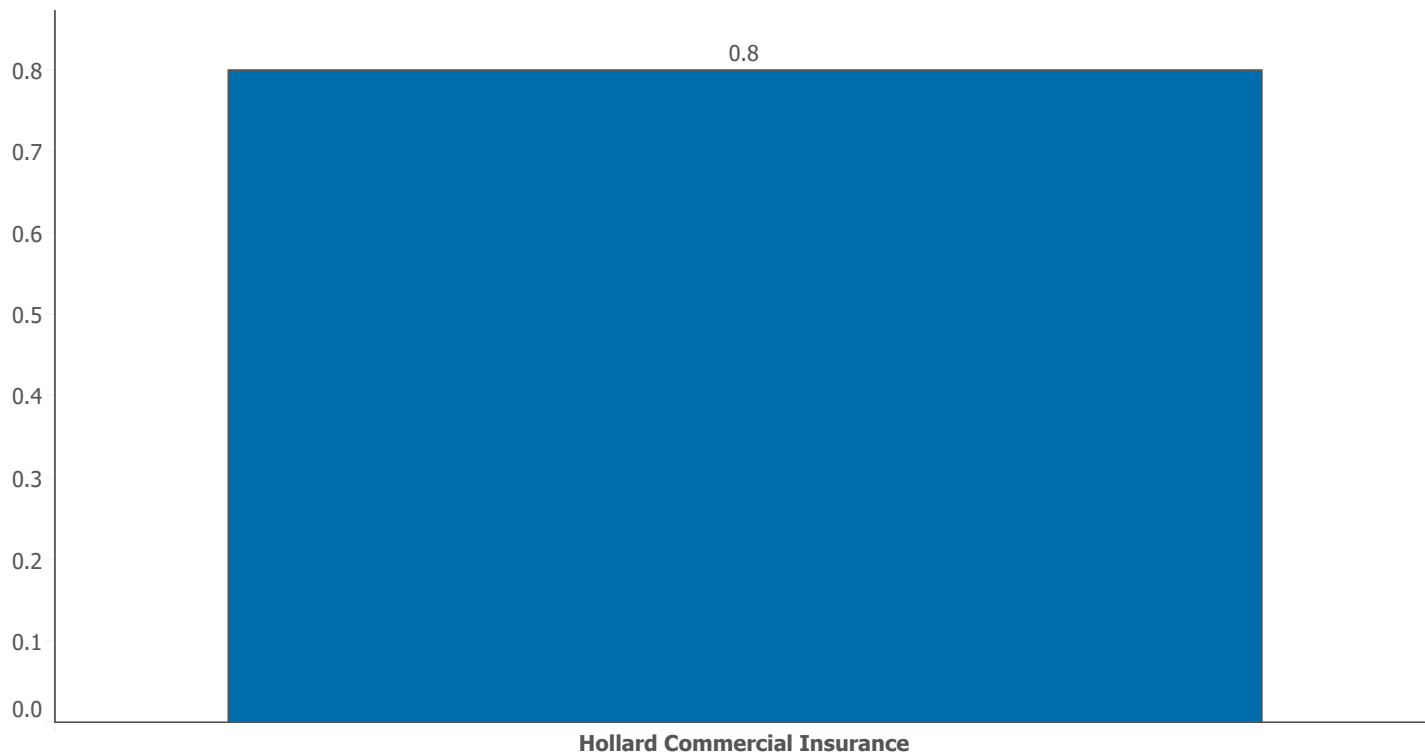
## Renewal Retention Breakdown



# Response Times

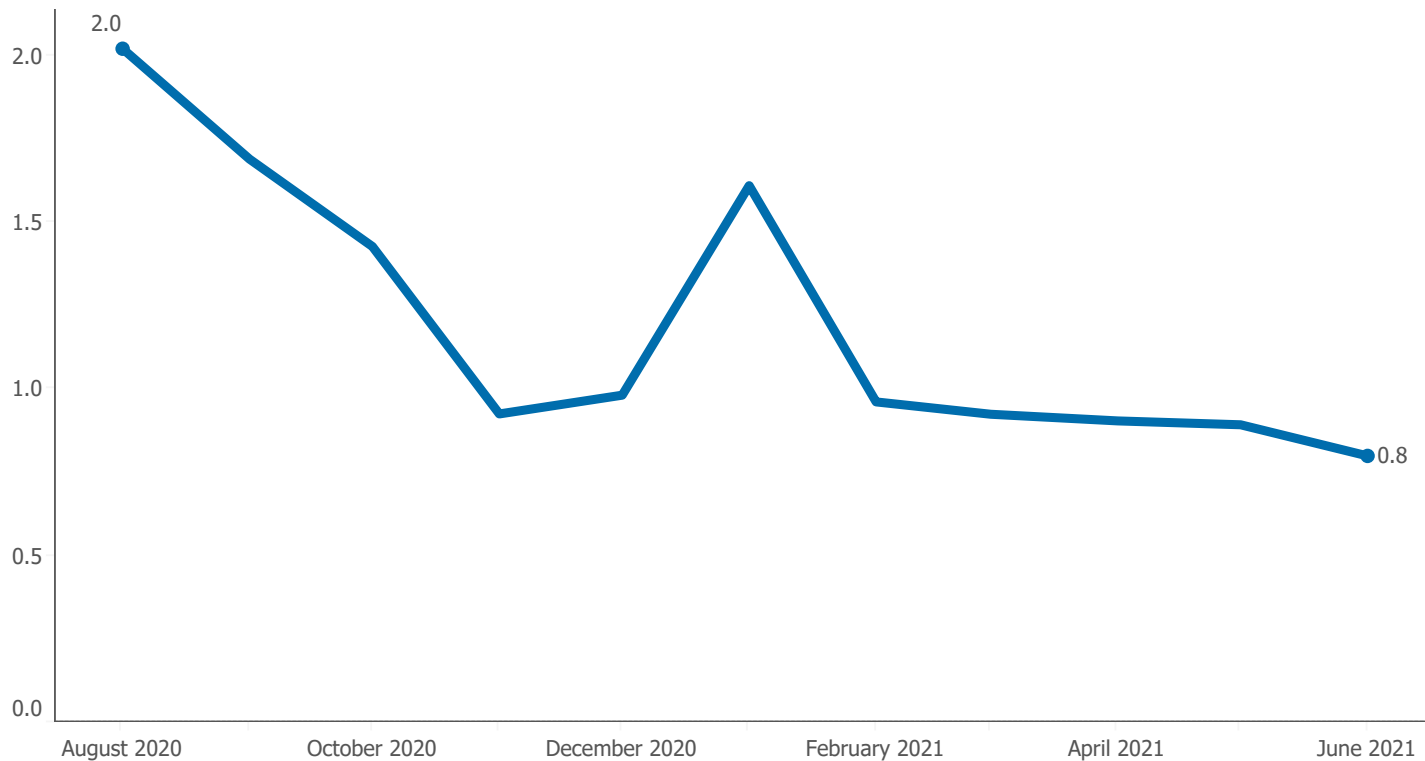
Response time is the average time between a broker sending a quote request message and the insurer responding to the message. It excludes auto rated responses where applicable. The time is calculated between the hours of 9am - 5pm AEST, Monday to Friday, inclusive of public holidays and is reported at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

## Response Time (Hours) Insurer Comparison



## Response Time (Hours) by Month

**CURRENT YEAR** | PRIOR YEAR



Strictly Commercial-in-Confidence

# 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
Plumber	148	107	23
Electrician	135	106	18
Earthmoving	125	82	19
Carpenter	114	81	10
Road Freight Transport Service - No Storage	75	0	0
Electricians - Commercial	45	32	6
Handyman / Property Maintenance	44	31	4
Motor Mechanics	34	23	4
Cleaning Service Noc	25	22	6
Property Owner - Retail (Not arcades/Malls)	13	12	3
Cafe Operation, Not Licensed With Deep Frying	8	7	0
Restaurant, Licensed, With Deep Frying	8	7	0
Property Owner - Noc	6	4	0
Property Owner - Office (Multi Storey)	4	3	0
Property Owner - Office (Single Storey)	4	3	0
Beauty Salon Operation	2	2	0
Hairdressing Service	2	2	0
Property Owner - Factory/Industrial	2	2	0
Property Owner - Warehouse	1	1	1

## Top 20 Presented Occupations across SCTP Portfolio

	Presented Opportunities	Quoted Opportunities	Bound Opportunities
Plumber	160	134	36
Electrician	158	138	48
Earthmoving	131	101	29
Carpenter	125	111	25
House Construction/Alteration Owner Builder	112	103	28
Real Estate Agency Service	87	73	22
Road Freight Transport Service - No Storage	76	0	0
Residential Building Construction Noc	63	55	17
House Construction	59	52	15
Electricians - Commercial	56	49	16
Cabinet Manufacturing - Other	49	46	8
Business Administrative Services (General)	48	44	4
Concreter	46	39	7
Handyman / Property Maintenance	46	43	11
Motor Mechanics	42	32	14
Insurance Broking Service	36	34	7
Bricklayer	27	25	8
Excavation	27	21	1
Engineering (Metal)	26	24	8
Cleaning Service Noc	25	22	6

# 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
CBN	226	143	27
Resilium Insurance Broking Pty Ltd	211	135	29
Community Broker Network	206	129	20
Ausure Insurance Brokers	201	138	29
Insurance House Pty Ltd	121	93	13
Insurance House Advance	88	68	8
Oracle Group (Australia) Pty Ltd	83	60	7
PSC Connect Pty Ltd (QLD)	77	41	9
McLardy McShane Partners Pty Ltd	75	46	1
PSC Connect Pty Ltd (VIC)	71	53	6
Centrewest Insurance Brokers Pty Ltd	66	49	3
Consolidated Insurances Pty Ltd	54	39	8
United Insurance Group	54	32	2
Apollo Risk Services	50	30	4
Regional Insurance Brokers Pty Ltd	48	32	6
Garden State Insurance Brokers Pty Ltd	47	34	12
Sear and Associates Insurance Brokers Pty Ltd	47	35	2
Aviso EIA Pty Ltd	45	29	4
ADK Insurance Brokers Pty Ltd	43	27	3
Multi Secure Insurance Solutions Pty Ltd T/As OMNISURE	37	27	3
Westlawn Insurance Brokers Pty Ltd	34	21	4
Aviso (Fitzpatrick & Company Insurance Brokers Pty Ltd)	33	27	8
Surewise	33	28	3
Macey Insurance Brokers Pty Ltd	32	19	0
PSC Connect Pty Ltd (NSW)	32	20	2
PSC Connect Pty Ltd (SA)	31	15	0
Edgar Insurance Brokers	30	27	1
Coverforce Insurance Broking Pty Ltd (NSW)	28	28	8
Steadfast Taswide Insurance Brokers	28	20	4
Maxton Insurance Brokers	27	20	7
Steadfast IRS Pty Ltd	27	20	3
The Insurance Centre Pty Ltd	27	18	3
Cowden Limited - WA	26	16	2
The One Stop Insurance Brokers Pty Ltd	24	18	0
Metrix Insurance Pty Ltd	23	20	3
Phoenix Insurance Brokers Pty Ltd	23	18	1
Your Insurance Broker Pty Ltd	23	14	3
Arrowsmith & Petruccelli Insurance Brokers Pty Ltd	22	18	1
PSC Coast Wide (QLD)	22	15	4
Action Insurance Brokers	21	16	5

**Strictly Commercial-in-Confidence**