

# SCTP Insurer Performance Report

Hollard - Business Pack

November 2019

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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

\$4,899,200

## Fiscal Year to Date Base Premium

\$20,314,092

## Rolling 12 Base Premium

\$42,163,566

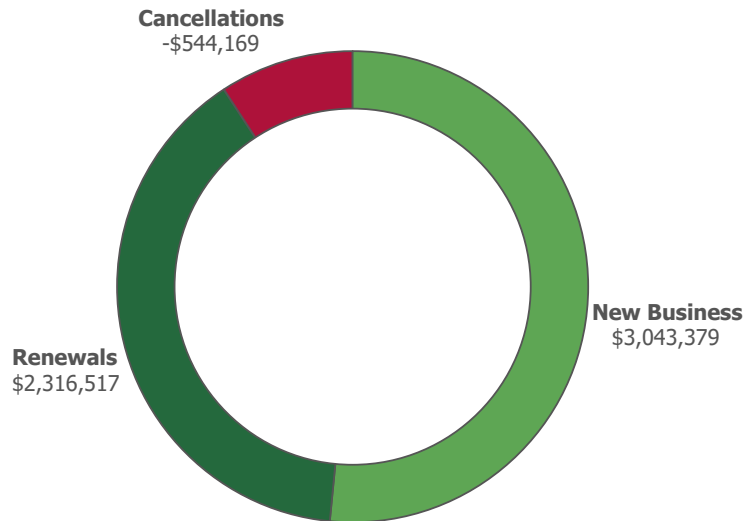
## Hollard - Average Base Premium

\$1,866

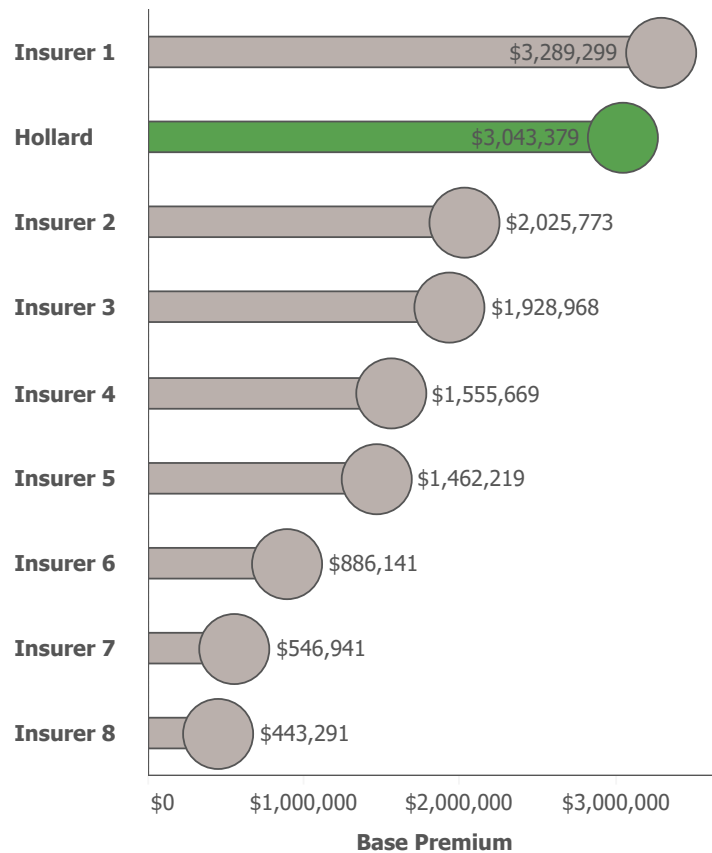
## All Insurers - Average Base Premium

\$1,998

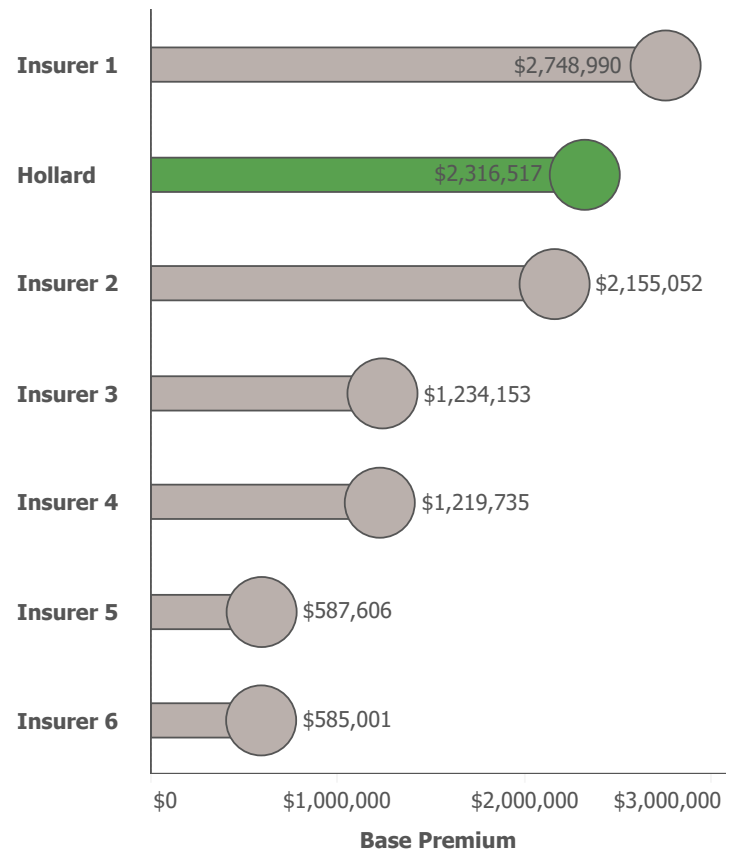
## Transaction Type Breakdown



## New Business Insurer Comparison



## Renewal Insurer Comparison

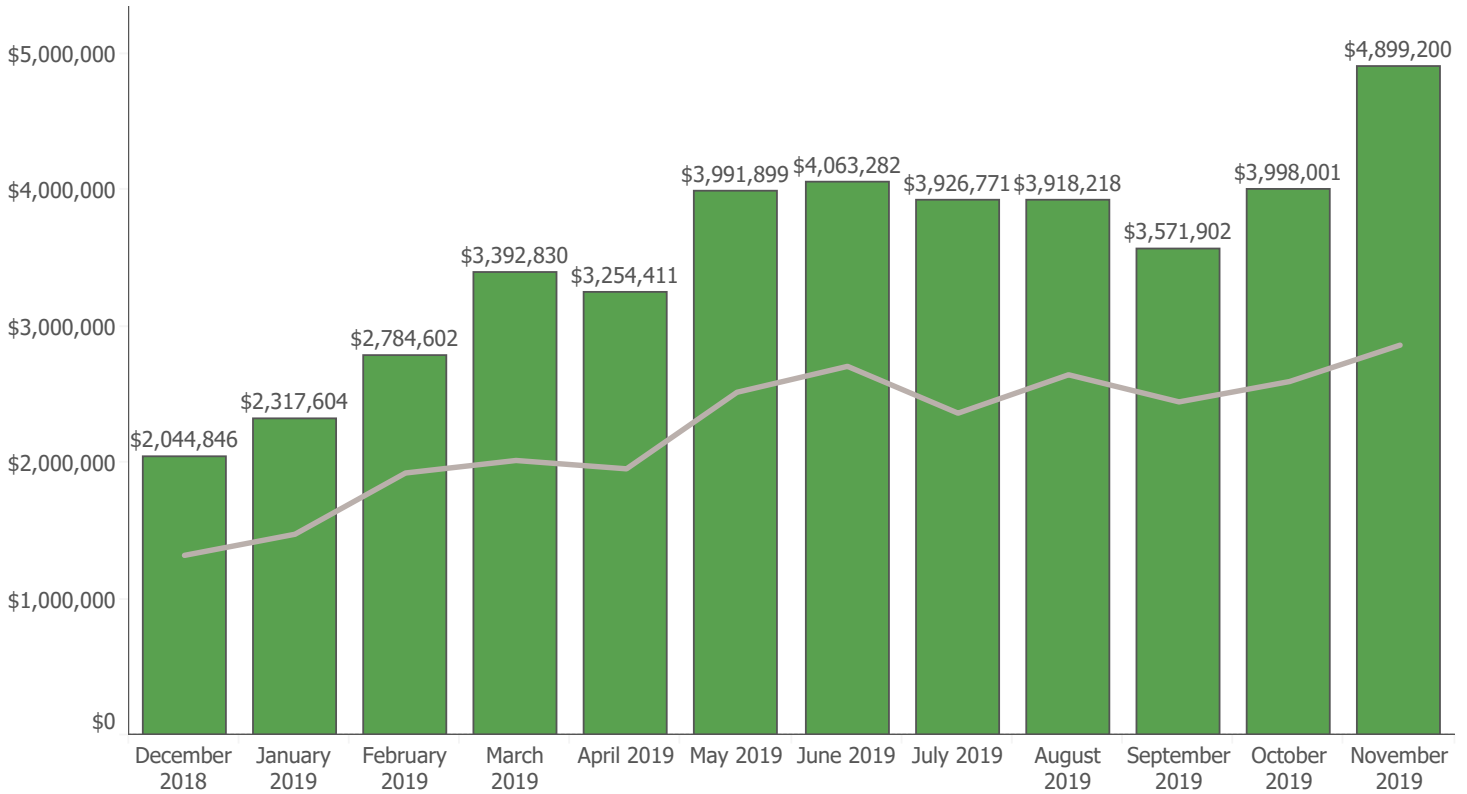


# Base Premium

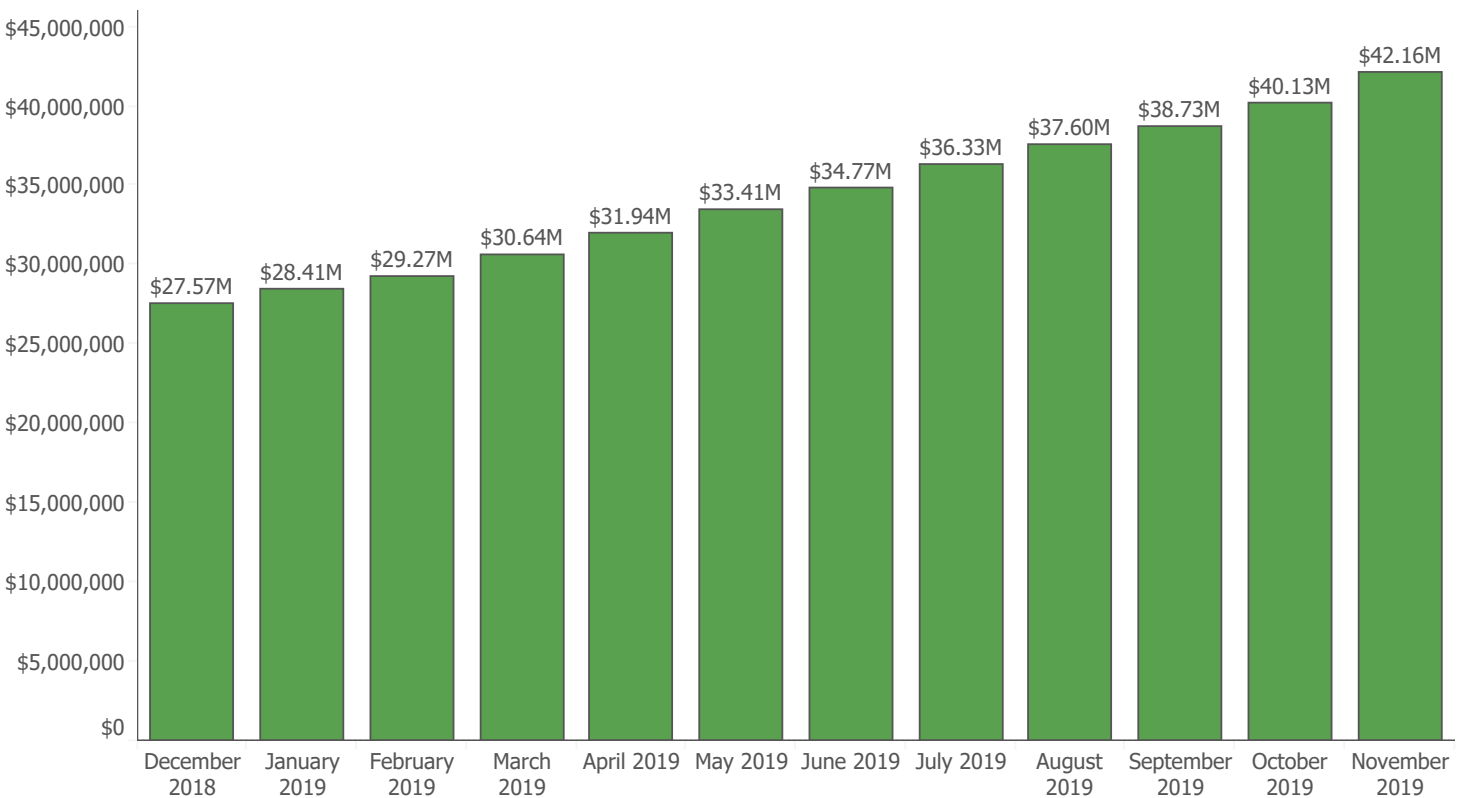
Base premium of policies bound during the reporting period includes cancellations and endorsements and is measured on the bound date of policies.

## Base Premium by Month

CURRENT YEAR | PRIOR YEAR



## Rolling 12 Months Base Premium



Strictly Commercial-in-Confidence

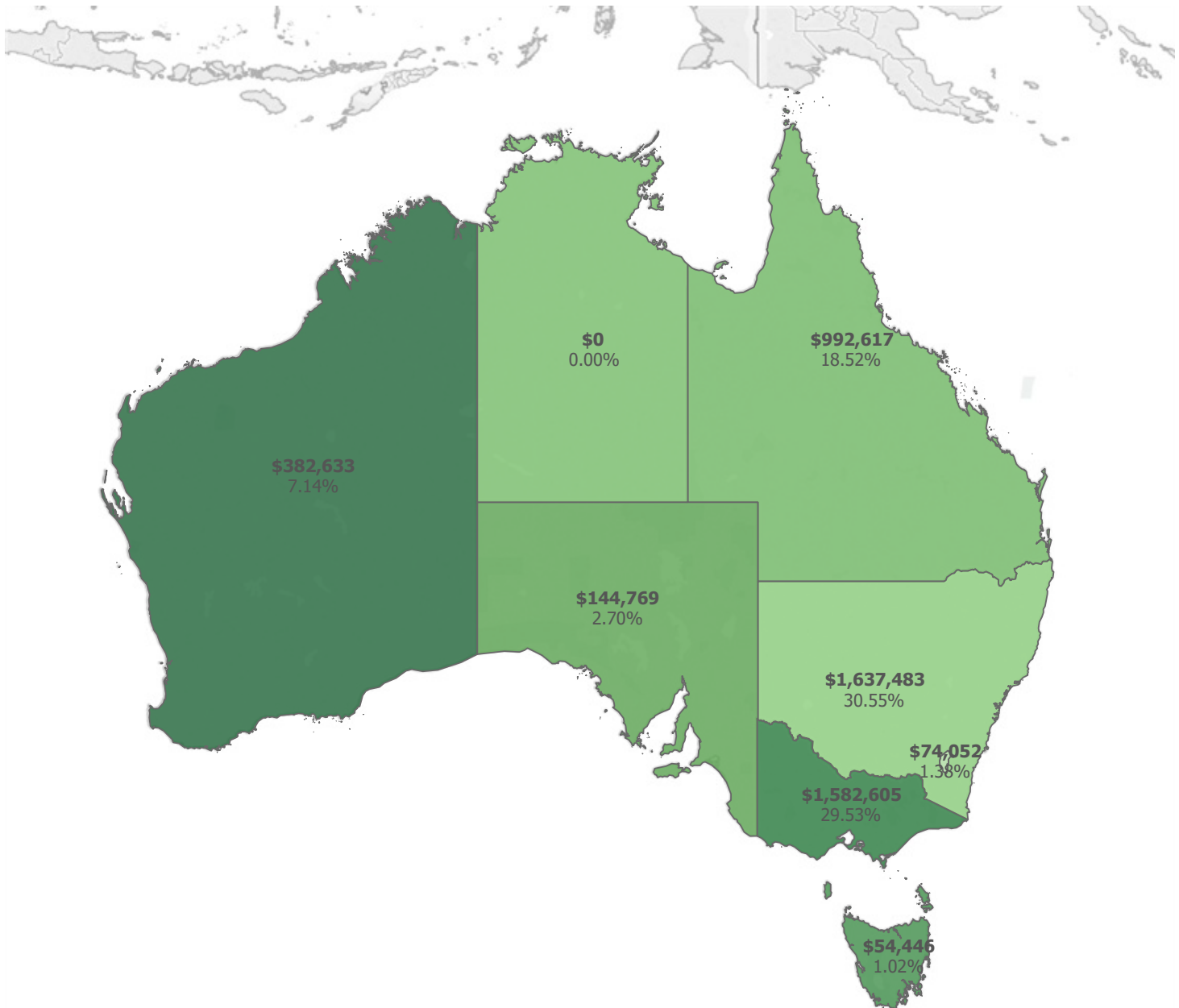
# State Activity

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 01/11/2019

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
<b>New Business</b>	\$56,411	\$994,680	\$0	\$643,392	\$94,854	\$27,775	\$779,976	\$177,850
<b>Renewals</b>	\$17,641	\$642,803	\$0	\$349,225	\$49,915	\$26,672	\$802,629	\$204,783
<b>Grand Total</b>	<b>\$74,052</b>	<b>\$1,637,483</b>	<b>\$0</b>	<b>\$992,617</b>	<b>\$144,769</b>	<b>\$54,446</b>	<b>\$1,582,605</b>	<b>\$382,633</b>

## Base Premium Breakdown by State for 01/11/2019



# 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

22,356

## Declined Opportunities

9,106

## Quoted Opportunities

12,333

## Bound Opportunities

1,607

## Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
221	6,306	76	4,825	1,106	754	6,489	2,579

## Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	66	2,451	48	2,347	454	372	2,326	1,042

Decline Rate	29.86%	38.87%	63.16%	48.64%	41.05%	49.34%	35.85%	40.40%
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## Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	148	3,585	13	2,318	617	340	3,866	1,446

Quote Rate	95.48%	93.00%	46.43%	93.54%	94.63%	89.01%	92.87%	94.08%
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## Bound Opportunities

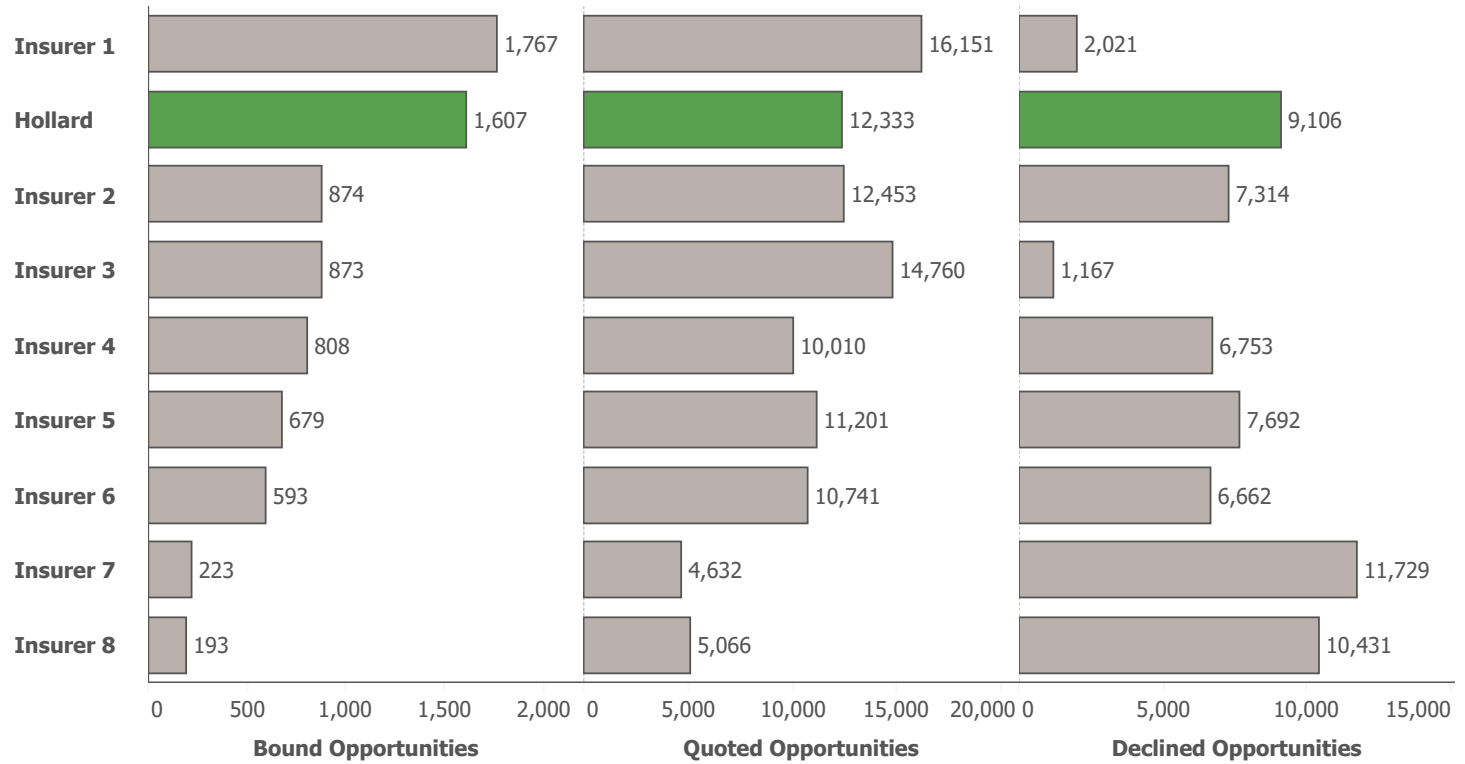
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	28	465	0	346	74	26	526	142

Strike Rate	18.92%	12.97%	0.00%	14.93%	11.99%	7.65%	13.61%	9.82%
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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



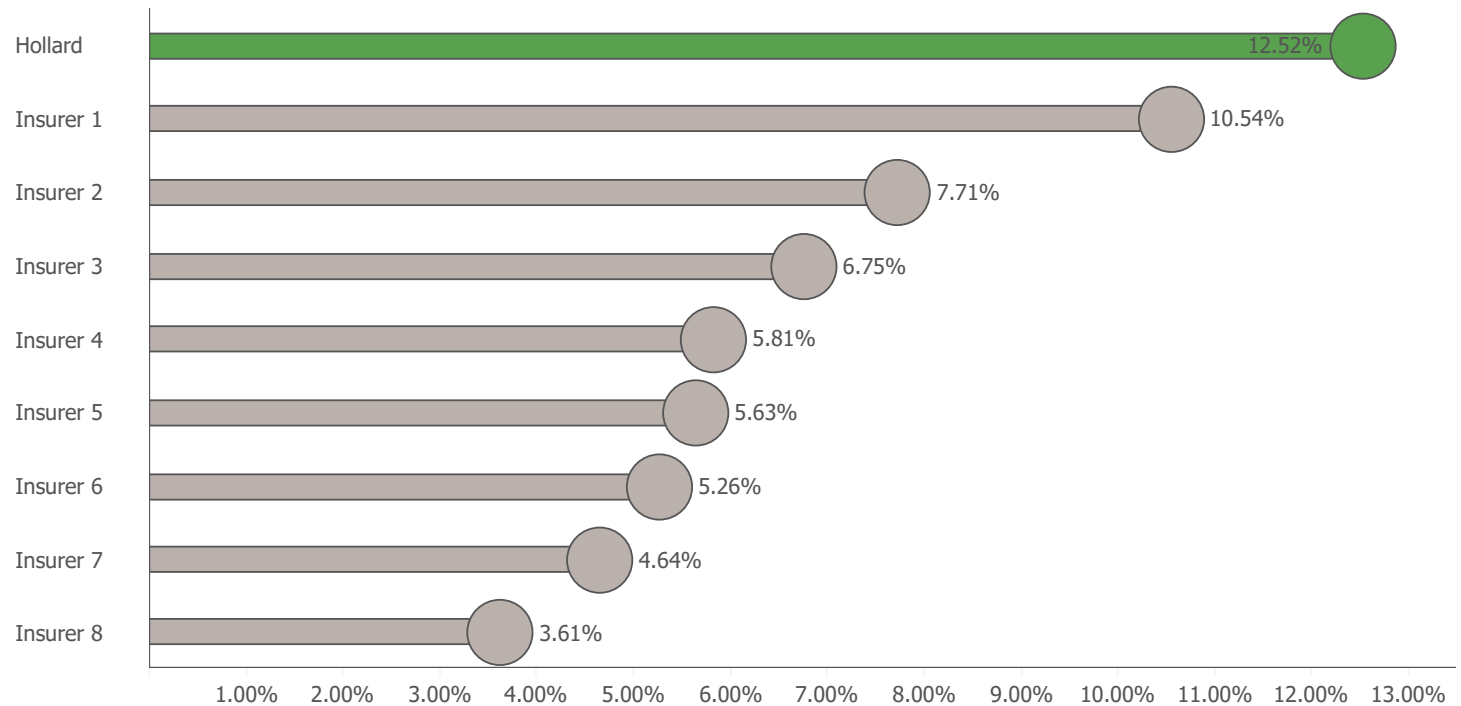
## Opportunity Comparison by Insurer

	Insurer 1	Hollard	Insurer 2	Insurer 3	Insurer 4	Insurer 5	Insurer 6	Insurer 7	Insurer 8
Total Opportunities	22,474	22,356	23,322	23,228	23,171	23,282	22,801	22,324	20,278
Declined Opportunities	6,753	9,106	2,021	1,167	7,692	6,662	10,431	7,314	11,729
Decline Rate	30.05%	40.73%	8.67%	5.02%	33.20%	28.61%	45.75%	32.76%	57.84%
Quoted Opportunities	10,010	12,333	16,151	14,760	11,201	10,741	5,066	12,453	4,632
Bound Opportunities	808	1,607	1,767	873	679	593	193	874	223
Strike Rate	8.07%	13.03%	10.94%	5.91%	6.06%	5.52%	3.81%	7.02%	4.81%

# Strike Rate

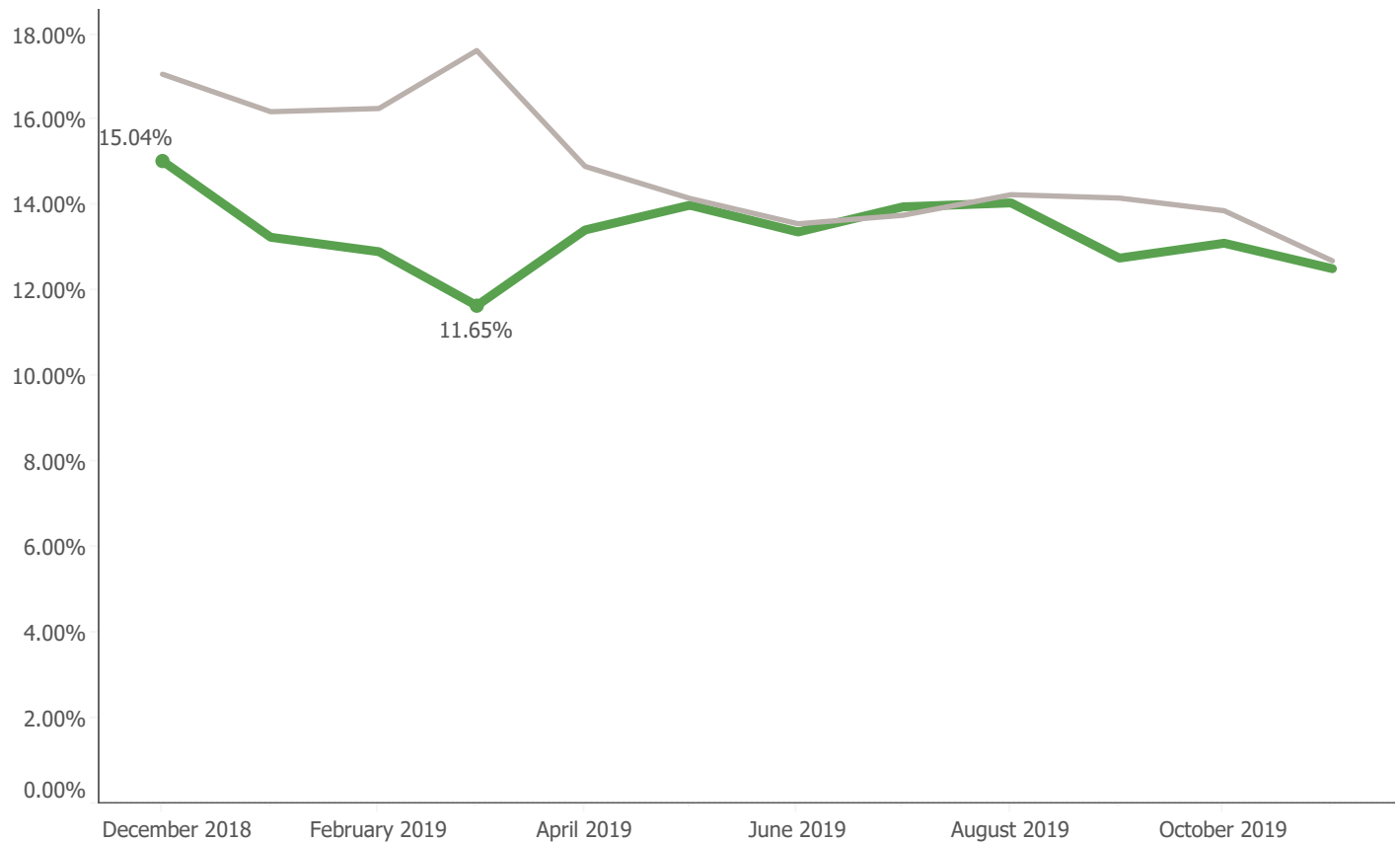
The strike rate is the total bound opportunities divided by the number of quoted opportunities and is measured at the inception date of the opportunity across all new business transactions.

## Strike Rate Insurer Comparison for 01/11/2019



## 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

1,529

## Declined Opportunities

16

## Quoted Opportunities

1,496

## Bound Opportunities

1,245

## Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
26	429	1	308	43	20	571	131

## Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	0	2	0	6	1	0	6	1

Decline Rate	0.00%	0.47%	0.00%	1.95%	2.33%	0.00%	1.05%	0.76%
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## Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	26	419	1	298	40	20	563	129

Quote Rate	100.00%	98.13%	100.00%	98.68%	95.24%	100.00%	99.65%	99.23%
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## Bound Opportunities

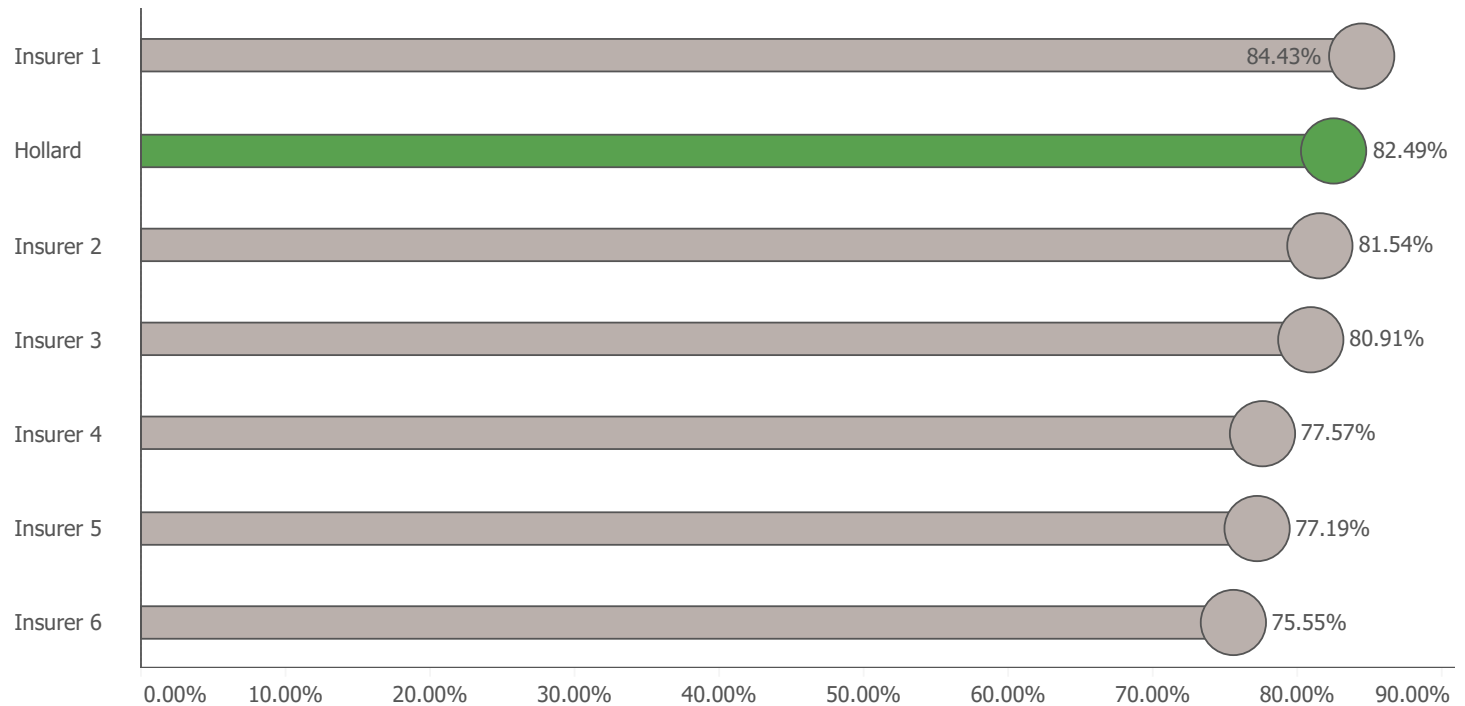
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	20	345	1	252	37	18	473	99

Retention Rate	76.92%	82.34%	100.00%	84.56%	92.50%	90.00%	84.01%	76.74%
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# Renewal Retention

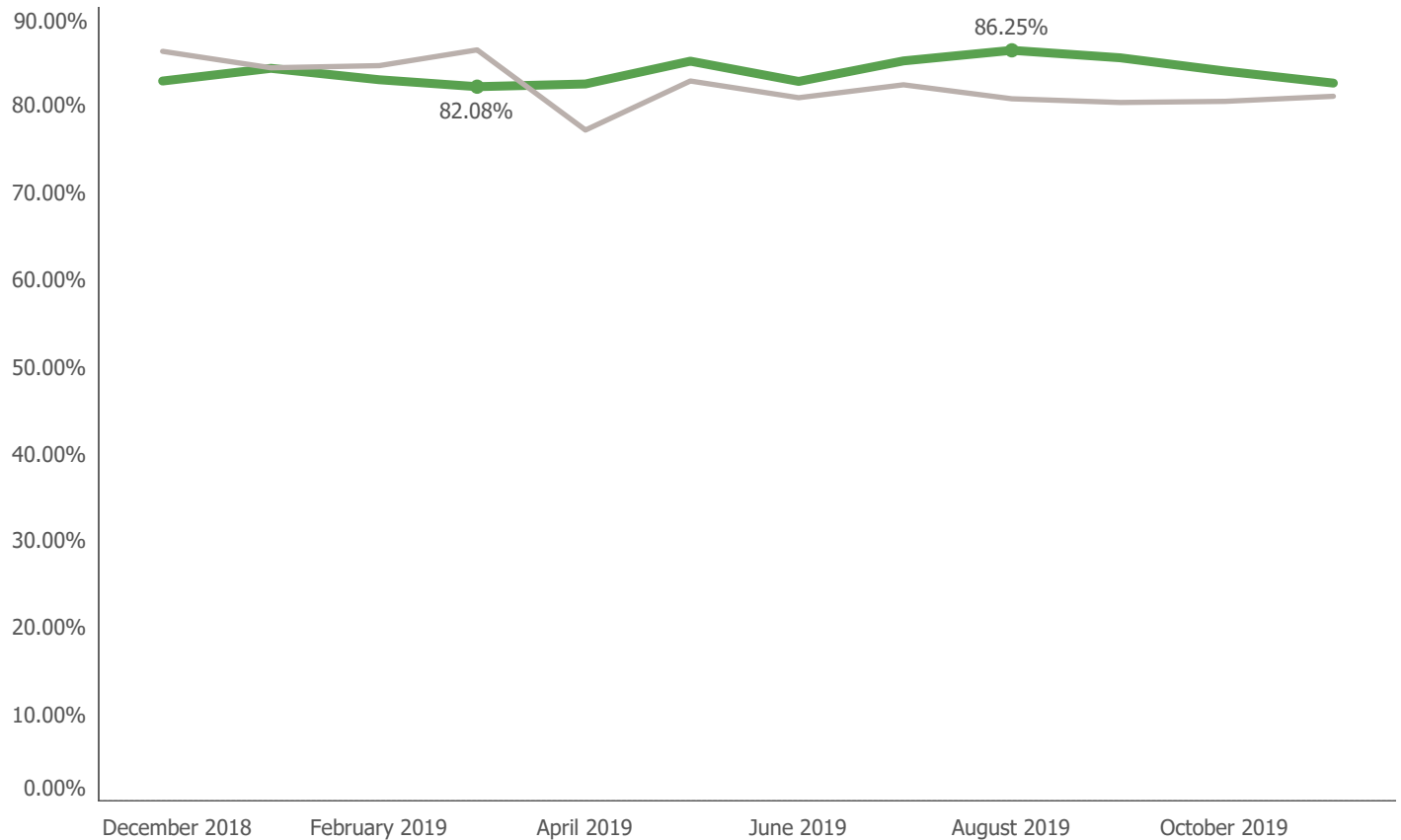
Renewal retention is based on the inception date of all renewal quotes, and is calculated as the total bound renewal opportunities divided by the number of quoted renewal opportunities.

## Renewal Retention Rate Insurer Comparison for 01/11/2019



## Renewal Retention by Month

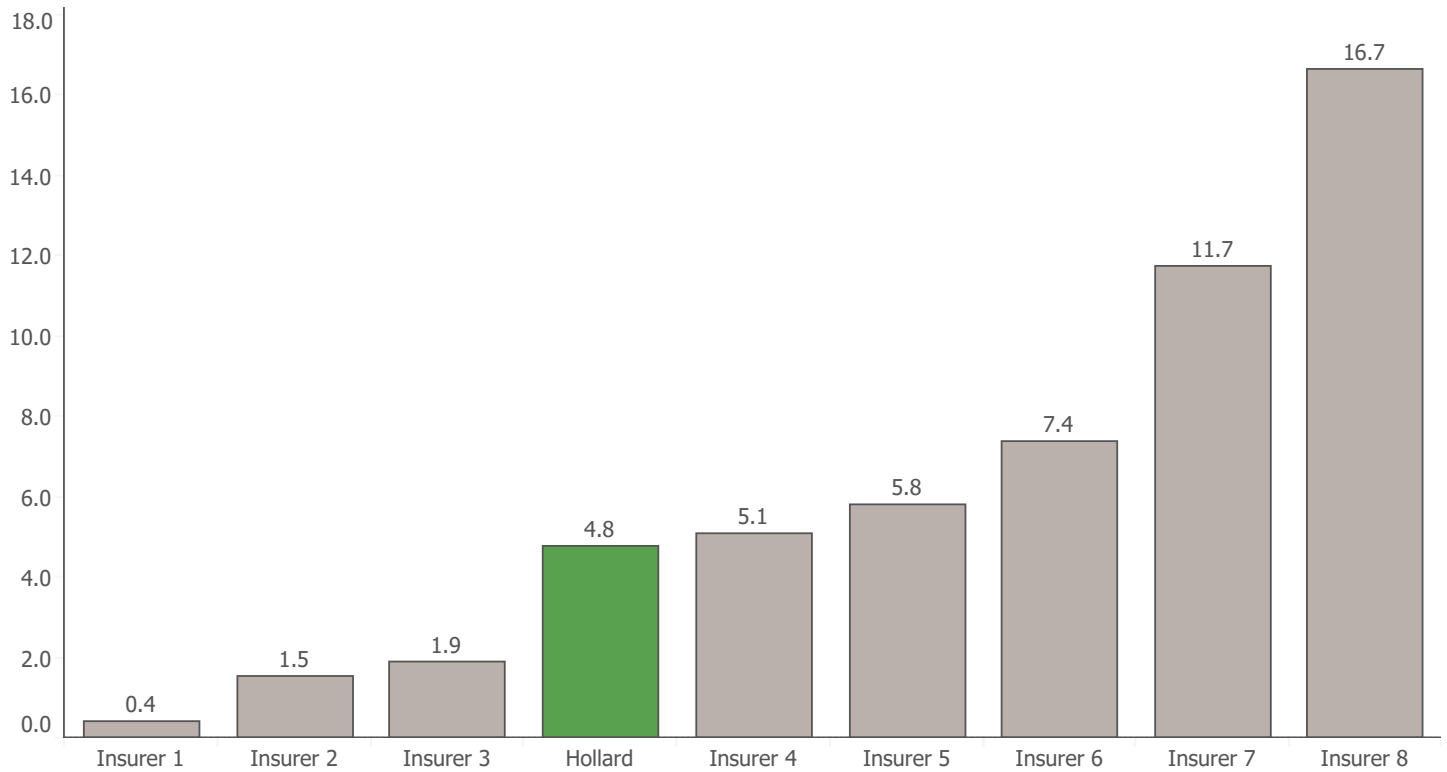
CURRENT YEAR | PRIOR YEAR



# Response Times

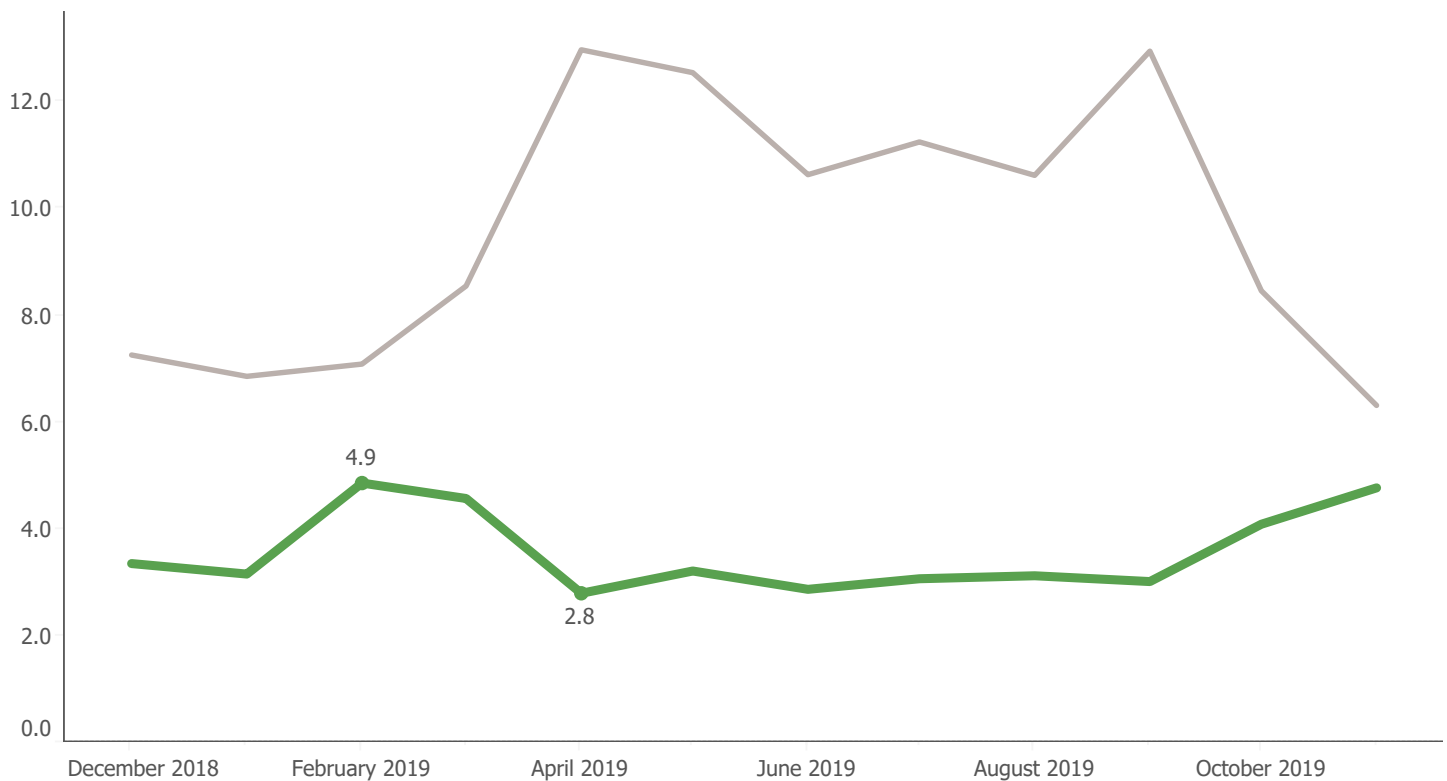
Response time is the average time between a broker sending a quote request message and the insurer responding to the message. It excludes auto rated responses where applicable. The time is calculated between the hours of 9am - 5pm AEST, Monday to Friday, inclusive of public holidays and is reported at 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)	1,908	193
Property Owner - Factory/Industrial	1,299	174
Property Owner - Office (Single Storey)	445	68
Restaurant, Licensed, With Deep Frying	424	92
Property Owner - Warehouse	411	49
Property Owner - Office (Multi Storey)	362	54
Plumber	361	44
Electrician	331	66
Handyman / Property Maintenance	325	23
Carpenter	316	36
Property Owner - Noc	292	19
Hairdressing Service	230	61
Cafe Operation, Not Licensed With Deep Frying	229	56
Beauty Salon Operation	228	40
Road Freight Transport Service - No Storage	227	3
Cafe Operation, Not Licensed, No Deep Frying	191	59
Cafe Operation, Licensed With Deep Frying	187	39
Earthmoving	179	2
Real Estate Agency Service	171	29
Take Away Foods Retailing (With Deep Fryer)	160	26

## Top 20 Presented Occupations across SCTP Portfolio

	Presented Opportunities	Bound Opportunities
Property Owner - Retail (Not arcades/Malls)	2,455	1,235
Property Owner - Factory/Industrial	1,647	902
Property Owner - Office (Single Storey)	578	306
Property Owner - Warehouse	531	269
Plumber	504	190
Restaurant, Licensed, With Deep Frying	494	204
Property Owner - Office (Multi Storey)	463	264
Electrician	441	255
Property Owner - Noc	401	162
Handyman / Property Maintenance	400	208
Carpenter	389	187
Road Freight Transport Service - No Storage	326	192
Hairdressing Service	308	183
Beauty Salon Operation	275	148
Cafe Operation, Not Licensed With Deep Frying	260	104
Cafe Operation, Not Licensed, No Deep Frying	243	156
Earthmoving	231	113
Cafe Operation, Licensed With Deep Frying	227	90
Real Estate Agency Service	215	110
Cleaning Service Noc	189	83

# 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
CBN	2,235	388
Ausure Insurance Brokers	1,968	236
Resilium Insurance Broking Pty Ltd	1,943	251
United Insurance Group	938	142
Regional Insurance Brokers Pty Ltd	526	51
Empire Insurance Services-Winbeat site	339	62
PSC Connect Pty Ltd (VIC)	321	43
Centrewest Insurance Brokers Pty Ltd	299	34
Community Broker Network	295	40
Steadfast Taswide Insurance Brokers	292	12
Pollard Insurance Brokers Pty Ltd	261	34
Consolidated Insurances Pty Ltd	261	60
Insurance House Advance	248	9
Brookvale Insurance Brokers	244	47
Consolidated Insurance Agencies Pty Ltd	228	46
Steadfast IRS Pty Ltd	207	19
Steadfast Eastern Insurance Brokers	207	55
Alliance Insurance Broking Services Pty Ltd	200	24
Reliance Franchise Partners	196	25
PSC Connect Pty Ltd (NSW)	184	25
United Insurance - Winbeat site	179	34
Tony Bemrose Insurance Brokers Pty Ltd	178	29
Phoenix Insurance Brokers Pty Ltd	174	18
Oracle Group (Australia) Pty Ltd	172	21
PSC Connect Pty Ltd (QLD)	171	16
Midland Insurance Brokers Australia Pty Ltd	167	5
BJS Insurance Brokers Pty Ltd	165	7
Insurance House Pty Ltd	161	4
AIS Insurance Brokers	160	17
Surewise	156	12
Insurance Aid General Brokers Partnership Pty Ltd	150	17
Blackburn Insurance Brokers Pty Ltd	144	30
Network Insurance Group	143	29
ADK Insurance Brokers Pty Ltd	141	37
McKillops Insurance Brokers Pty Ltd	125	4
Allsafe Insurance Brokers Pty Ltd	125	13
HWA Insurance Brokers	123	14
AIB Pty Ltd	117	23
Australian Insurance Solutions - NSW	115	22
Action Insurance Brokers	115	21