

# **SCTP Commercial Insurer Performance Report**

Hollard - Business Pack

**November 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

\$4,720,052

## Fiscal Year to Date Base Premium

\$21,849,241

## Rolling 12 Base Premium

\$49,427,332

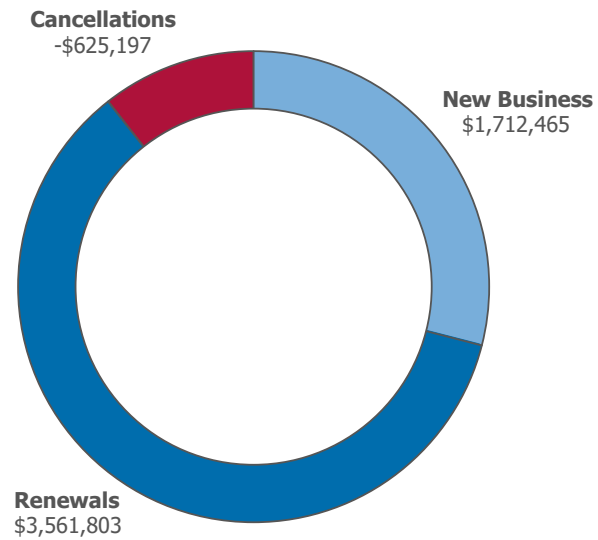
## Hollard - Average Base Premium

\$1,494

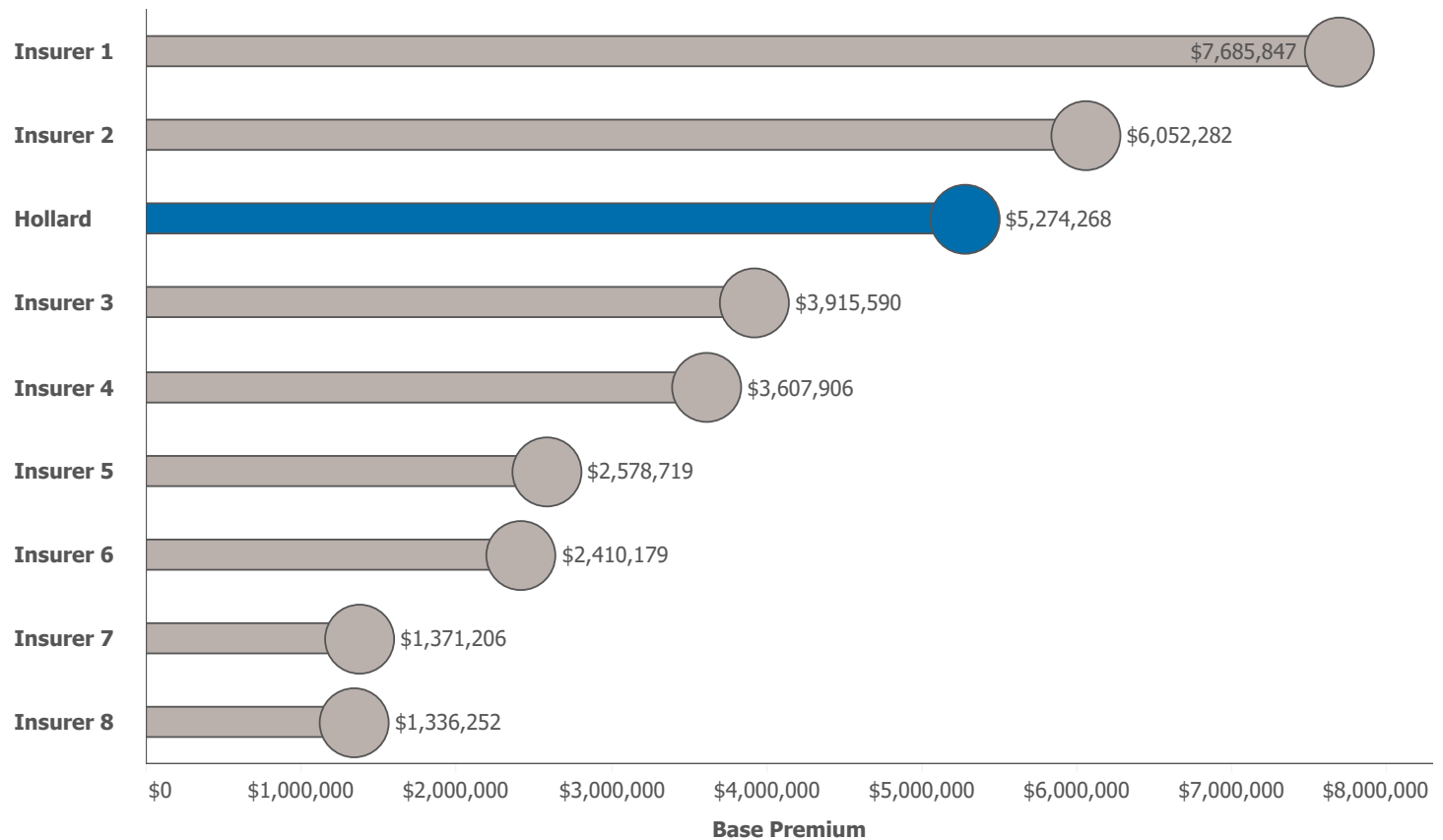
## All Insurers - Average Base Premium

\$1,918

## Transaction Type Breakdown



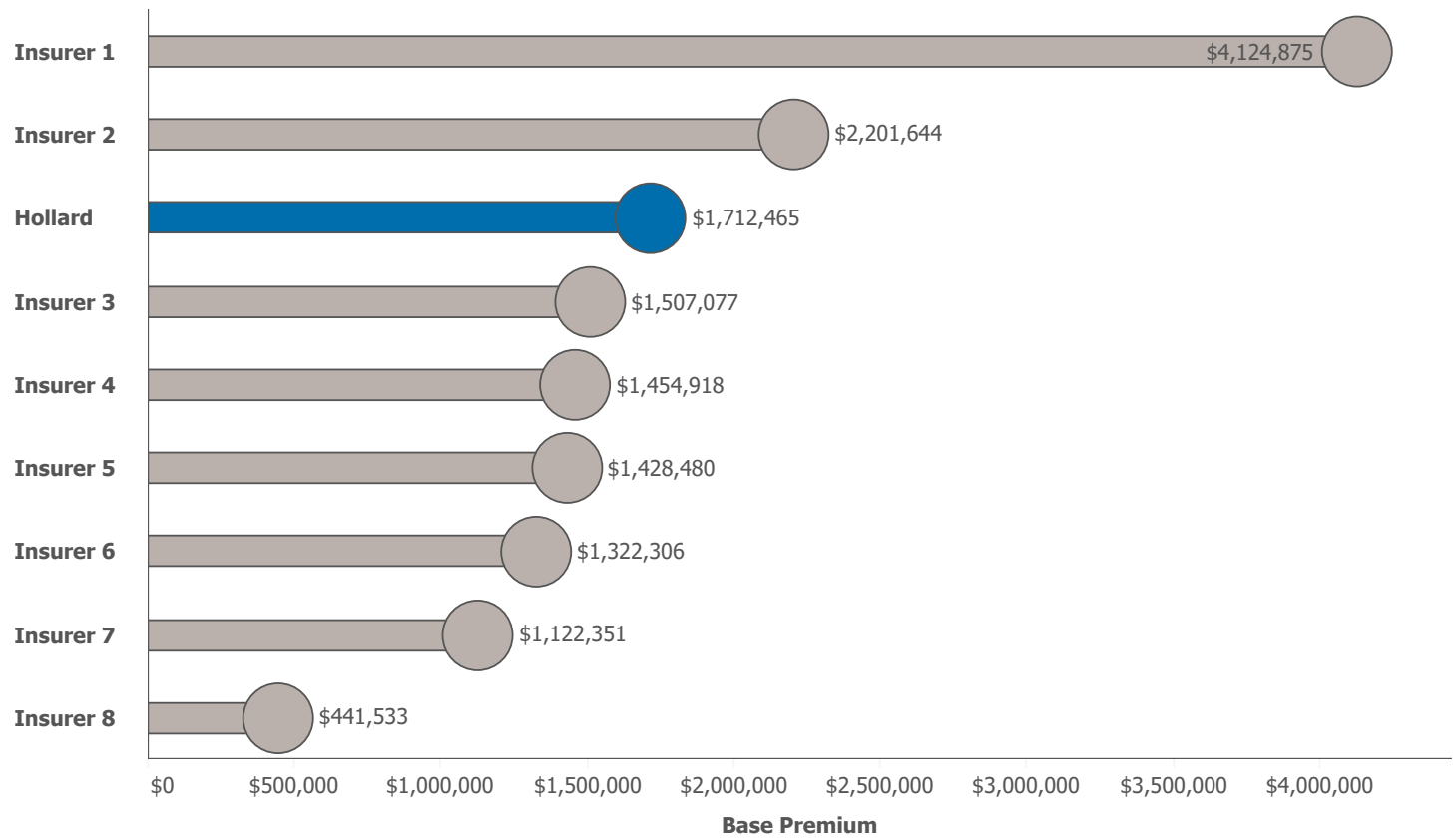
## Overall Insurer Comparison



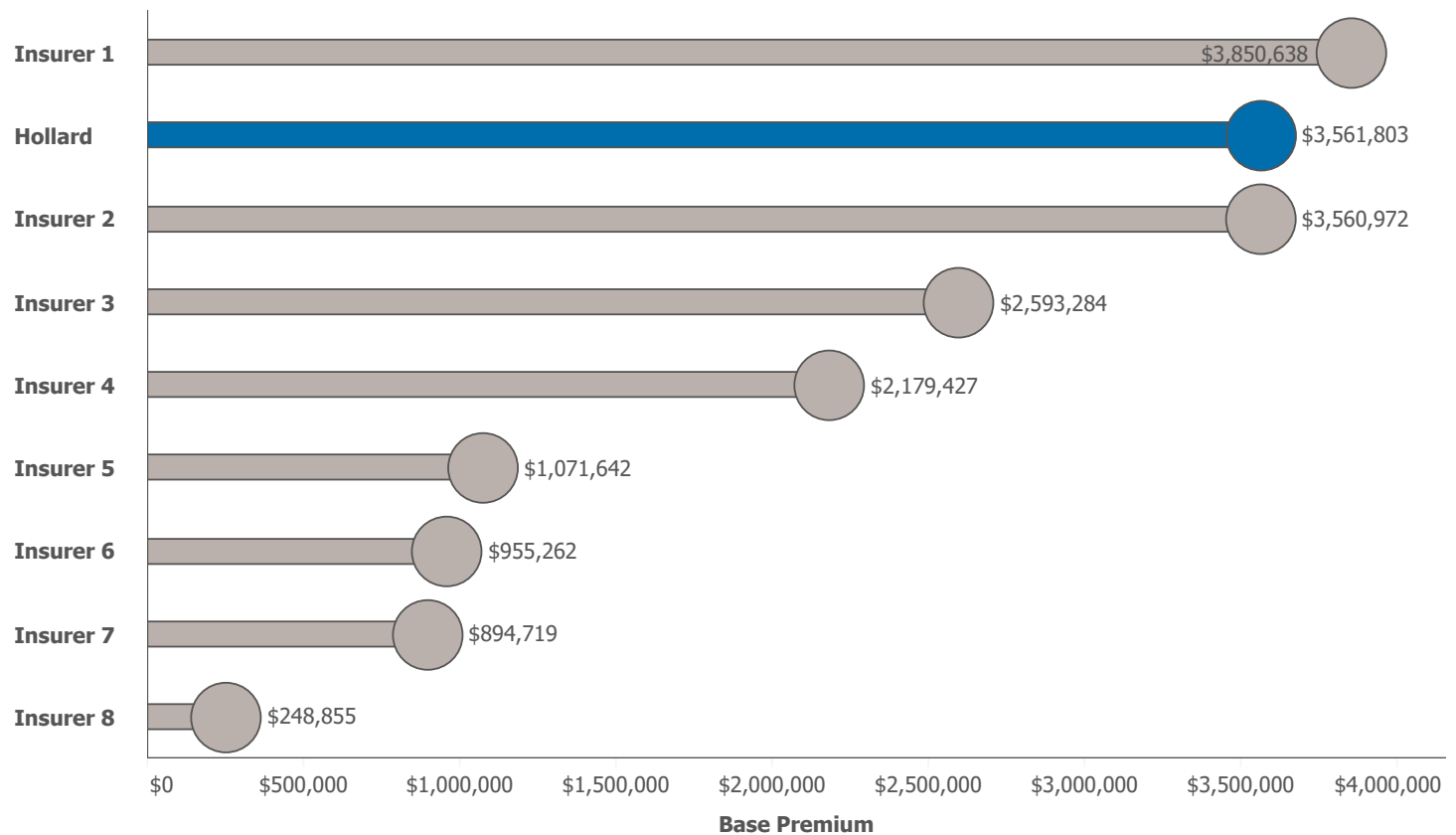
Strictly Commercial-in-Confidence

# Base Premium

## New Business Insurer Comparison



## Renewal Insurer Comparison



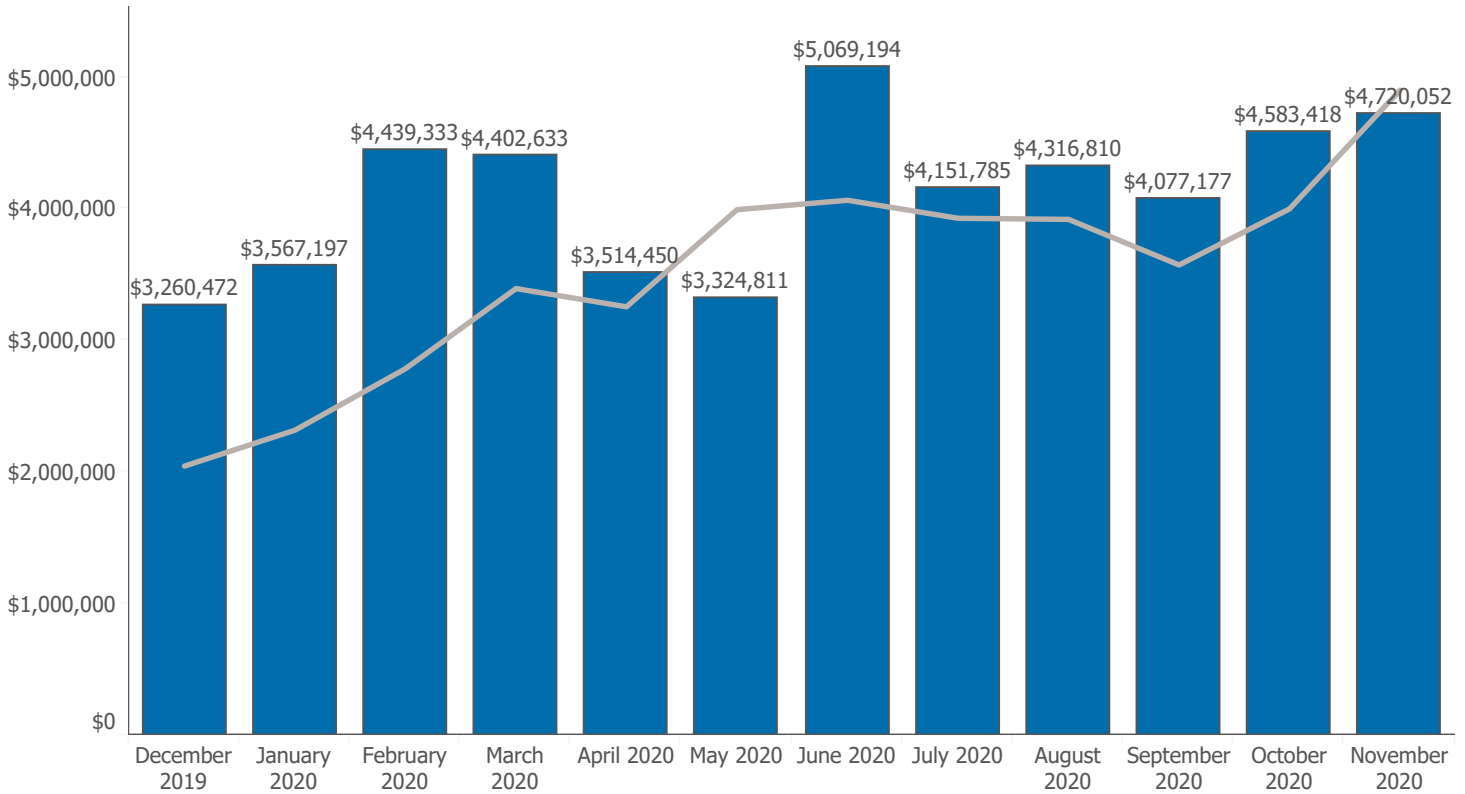
Strictly Commercial-in-Confidence

# Base Premium

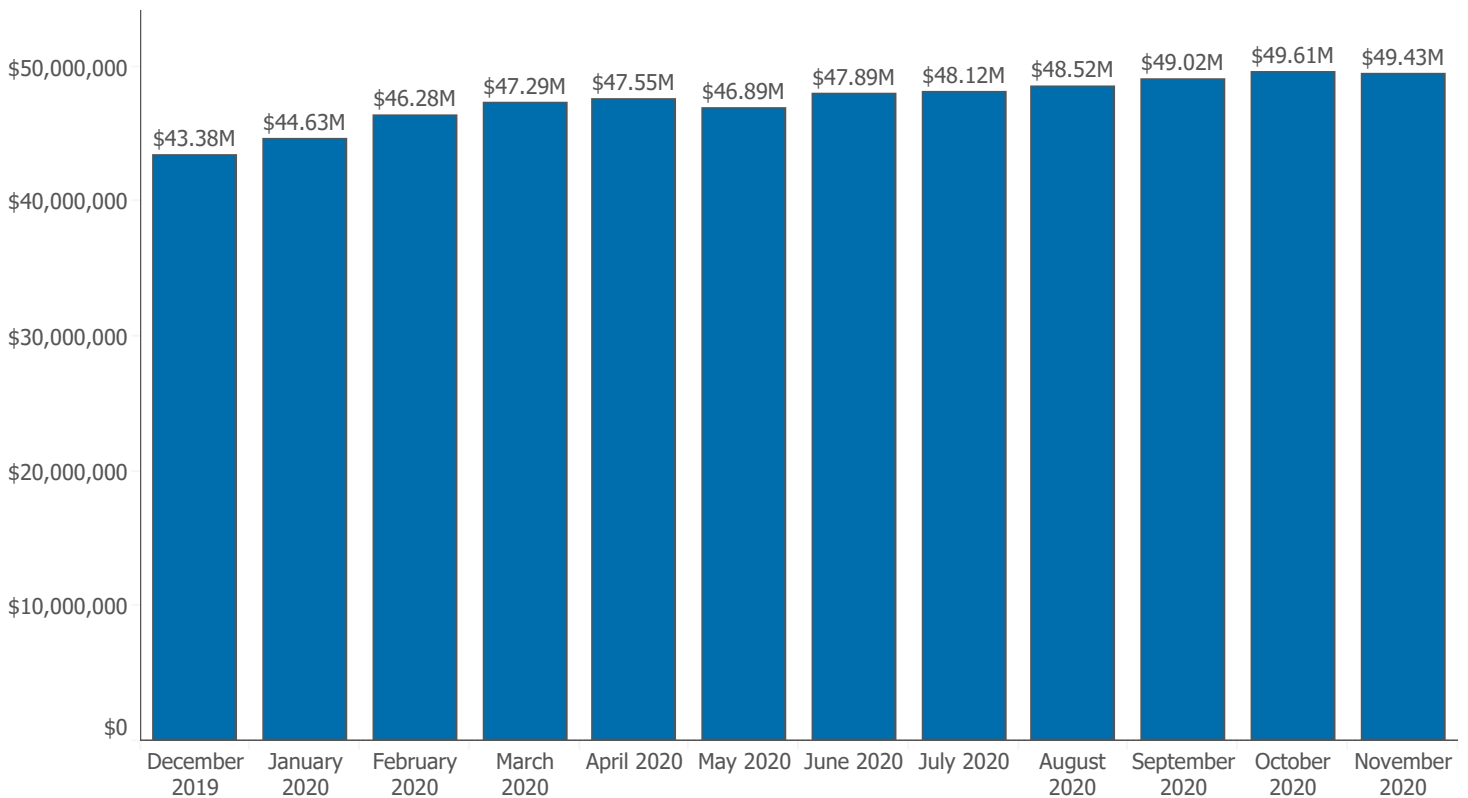
Base premium of policies bound during the reporting period includes cancellations and endorsements and is measured on the bound date of policies.

## Base Premium by Month

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



## Rolling 12 Months Base Premium



**Strictly Commercial-in-Confidence**

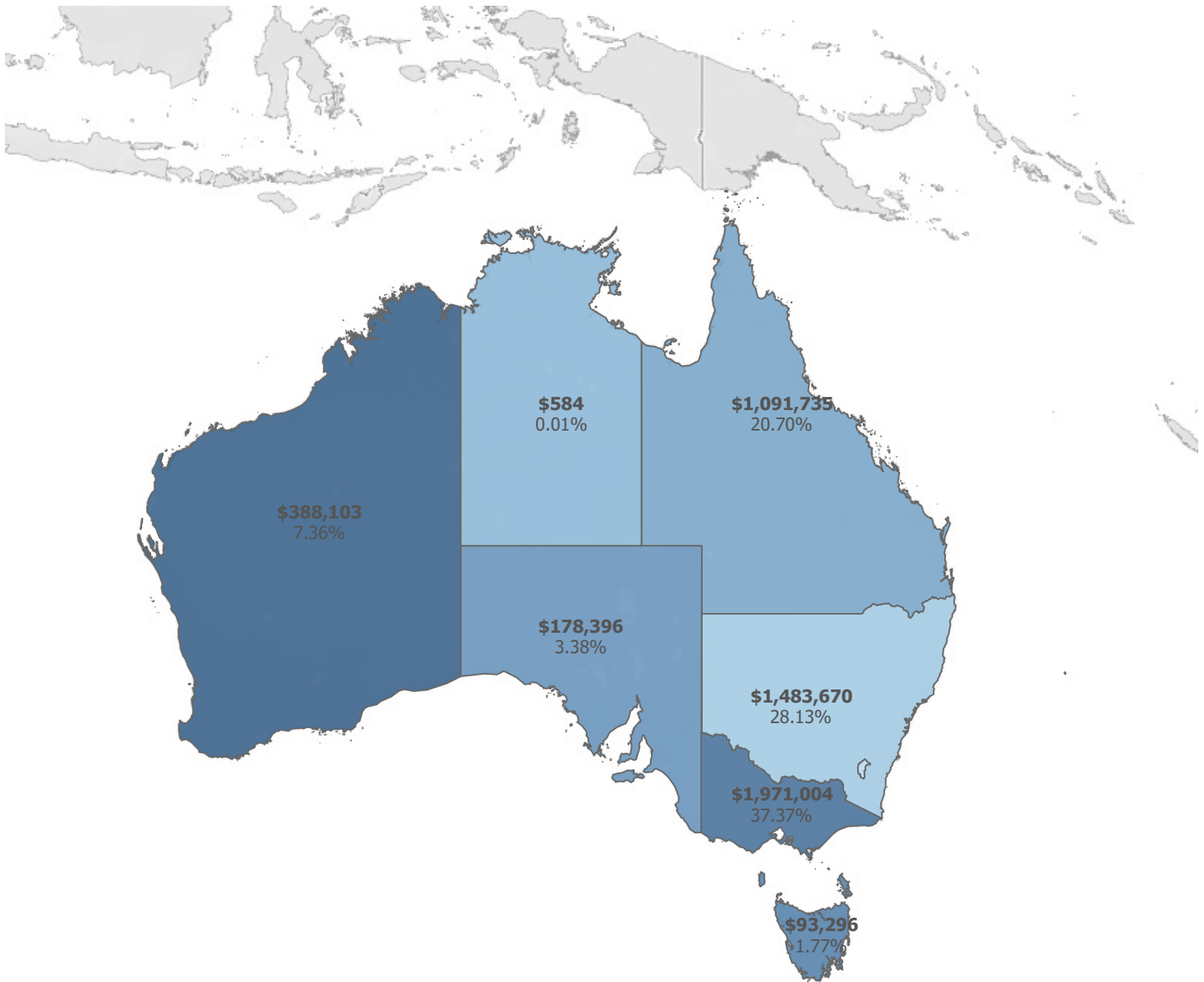
# State Activity

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 01/11/2020

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Grand Total
<b>New Business</b>	\$16,871	\$583,904	\$584	\$349,830	\$68,120	\$22,651	\$529,699	\$140,805	<b>\$1,712,465</b>
<b>Renewals</b>	\$50,609	\$899,766	\$0	\$741,906	\$110,276	\$70,645	\$1,441,305	\$247,298	<b>\$3,561,803</b>
<b>Grand Total</b>	<b>\$67,480</b>	<b>\$1,483,670</b>	<b>\$584</b>	<b>\$1,091,735</b>	<b>\$178,396</b>	<b>\$93,296</b>	<b>\$1,971,004</b>	<b>\$388,103</b>	<b>\$5,274,268</b>

## Base Premium Breakdown by State for 01/11/2020



# 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
27,394	10,783	15,189	1,474

## Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
250	8,272	131	5,854	1,104	912	7,735	3,136

## Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	87	3,142	89	2,723	441	414	2,704	1,183

Decline Rate	34.80%	37.98%	67.94%	46.52%	39.95%	45.39%	34.96%	37.72%
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## Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	155	4,680	30	2,889	606	455	4,587	1,787

Quote Rate	95.09%	91.23%	71.43%	92.27%	91.40%	91.37%	91.17%	91.50%
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## Bound Opportunities

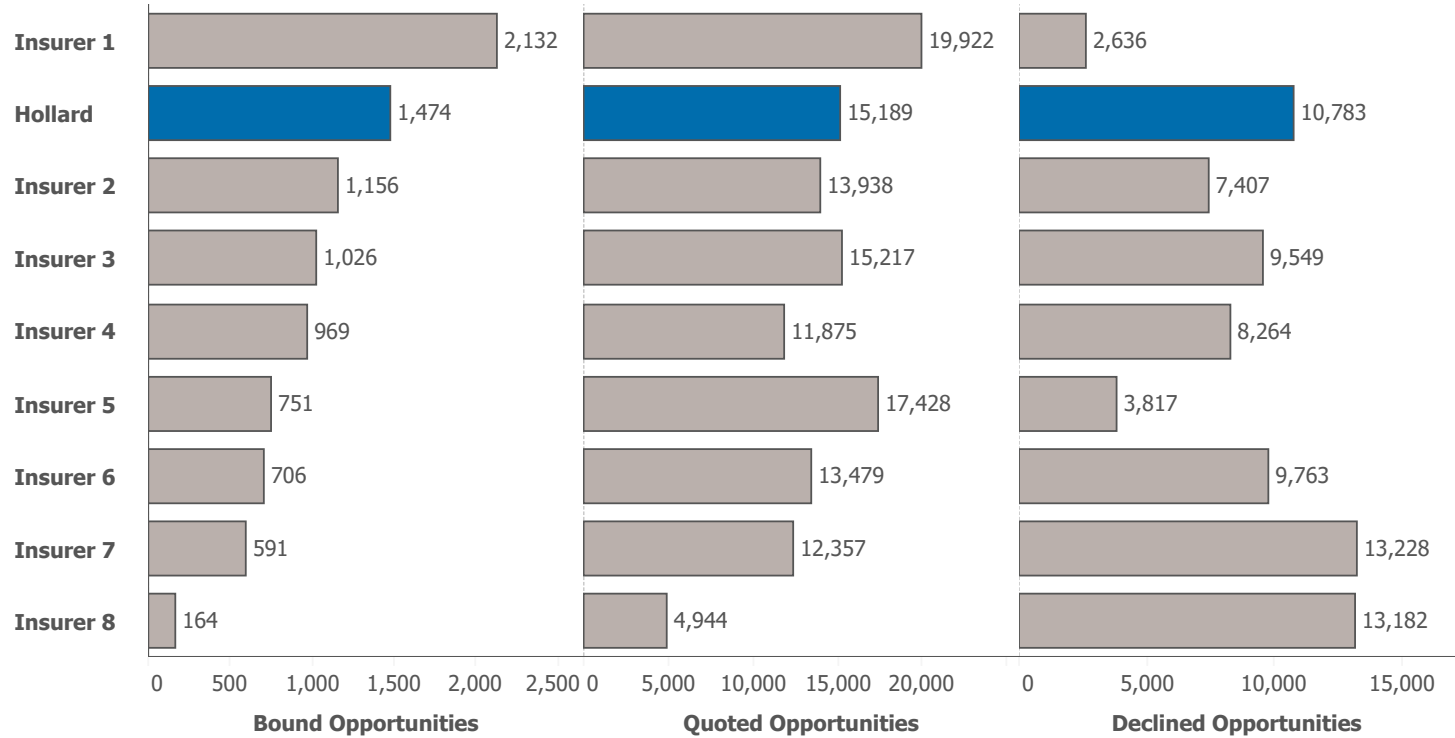
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	25	485	2	300	59	32	423	148

Strike Rate	16.13%	10.36%	6.67%	10.38%	9.74%	7.03%	9.22%	8.28%
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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

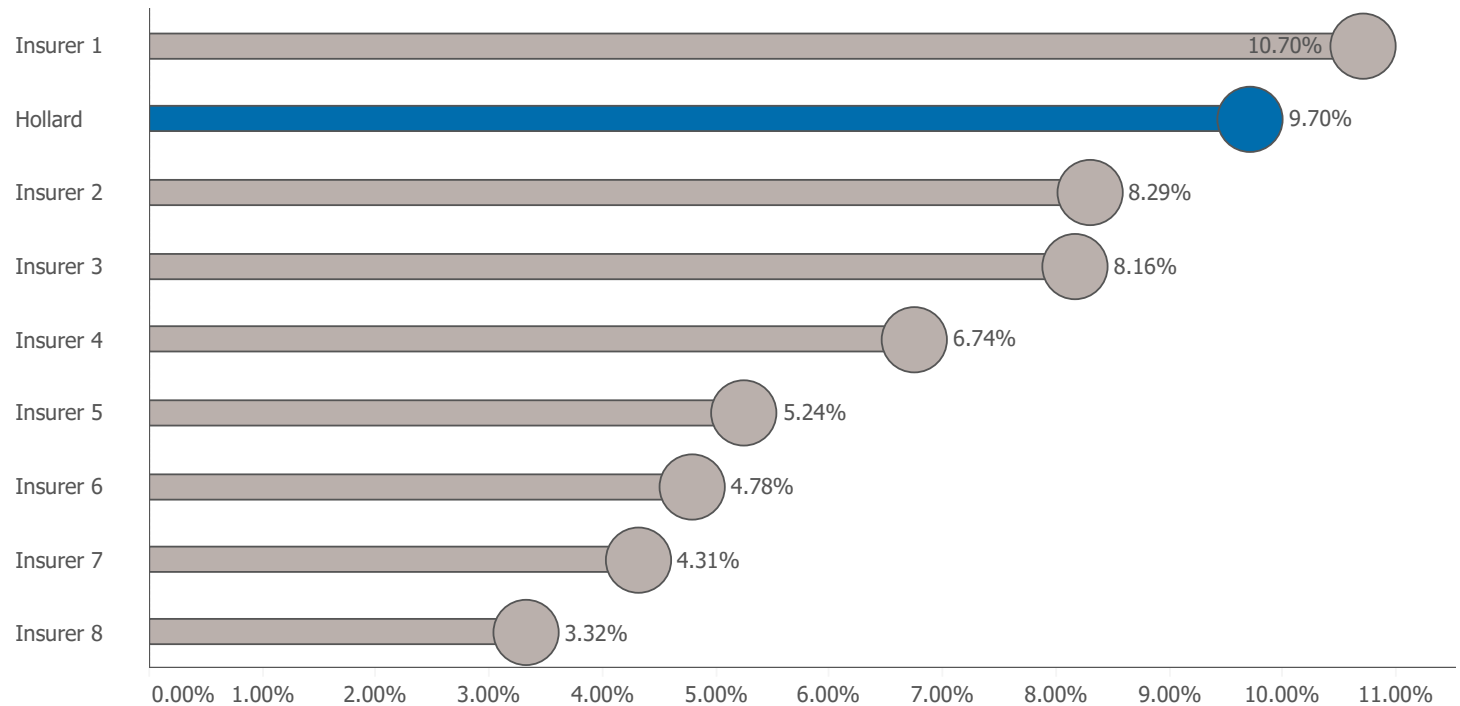
	Insurer 1	Hollard	Insurer 2	Insurer 3	Insurer 4	Insurer 5	Insurer 6	Insurer 7	Insurer 8
Total Opportunities	28,323	27,394	28,753	27,954	27,635	28,596	27,999	28,481	28,309
Declined Opportunities	2,636	10,783	7,407	9,549	8,264	3,817	9,763	13,228	13,182
Decline Rate	9.31%	39.36%	25.76%	34.16%	29.90%	13.35%	34.87%	46.44%	46.56%
Quoted Opportunities	19,922	15,189	13,938	15,217	11,875	17,428	13,479	12,357	4,944
Bound Opportunities	2,132	1,474	1,156	1,026	969	751	706	591	164
Strike Rate	10.70%	9.70%	8.29%	6.74%	8.16%	4.31%	5.24%	4.78%	3.32%



# Strike Rate

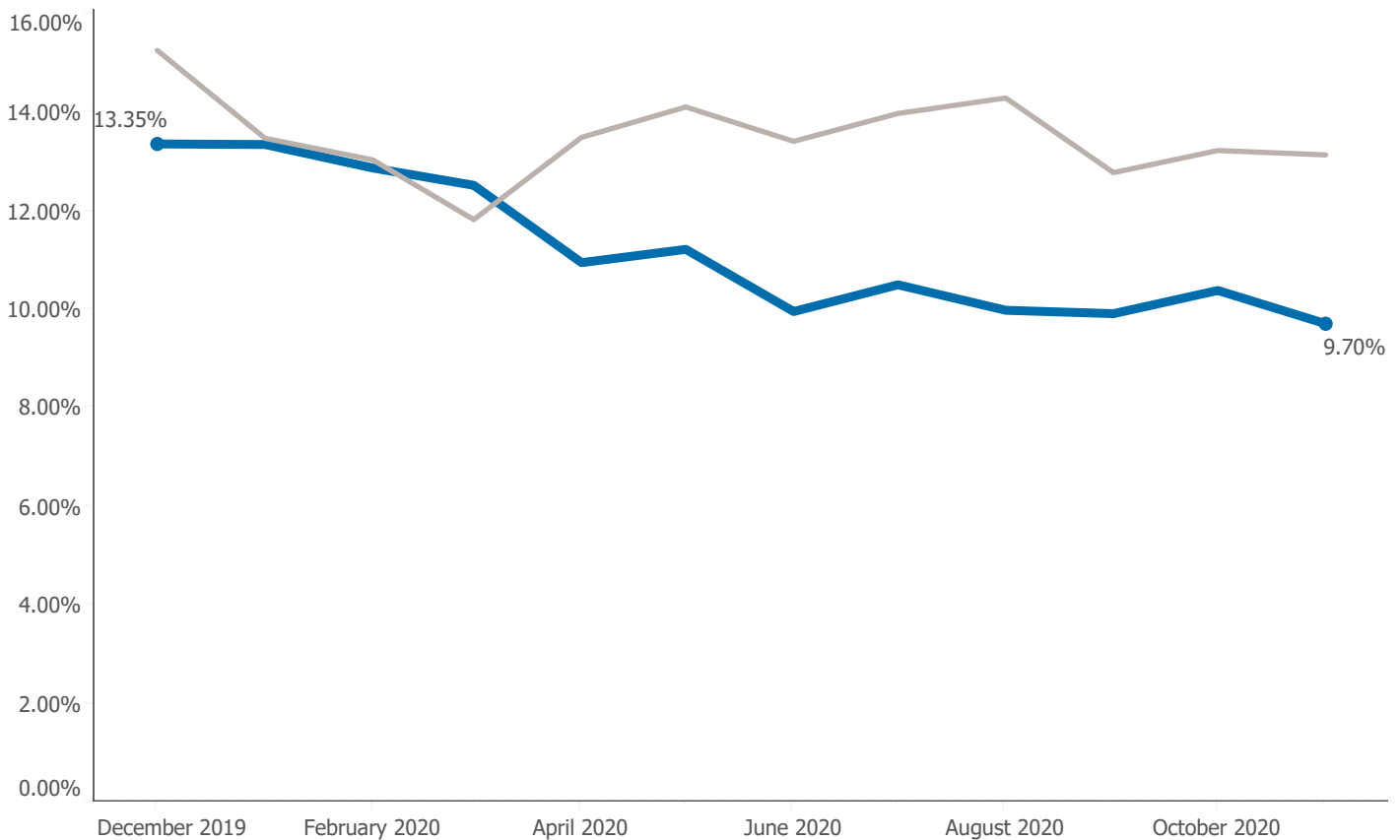
The strike rate is the total bound opportunities divided by the number of quoted opportunities and is measured at the inception date of the opportunity across all new business transactions.

## Strike Rate Insurer Comparison for 01/11/2020



## 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

2,477

## Declined Opportunities

22

## Quoted Opportunities

2,396

## Bound Opportunities

2,003

## Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
35	708	1	519	105	39	857	213

## Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	0	9	0	3	0	0	8	2

Decline Rate	0.00%	1.27%	0.00%	0.58%	0.00%	0.00%	0.93%	0.94%
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## Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	35	683	1	502	104	39	829	203

Quote Rate	100.00%	97.71%	100.00%	97.29%	99.05%	100.00%	97.64%	96.21%
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## Bound Opportunities

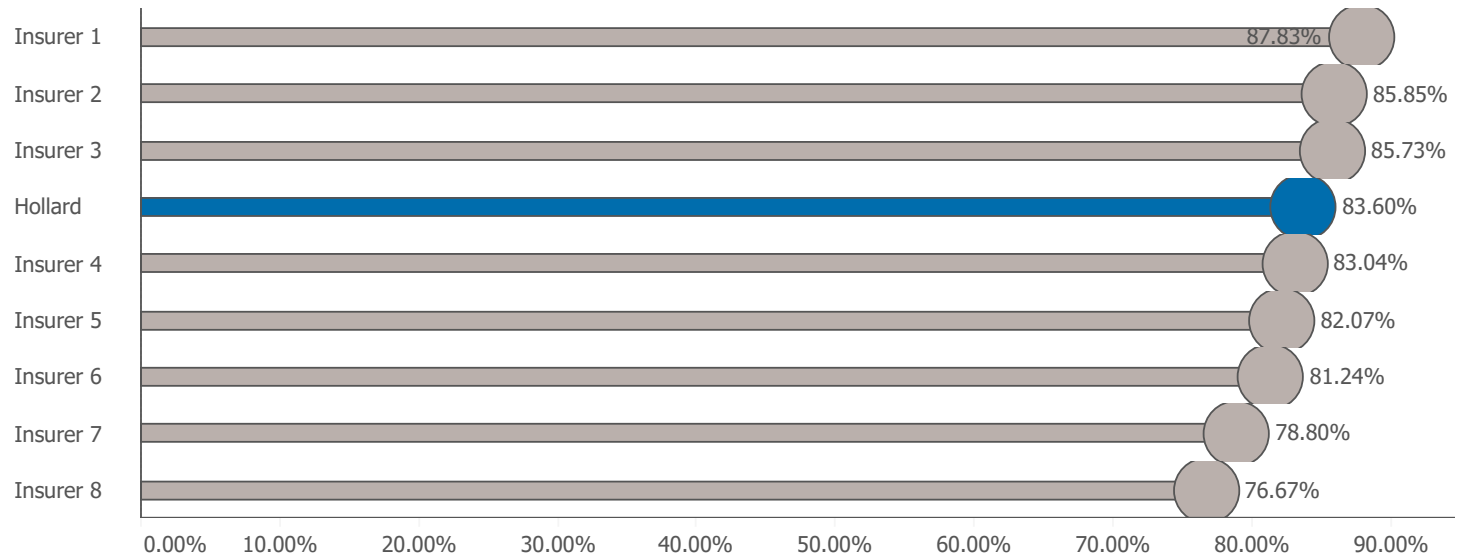
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	31	565	0	434	92	36	691	154

Retention Rate	88.57%	82.72%	0.00%	86.45%	88.46%	92.31%	83.35%	75.86%
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# Renewal Retention

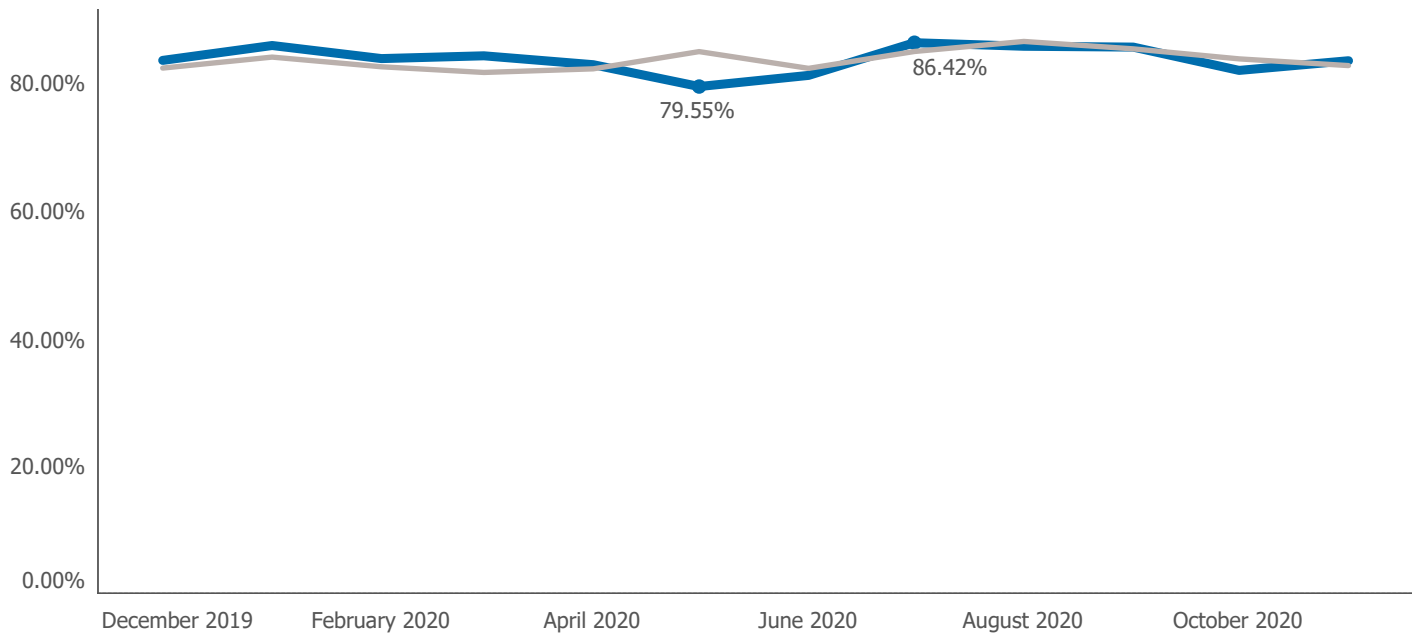
Renewal retention is based on the inception date of all renewal quotes, and is calculated as the total bound renewal opportunities divided by the number of quoted renewal opportunities.

## Renewal Retention Rate Insurer Comparison for 01/11/2020



## Renewal Retention by Month

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

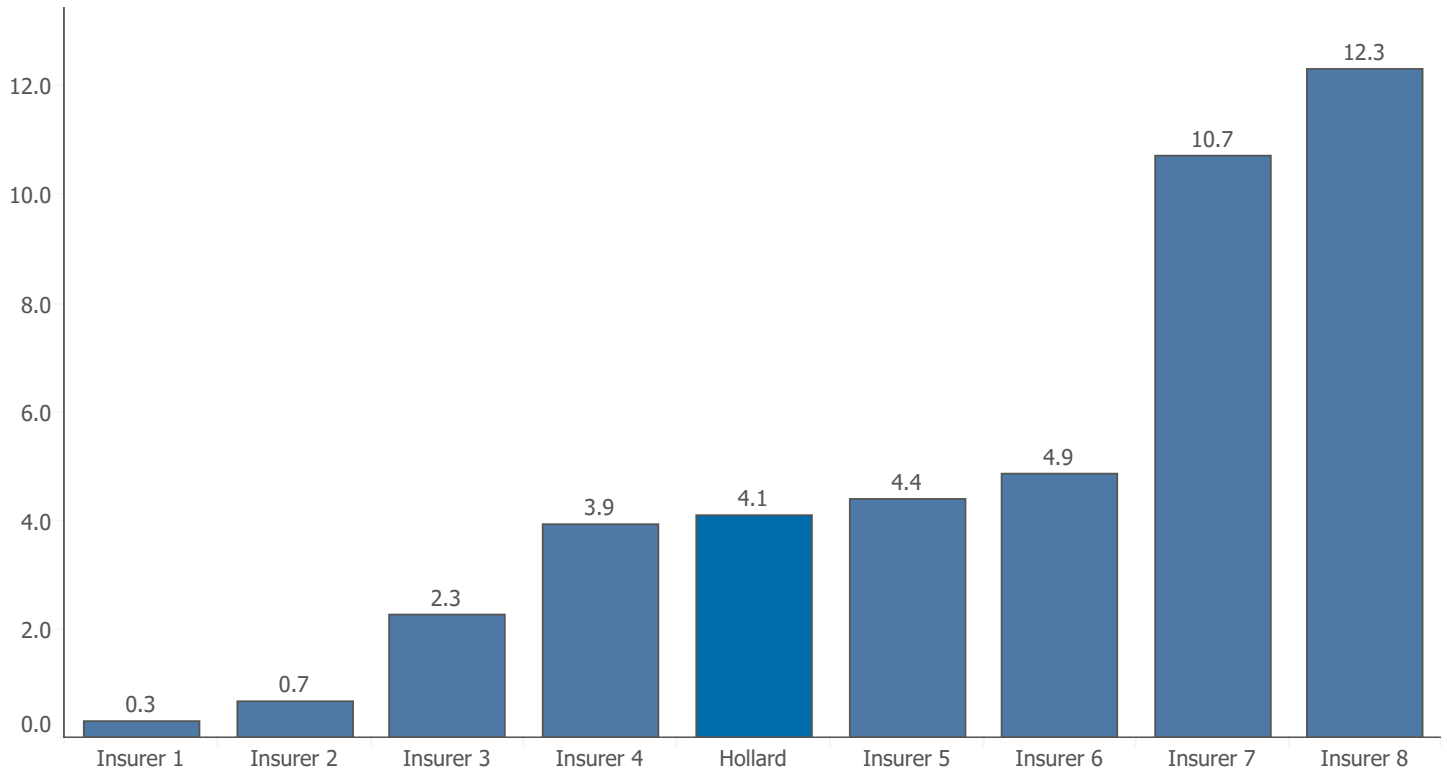


## Renewal Retention Breakdown

# Response Times

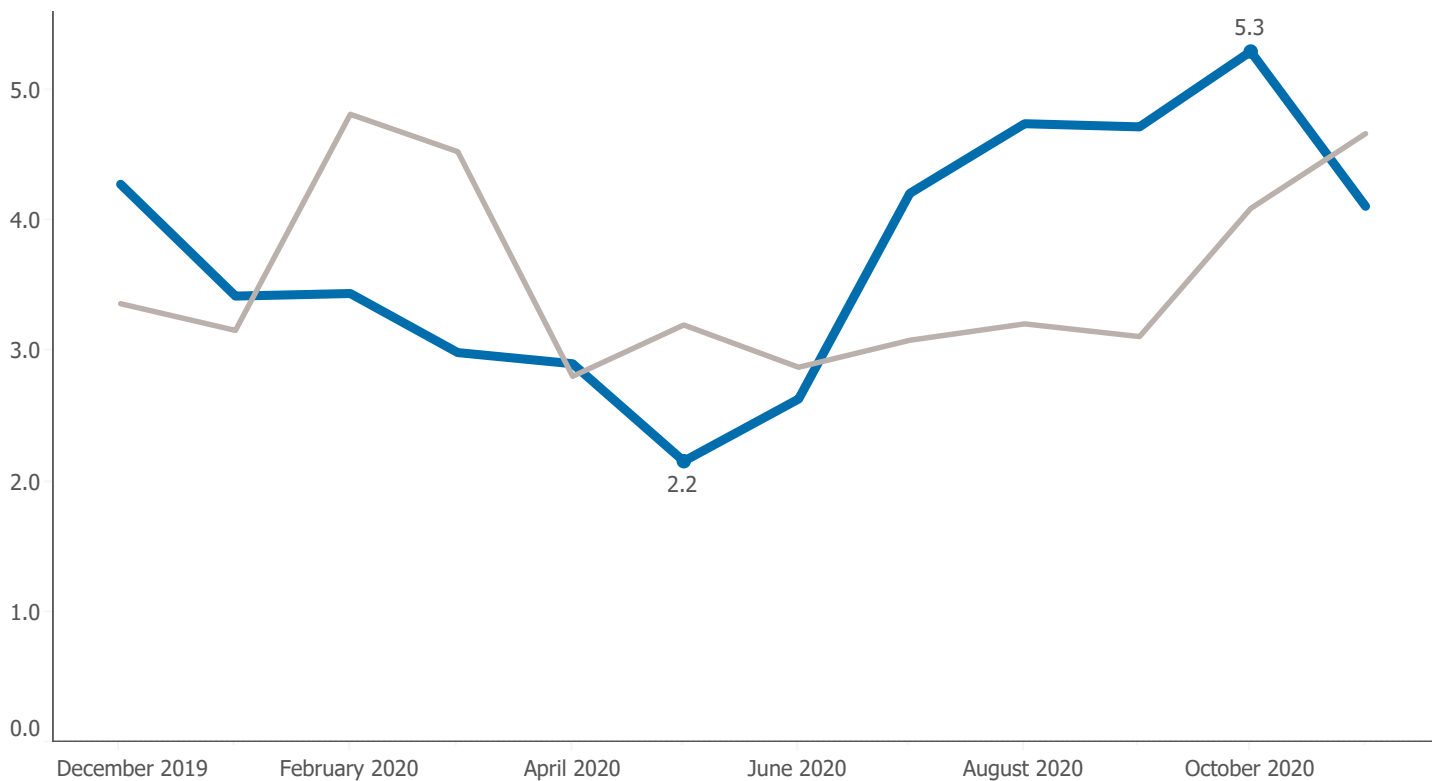
Response time is the average time between a broker sending a quote request message and the insurer responding to the message. It excludes auto rated responses where applicable. The time is calculated between the hours of 9am - 5pm AEST, Monday to Friday, inclusive of public holidays and is reported at 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 Opportu..	Quoted Opportuniti..	Bound Opportunities
Property Owner - Retail (Not arcades/Malls)	2,266	1,235	166
Property Owner - Factory/Industrial	1,524	737	159
Restaurant, Licensed, With Deep Frying	499	334	79
Property Owner - Office (Single Storey)	486	337	49
Property Owner - Noc	467	189	26
Electrician	467	297	121
Carpenter	455	395	71
Property Owner - Warehouse	445	221	41
Plumber	418	270	55
Property Owner - Office (Multi Storey)	407	203	58
Handyman / Property Maintenance	390	196	25
Road Freight Transport Service - No Storage	365	161	8
Beauty Salon Operation	356	311	87
Hairdressing Service	287	262	84
Cafe Operation, Not Licensed With Deep Frying	262	187	51
Earthmoving	249	58	6
Motor Mechanics	199	169	11
Cleaning Service Noc	192	149	42
Electricians - Commercial	168	94	15

## Top 20 Presented Occupations across SCTP Portfolio

	Presented Opportunities	Quoted Opportunities	Bound Opportunities
Property Owner - Retail (Not arcades/Malls)	2,914	2,743	1,608
Property Owner - Factory/Industrial	1,952	1,844	1,187
Property Owner - Office (Single Storey)	665	648	404
Restaurant, Licensed, With Deep Frying	604	572	287
Property Owner - Warehouse	603	572	360
Electrician	589	577	379
Property Owner - Noc	557	504	248
Carpenter	551	541	311
Handyman / Property Maintenance	536	527	335
Plumber	532	522	247
Property Owner - Office (Multi Storey)	520	493	294
Road Freight Transport Service - No Storage	518	510	329
Beauty Salon Operation	446	434	249
Hairdressing Service	384	377	266
Earthmoving	321	309	182
Cafe Operation, Not Licensed With Deep Frying	308	303	167
Cafe Operation, Not Licensed, No Deep Frying	283	278	192
Real Estate Agency Service	273	270	181
Cafe Operation, Licensed With Deep Frying	257	241	114
Motor Mechanics	236	230	88

# 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	2,350	1,434	363
Ausure Insurance Brokers	2,122	1,424	292
Community Broker Network	1,978	1,229	280
CBN	1,244	835	242
United Insurance Group	1,217	828	158
Regional Insurance Brokers Pty Ltd	554	219	45
McLardy McShane Partners Pty Ltd	463	289	80
PSC Connect Pty Ltd (VIC)	446	277	48
Insurance House Pty Ltd	392	214	36
Insurance House Advance	371	201	35
Oracle Group (Australia) Pty Ltd	343	218	46
Consolidated Insurances Pty Ltd	317	178	48
Steadfast Taswide Insurance Brokers	304	159	17
Pollard Insurance Brokers Pty Ltd	298	179	42
Centrewest Insurance Brokers Pty Ltd	272	158	20
Steadfast IRS Pty Ltd	249	140	31
PSC Connect Pty Ltd (NSW)	244	151	38
Brookvale Insurance Brokers	244	134	53
United Insurance - Winbeat site	229	149	40
Aviso EIA Pty Ltd	216	98	28
Steadfast Eastern Insurance Brokers	207	140	53
PSC Connect Pty Ltd (QLD)	203	124	30
Apollo Risk Services	203	123	20
Consolidated Insurance Agencies Pty Ltd	196	137	44
BJS Insurance Brokers Pty Ltd	194	113	15
Midland Insurance Brokers Australia Pty Ltd	188	104	10
Alliance Insurance Broking Services Pty Ltd	186	115	25
Aviso (Fitzpatrick & Company Insurance Brokers Pty Ltd)	181	115	15
Phoenix Insurance Brokers Pty Ltd	173	82	18
Elliott Insurance Brokers	171	113	52
Tony Bemrose Insurance Brokers Pty Ltd	166	112	25
Steadfast NSG Insurance Brokers	166	83	13
ADK Insurance Brokers Pty Ltd	166	124	36
Reliance Franchise Partners	164	102	22
Network Insurance Group	155	94	25
Coverforce Insurance Broking Pty Ltd (NSW)	154	94	29
Macey Insurance Brokers Pty Ltd	152	81	3
Blackburn Insurance Brokers Pty Ltd	151	108	41
Surewise	148	77	21
AIS Insurance Brokers	147	83	13