



Steadfast Client  
Trading Platform

# **SCTP Commercial Insurer Performance Report**

Hollard Commercial Insurance - SCTP  
Business Pack

**August 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

\$5,048,675

## Fiscal Year to Date Base Premium

\$10,104,328

## Rolling 12 Base Premium

\$53,827,061

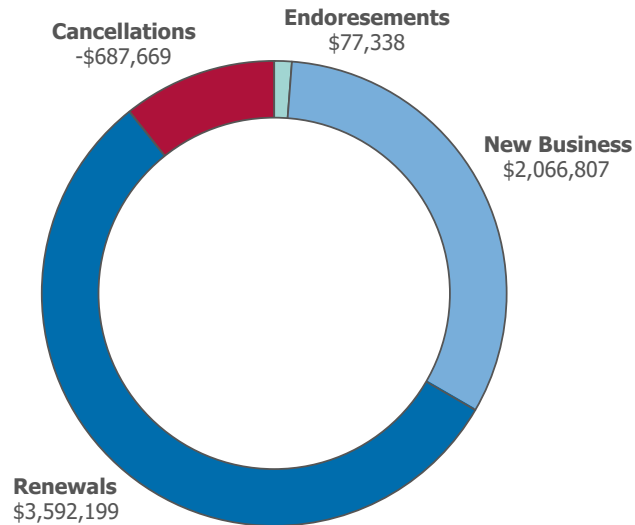
## Hollard Commercial Insurance - Average Base Premium

\$1,307

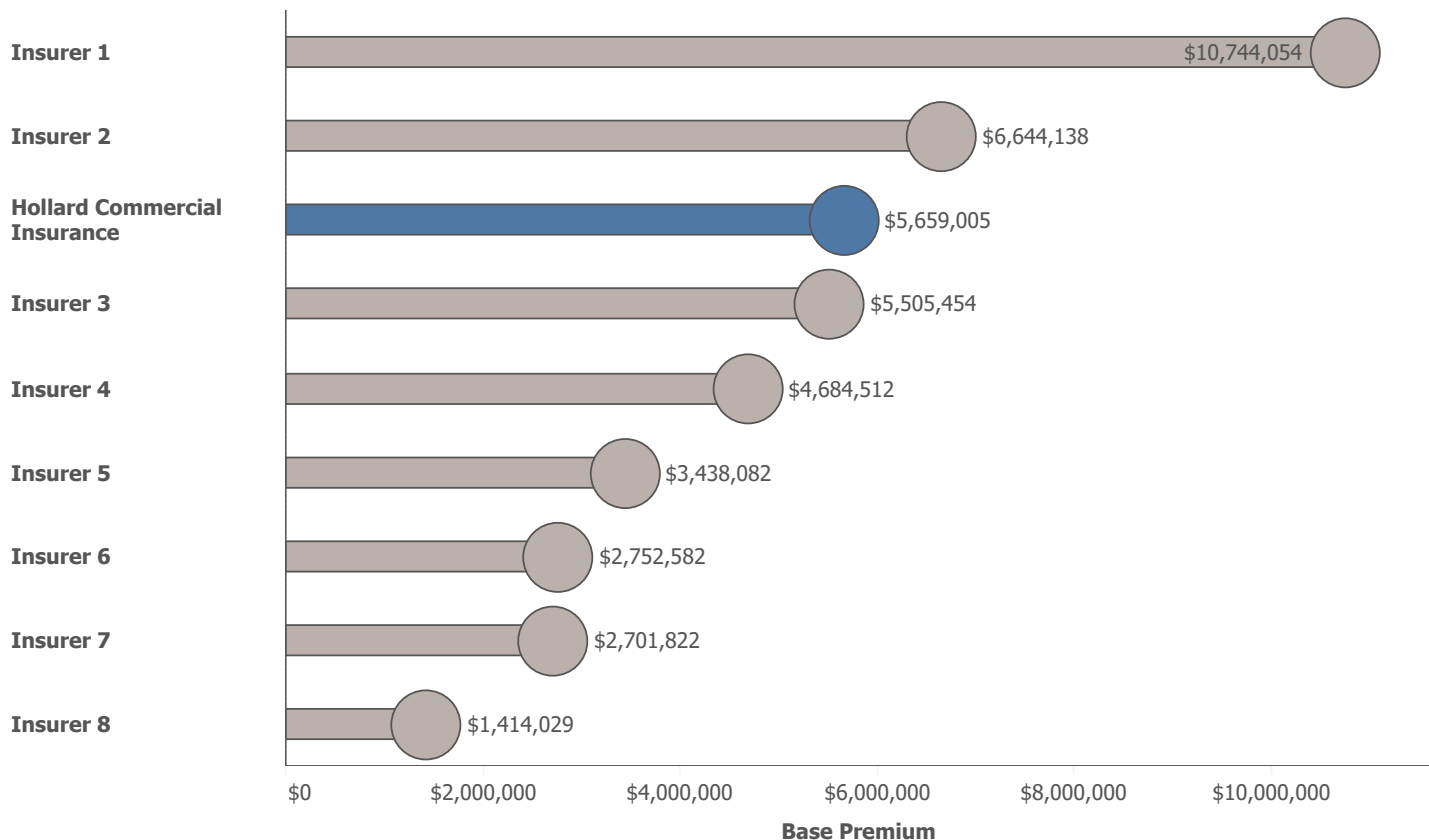
## All Insurers - Average Base Premium

\$1,968

## Transaction Type Breakdown



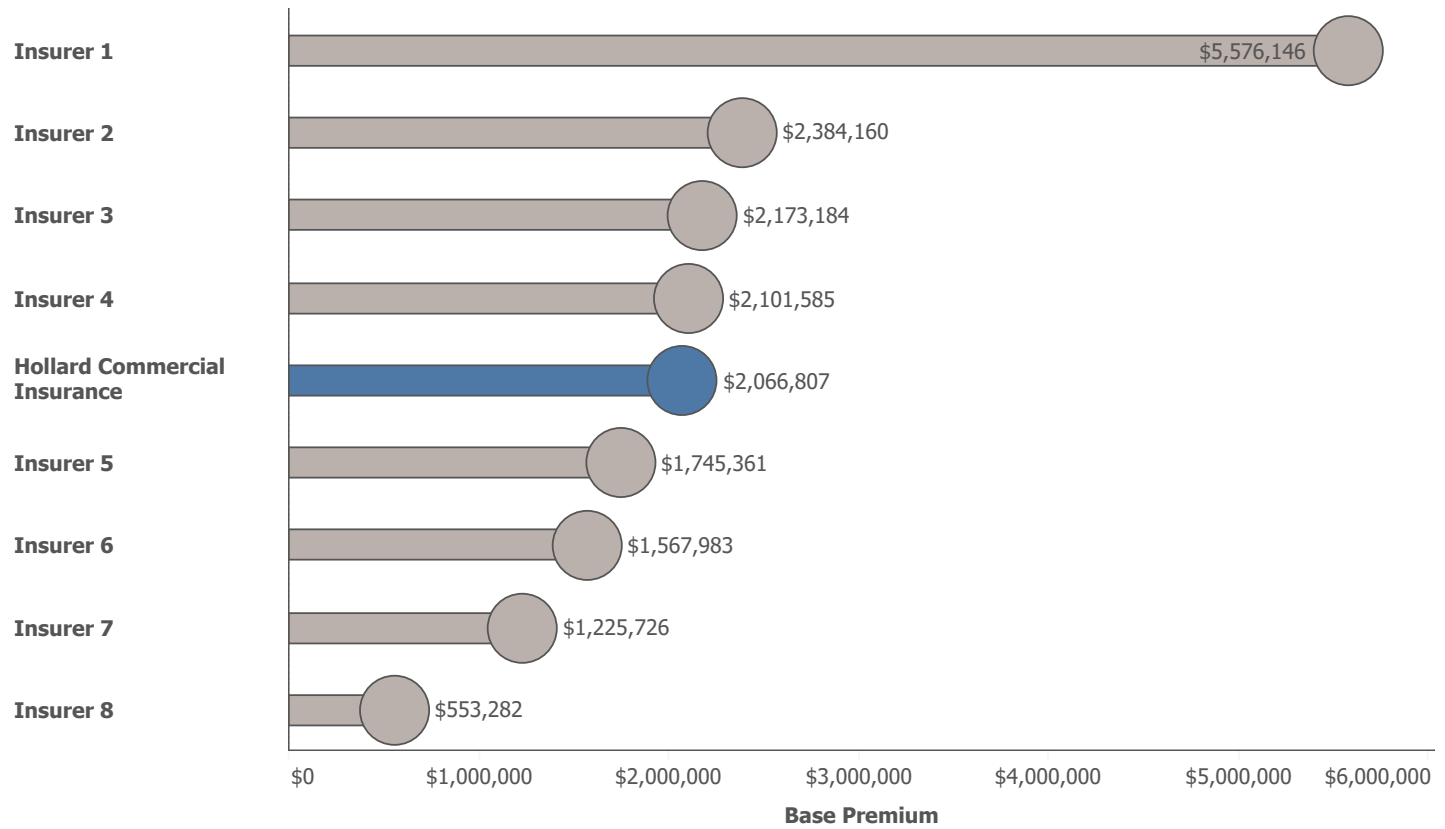
## Overall Insurer Comparison



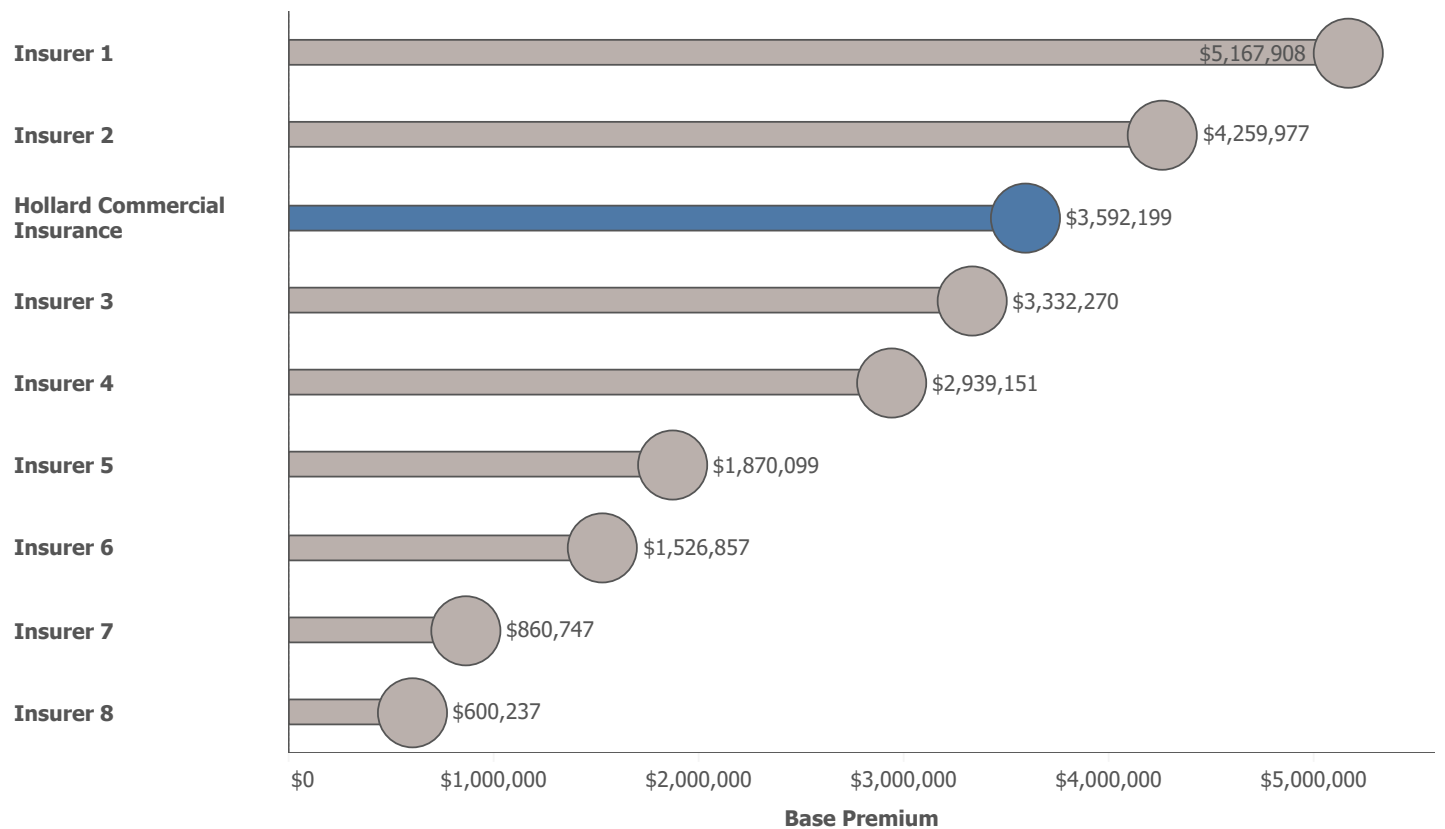
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# Base Premium

## New Business Insurer Comparison



## Renewal Insurer Comparison



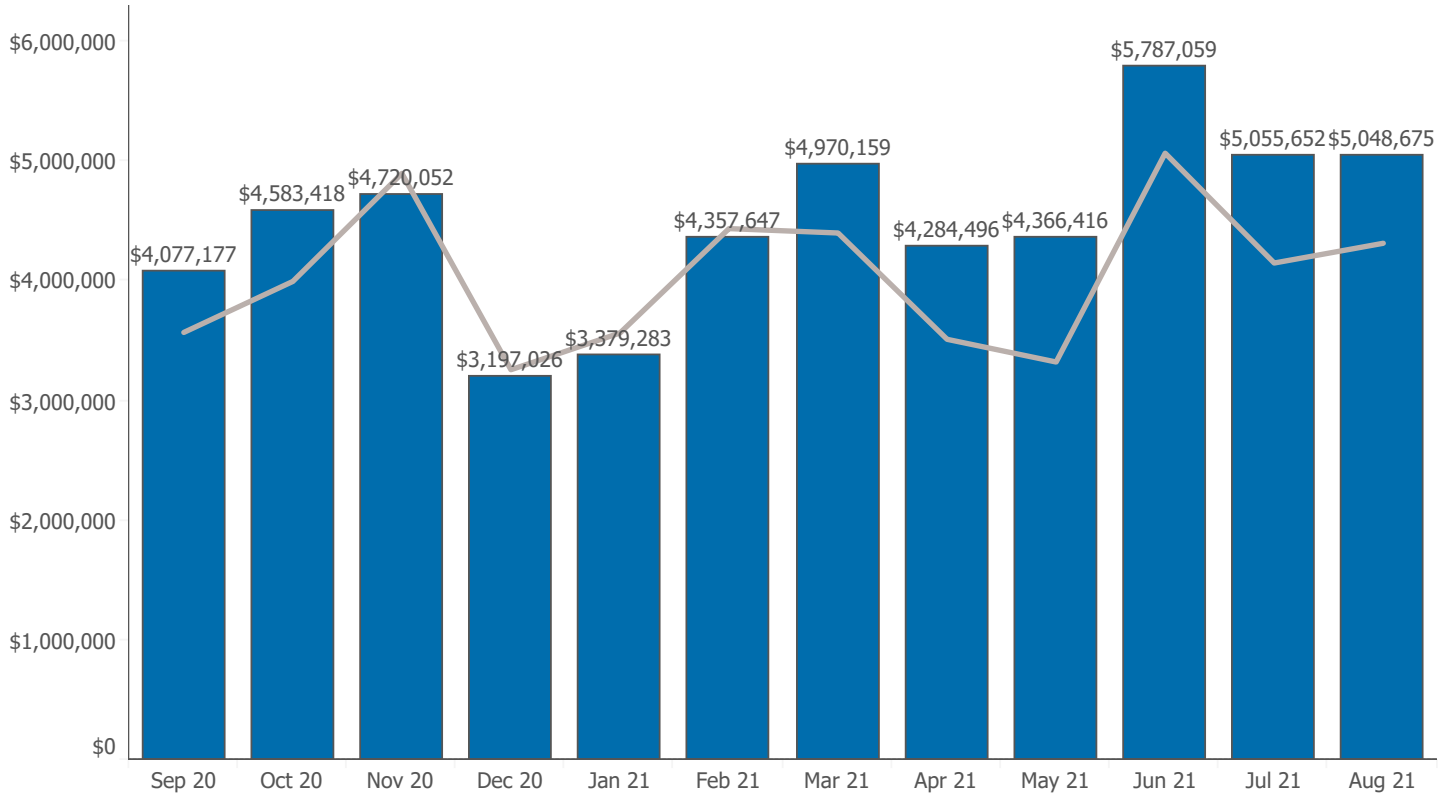
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# Base Premium

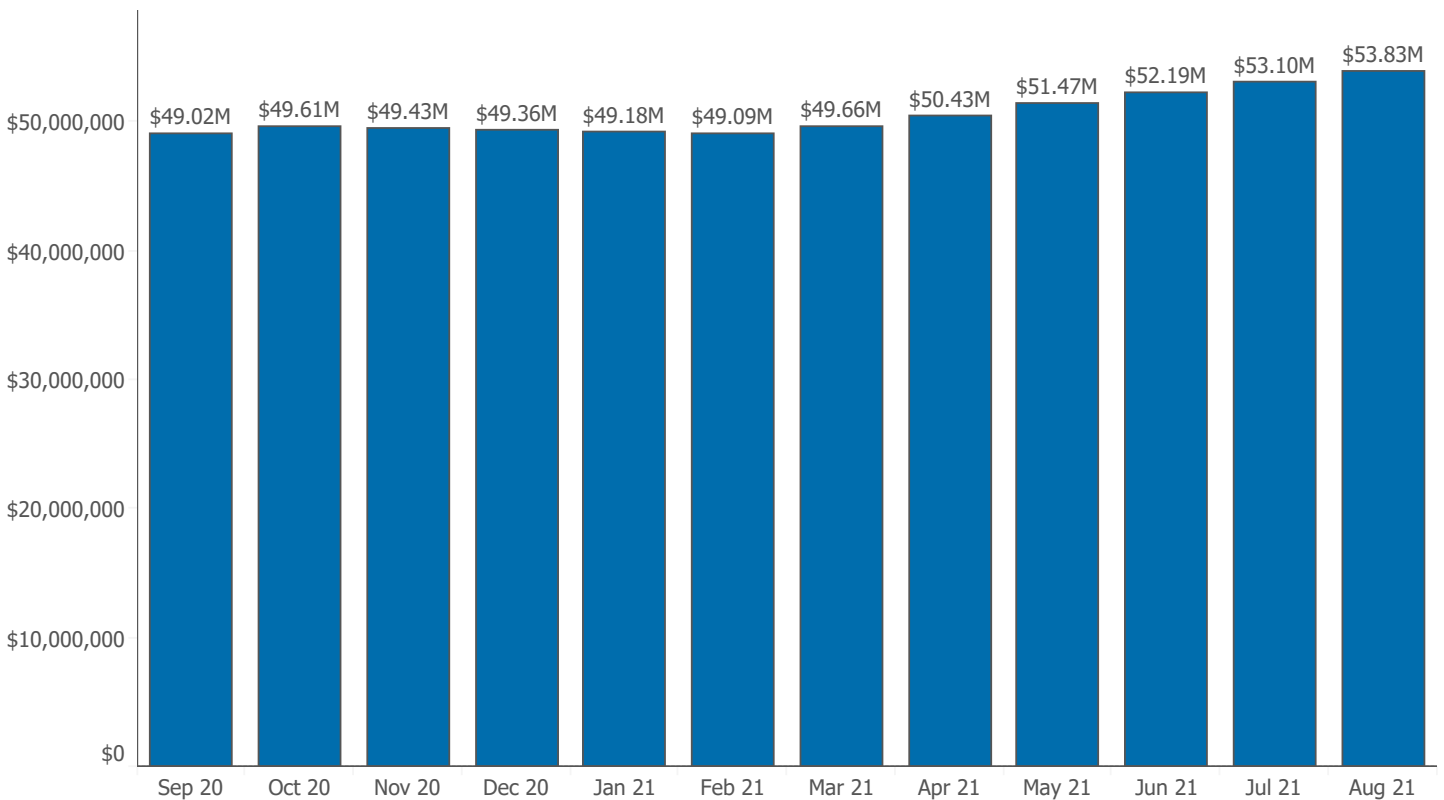
Base premium of policies bound during the reporting period includes cancellations and endorsements and is measured on the bound date of policies.

## Base Premium by Month

CURRENT YEAR | PRIOR YEAR



## Rolling 12 Months Base Premium



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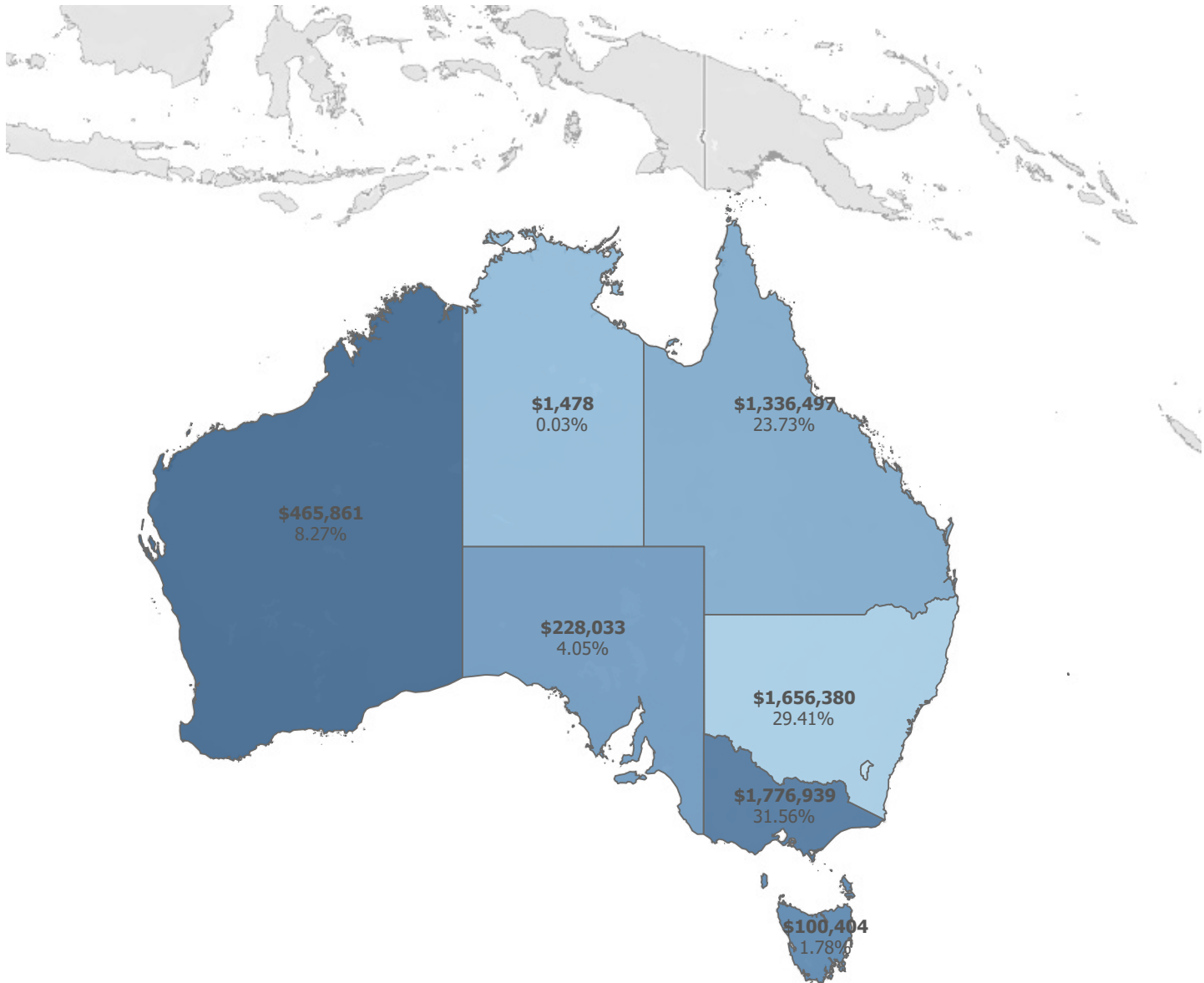
# State Activity

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 01/08/2021

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Grand Total
<b>New Business</b>	\$27,510	\$581,862	\$1,478	\$494,252	\$101,972	\$45,570	\$597,303	\$202,523	<b>\$2,052,469</b>
<b>Renewals</b>	\$38,133	\$1,074,518	\$0	\$842,245	\$126,061	\$54,834	\$1,179,635	\$263,338	<b>\$3,578,765</b>
<b>Grand Total</b>	<b>\$65,643</b>	<b>\$1,656,380</b>	<b>\$1,478</b>	<b>\$1,336,497</b>	<b>\$228,033</b>	<b>\$100,404</b>	<b>\$1,776,939</b>	<b>\$465,861</b>	<b>\$5,631,235</b>

## Base Premium Breakdown by State for 01/08/2021



# 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

30,774

## Declined Opportunities

11,991

## Quoted Opportunities

17,107

## Bound Opportunities

1,851

## Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
254	8,339	133	6,579	1,484	1,207	9,264	3,514

## Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	80	3,029	76	3,033	568	587	3,269	1,349

Decline Rate	31.50%	36.32%	57.14%	46.10%	38.27%	48.63%	35.29%	38.39%
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## Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	163	4,816	46	3,281	844	549	5,423	1,985

Quote Rate	93.68%	90.70%	80.70%	92.53%	92.14%	88.55%	90.46%	91.69%
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## Bound Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	25	543	3	428	86	47	511	208

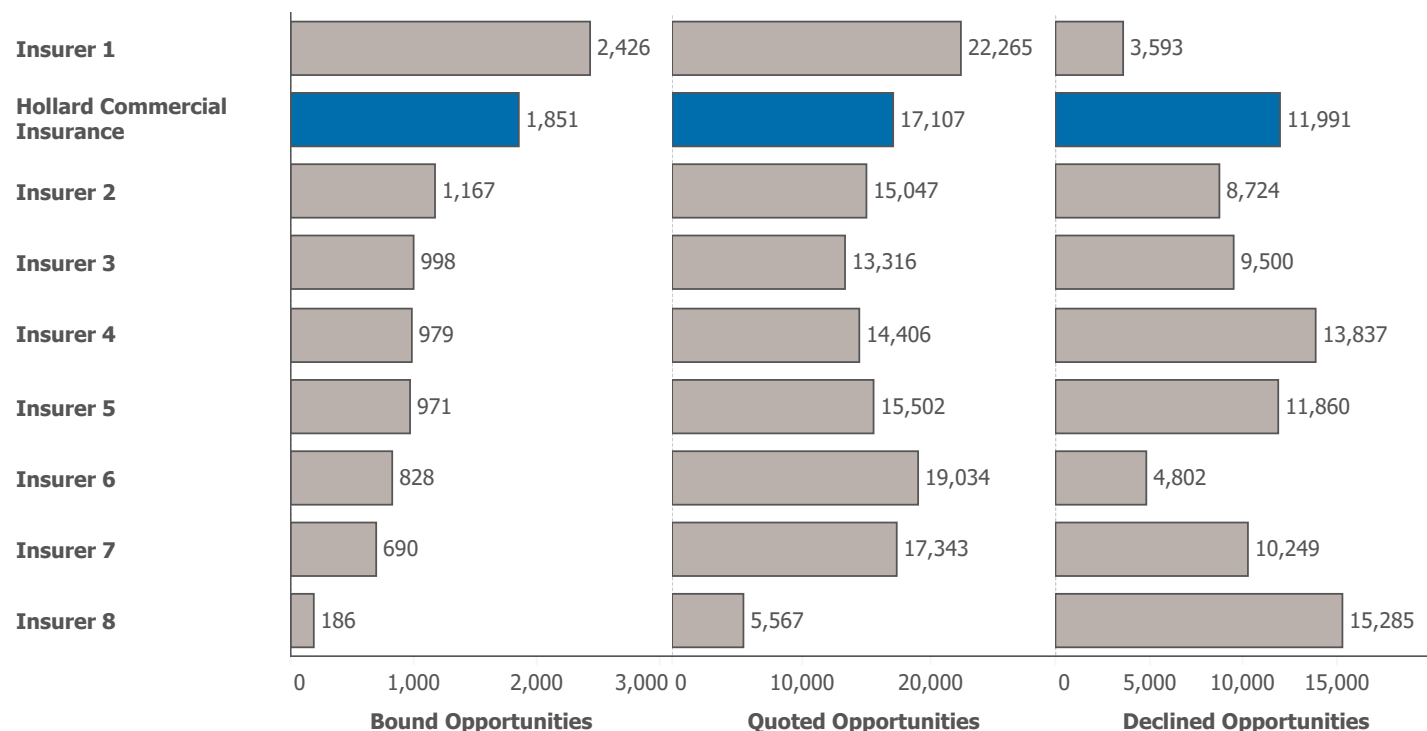
Strike Rate	15.34%	11.27%	6.52%	13.04%	10.19%	8.56%	9.42%	10.48%
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# New Business Opportunities - Insurer Comparison

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

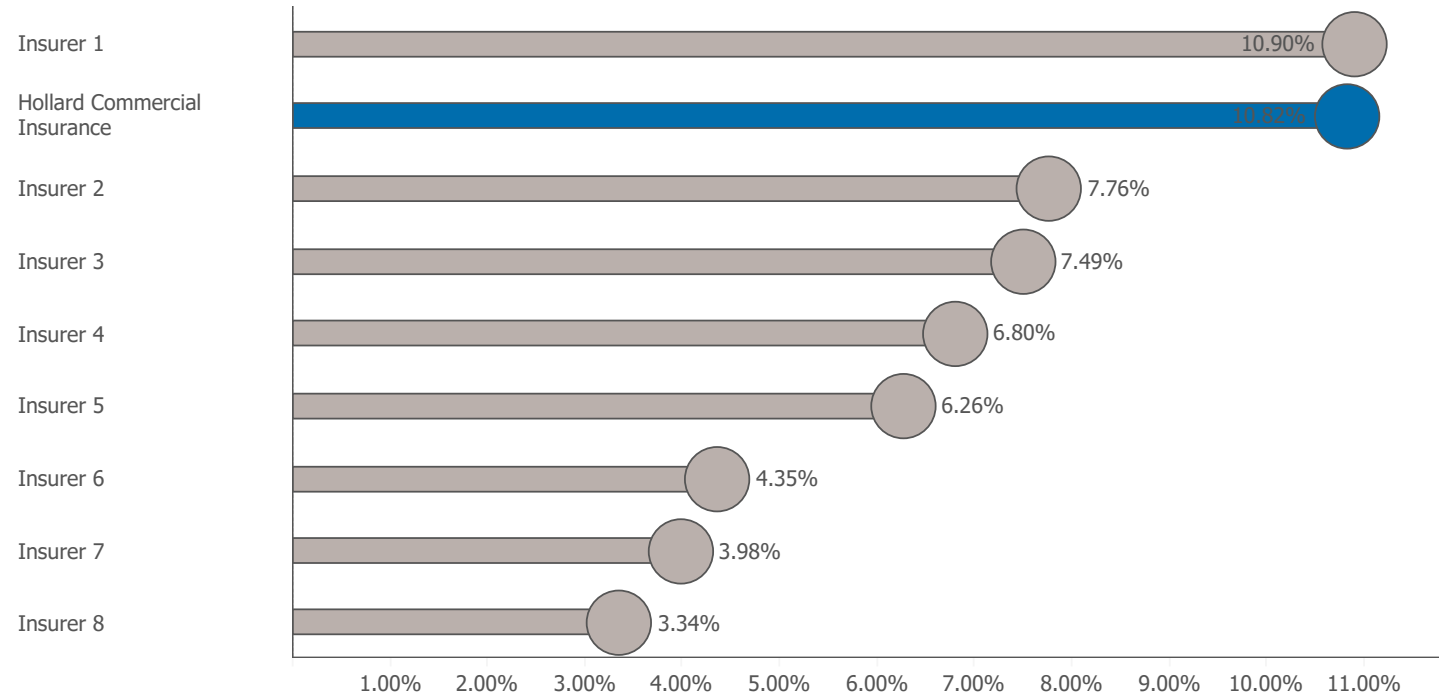
	Insurer 1	Hollard Commercial..	Insurer 2	Insurer 3	Insurer 4	Insurer 5	Insurer 6	Insurer 7	Insurer 8
Total Opportunities	31,806	30,774	32,173	31,344	32,052	31,147	32,297	31,114	32,028
Declined Opportunities	3,593	11,991	8,724	9,500	13,837	11,860	4,802	10,249	15,285
Decline Rate	11.30%	38.96%	27.12%	30.31%	43.17%	38.08%	14.87%	32.94%	47.72%
Quoted Opportunities	22,265	17,107	15,047	13,316	14,406	15,502	19,034	17,343	5,567
Bound Opportunities	2,426	1,851	1,167	998	979	971	828	690	186
Strike Rate	10.90%	10.82%	7.76%	7.49%	6.80%	6.26%	4.35%	3.98%	3.34%



# Strike Rate

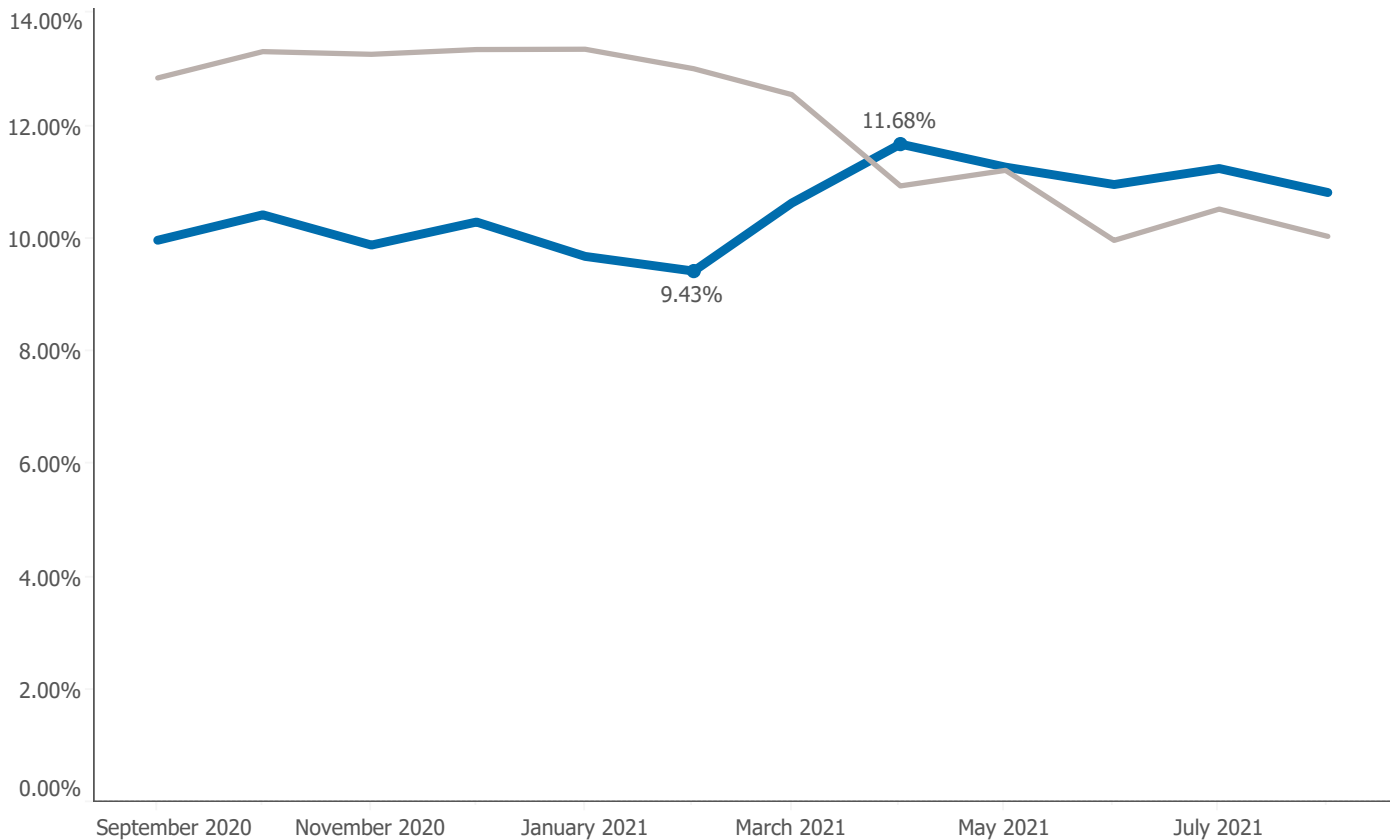
The strike rate is the total bound opportunities divided by the number of quoted opportunities and is measured at the inception date of the opportunity across all new business transactions.

## Strike Rate Insurer Comparison for 01/08/2021



## Strike Rate by Month

CURRENT YEAR | PRIOR YEAR



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# 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**

3,023

**Declined Opportunities**

33

**Quoted Opportunities**

2,939

**Bound Opportunities**

2,403

## Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
46	918	3	641	111	53	962	289

## Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	0	10	0	8	3	1	9	2

Decline Rate	0.00%	1.09%	0.00%	1.25%	2.70%	1.89%	0.94%	0.69%
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## Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	44	898	3	617	107	52	937	281

Quote Rate	95.65%	98.90%	100.00%	97.47%	99.07%	100.00%	98.32%	97.91%
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## Bound Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	34	725	1	517	89	47	760	230

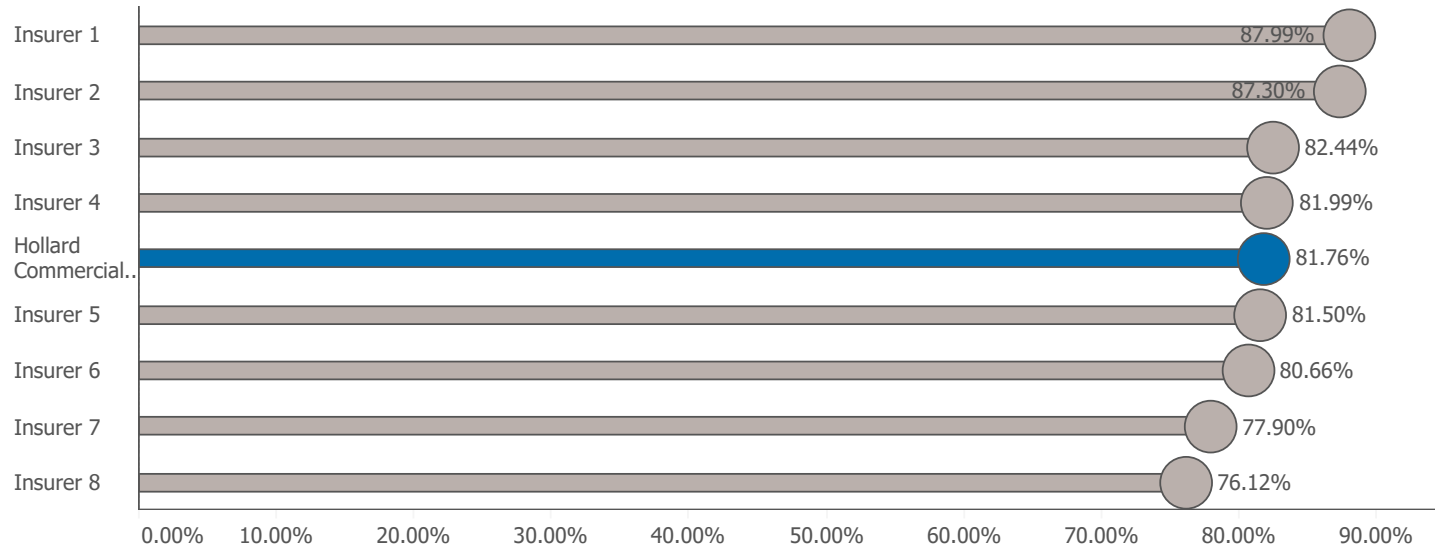
Retention Rate	77.27%	80.73%	33.33%	83.79%	83.18%	90.38%	81.11%	81.85%
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# Renewal Retention

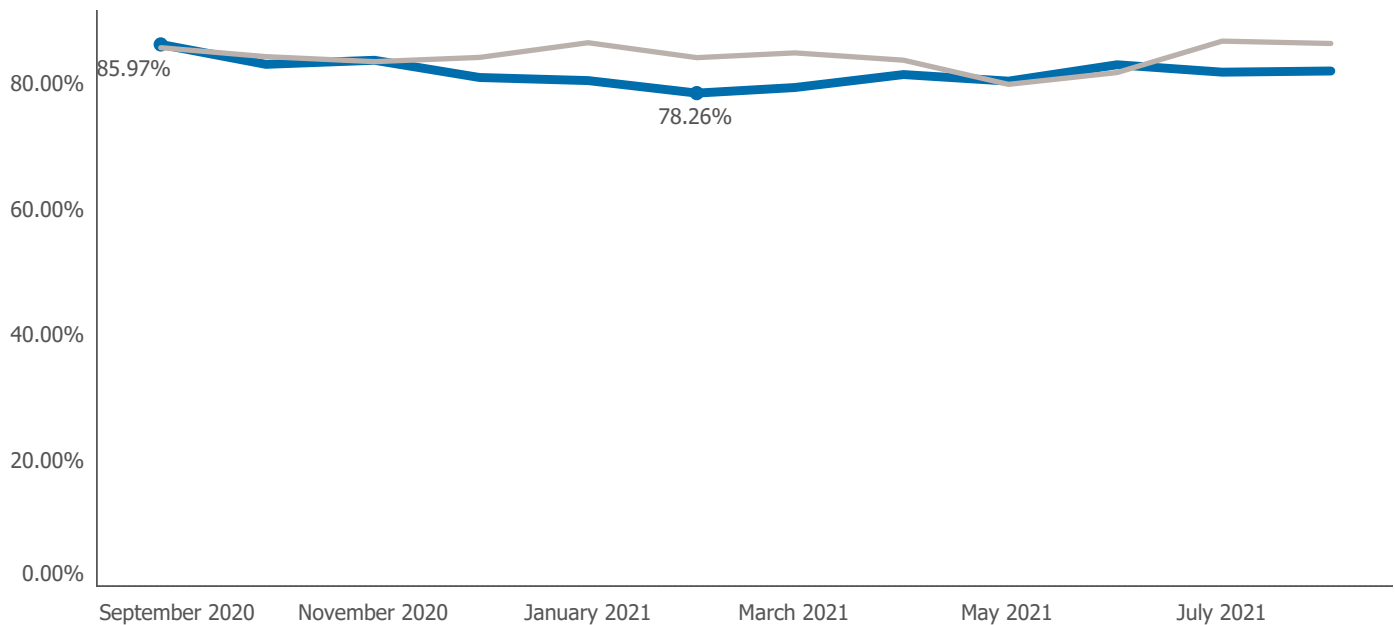
Renewal retention is based on the inception date of all renewal quotes, and is calculated as the total bound renewal opportunities divided by the number of quoted renewal opportunities.

## Renewal Retention Rate Insurer Comparison for 01/08/2021

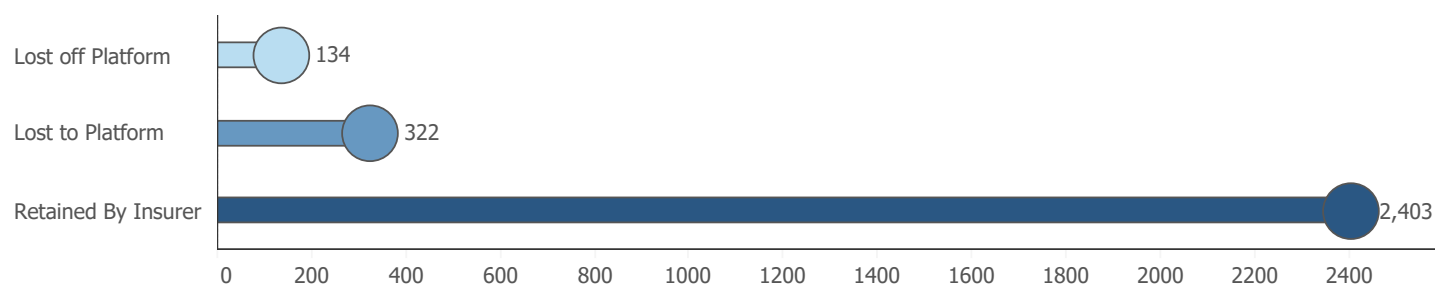


## Renewal Retention by Month

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



## Renewal Retention Breakdown

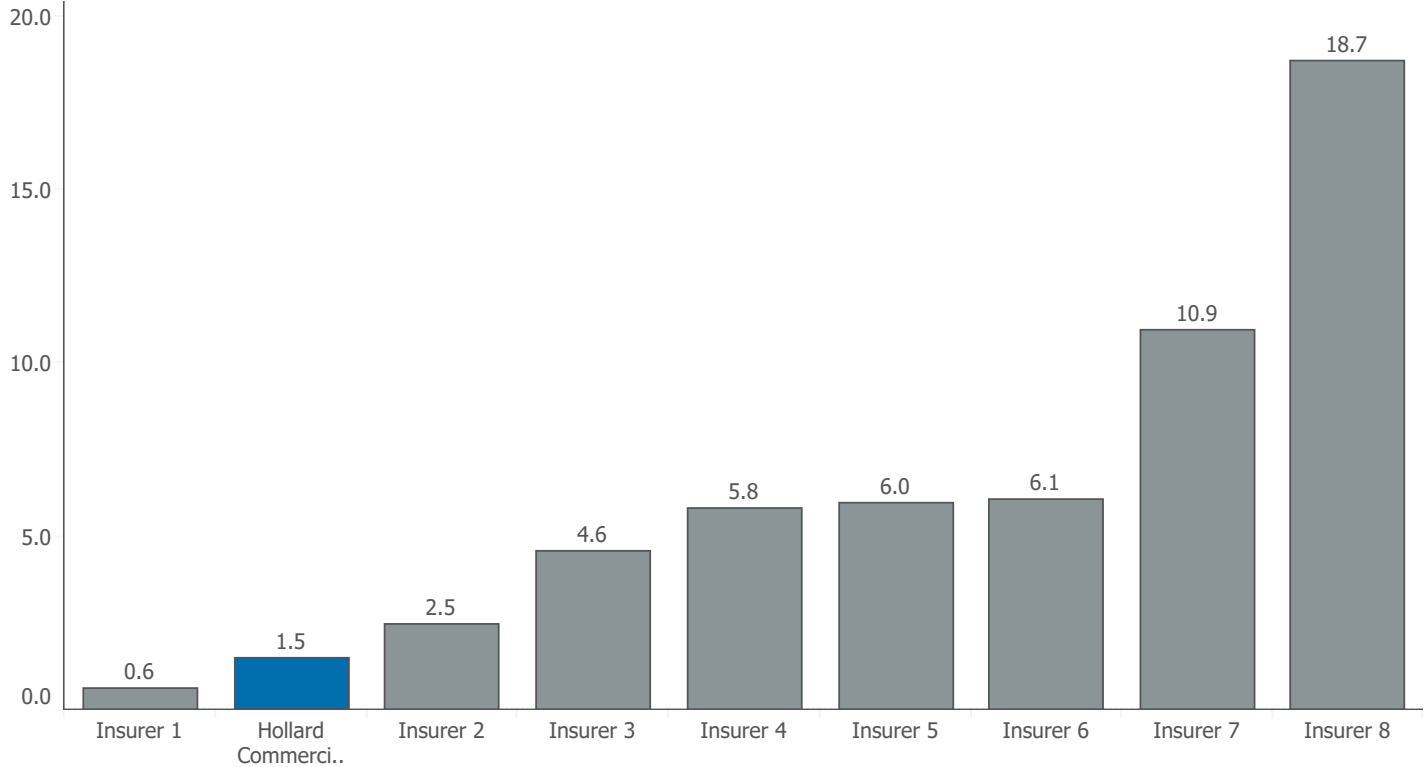


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# Response Times

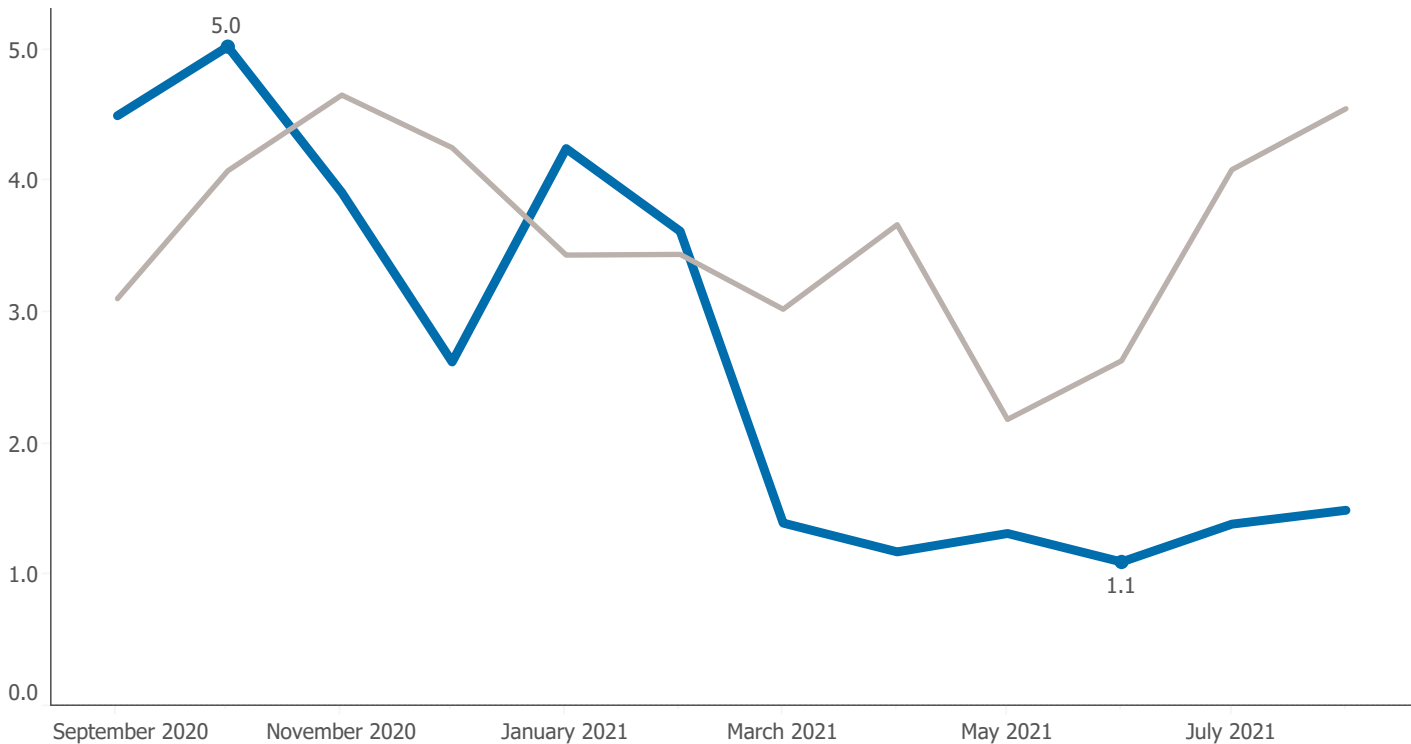
Response time is the average time between a broker sending a quote request message and the insurer responding to the message. It excludes auto rated responses where applicable. The time is calculated between the hours of 9am - 5pm AEST, Monday to Friday, inclusive of public holidays and is reported at 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)	2,593	1,665	154
Property Owner - Factory/Industrial	1,787	1,038	139
Plumber	640	427	151
Carpenter	604	359	136
Property Owner - Office (Single Storey)	570	449	61
Property Owner - Warehouse	561	320	66
Electrician	556	345	126
Handyman / Property Maintenance	522	248	58
Property Owner - Noc	521	243	28
Property Owner - Office (Multi Storey)	483	319	60
Road Freight Transport Service - No Storage	476	145	24
Restaurant, Licensed, With Deep Frying	467	311	64
Hairdressing Service	348	314	96
Earthmoving	341	72	14
Beauty Salon Operation	334	284	91
Real Estate Agency Service	300	262	68
Cafe Operation, Not Licensed With Deep Frying	273	215	66
Concreter	252	229	72
Cafe Operation, Licensed With Deep Frying	226	173	45
Cleaning Service Noc	215	130	28

## Top 20 Presented Occupations across SCTP Portfolio

	Presented Opportunities	Quoted Opportunities	Bound Opportunities
Property Owner - Retail (Not arcades/Malls)	3,402	3,233	1,905
Property Owner - Factory/Industrial	2,458	2,300	1,465
Plumber	800	781	410
Property Owner - Office (Single Storey)	777	757	488
Property Owner - Warehouse	776	716	461
Carpenter	745	731	423
Electrician	736	721	444
Property Owner - Noc	692	616	346
Handyman / Property Maintenance	687	677	424
Road Freight Transport Service - No Storage	667	656	443
Property Owner - Office (Multi Storey)	657	618	363
Restaurant, Licensed, With Deep Frying	557	523	262
Hairdressing Service	480	470	334
Earthmoving	446	429	260
Beauty Salon Operation	431	424	244
Real Estate Agency Service	395	390	251
Cafe Operation, Not Licensed With Deep Frying	335	332	179
Concreter	276	272	153
Motor Mechanics	268	265	111
Cafe Operation, Licensed With Deep Frying	258	252	118

# 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
Community Broker Network	2,823	1,720	499
Resilium Insurance Broking Pty Ltd	2,588	1,603	430
Ausure Insurance Brokers	2,297	1,474	300
United Insurance Group	1,307	847	218
CBN	1,071	699	226
McLardy McShane Partners Pty Ltd	592	344	80
Regional Insurance Brokers Pty Ltd	511	217	59
PSC Connect Pty Ltd (VIC)	484	317	61
Insurance House Pty Ltd	478	264	55
Insurance House Advance	458	272	54
Steadfast Taswide Insurance Brokers	399	200	31
Aviso EIA Pty Ltd	383	213	51
Oracle Group (Australia) Pty Ltd	383	236	53
PSC Connect Pty Ltd (QLD)	375	215	62
Consolidated Insurances Pty Ltd	330	163	42
Centrewest Insurance Brokers Pty Ltd	314	189	35
PSC Connect Pty Ltd (NSW)	295	172	46
United Insurance - Winbeat site	292	206	52
Brookvale Insurance Brokers	260	166	52
Pollard Insurance Brokers Pty Ltd	251	158	27
Aviso (Fitzpatrick & Company Insurance Brokers Pty Ltd)	250	158	20
Consolidated Insurance Agencies Pty Ltd	242	175	66
Reliance Franchise Partners	219	158	46
Apollo Risk Services	216	134	29
Tony Bemrose Insurance Brokers Pty Ltd	209	154	47
Bruce Insurance Brokers Pty Ltd	208	139	33
Coverforce Insurance Broking Pty Ltd (ARs)	208	128	30
Steadfast Eastern Insurance Brokers	208	155	53
Alliance Insurance Broking Services Pty Ltd	207	134	28
BJS Insurance Brokers Pty Ltd	202	136	30
Elliott Insurance Brokers	197	121	44
Steadfast IRS Pty Ltd	190	103	21
Coverforce Insurance Broking Pty Ltd (NSW)	189	116	20
ADK Insurance Brokers Pty Ltd	186	120	33
Blackburn Insurance Brokers Pty Ltd	183	132	36
Macey Insurance Brokers Pty Ltd	172	91	13
Phoenix Insurance Brokers Pty Ltd	165	88	18
Allsafe Insurance Brokers Pty Ltd	164	102	35
Midland Insurance Brokers Australia Pty Ltd	163	103	9
Dunk Insurance	162	88	24

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