

SCTP Commercial Insurer Performance Report

Hollard - Business Pack

April 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

\$4,284,496

Fiscal Year to Date Base Premium

\$42,037,853

Rolling 12 Base Premium

\$50,431,858

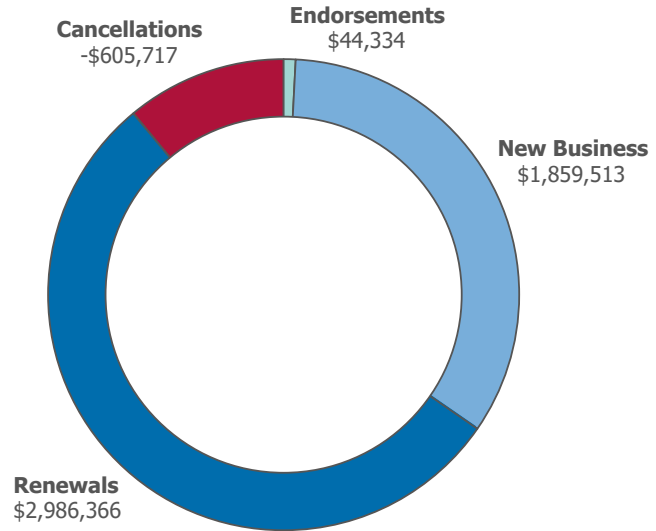
Hollard - Average Base Premium

\$1,423

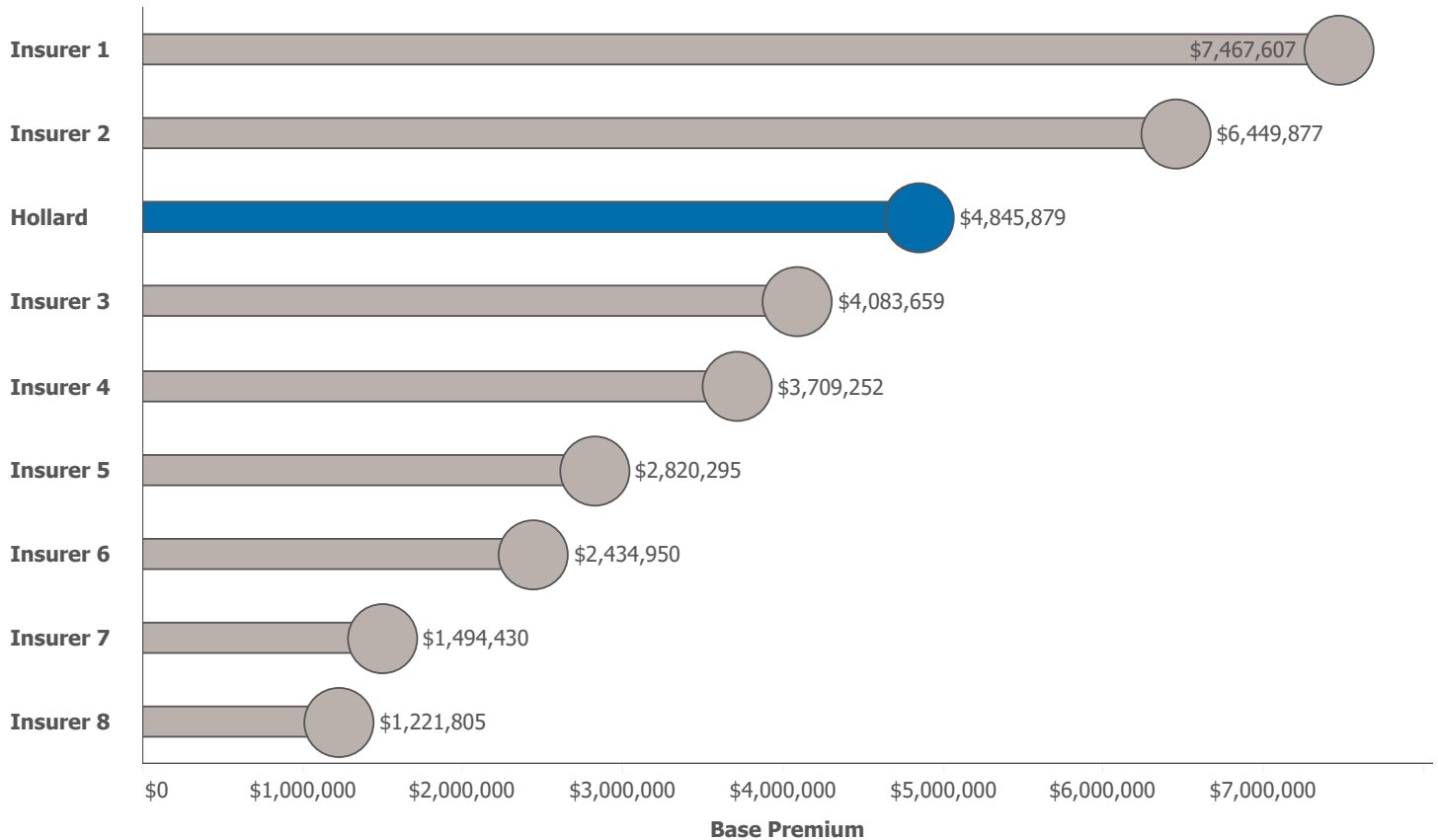
All Insurers - Average Base Premium

\$1,940

Transaction Type Breakdown

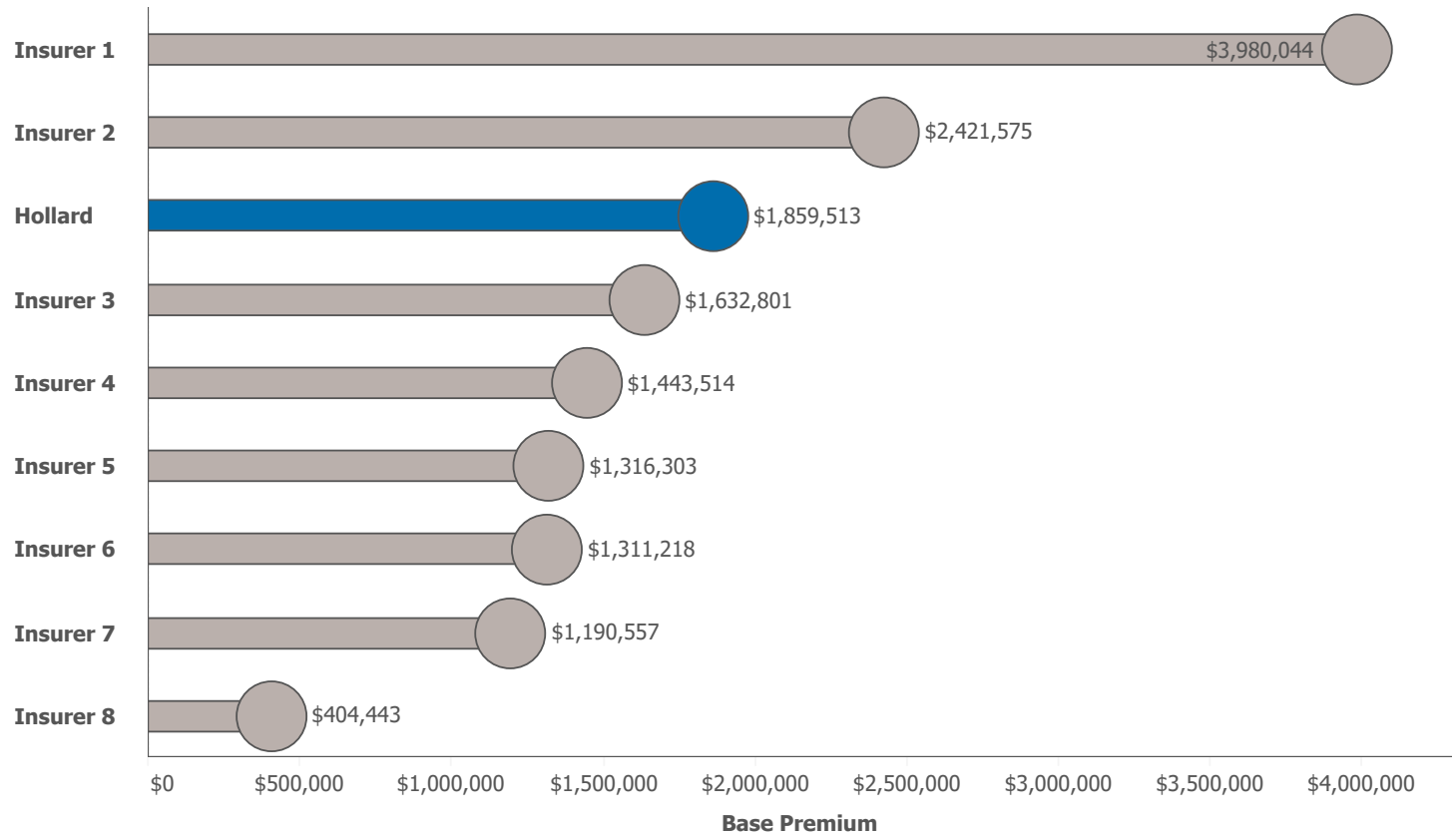


Overall Insurer Comparison

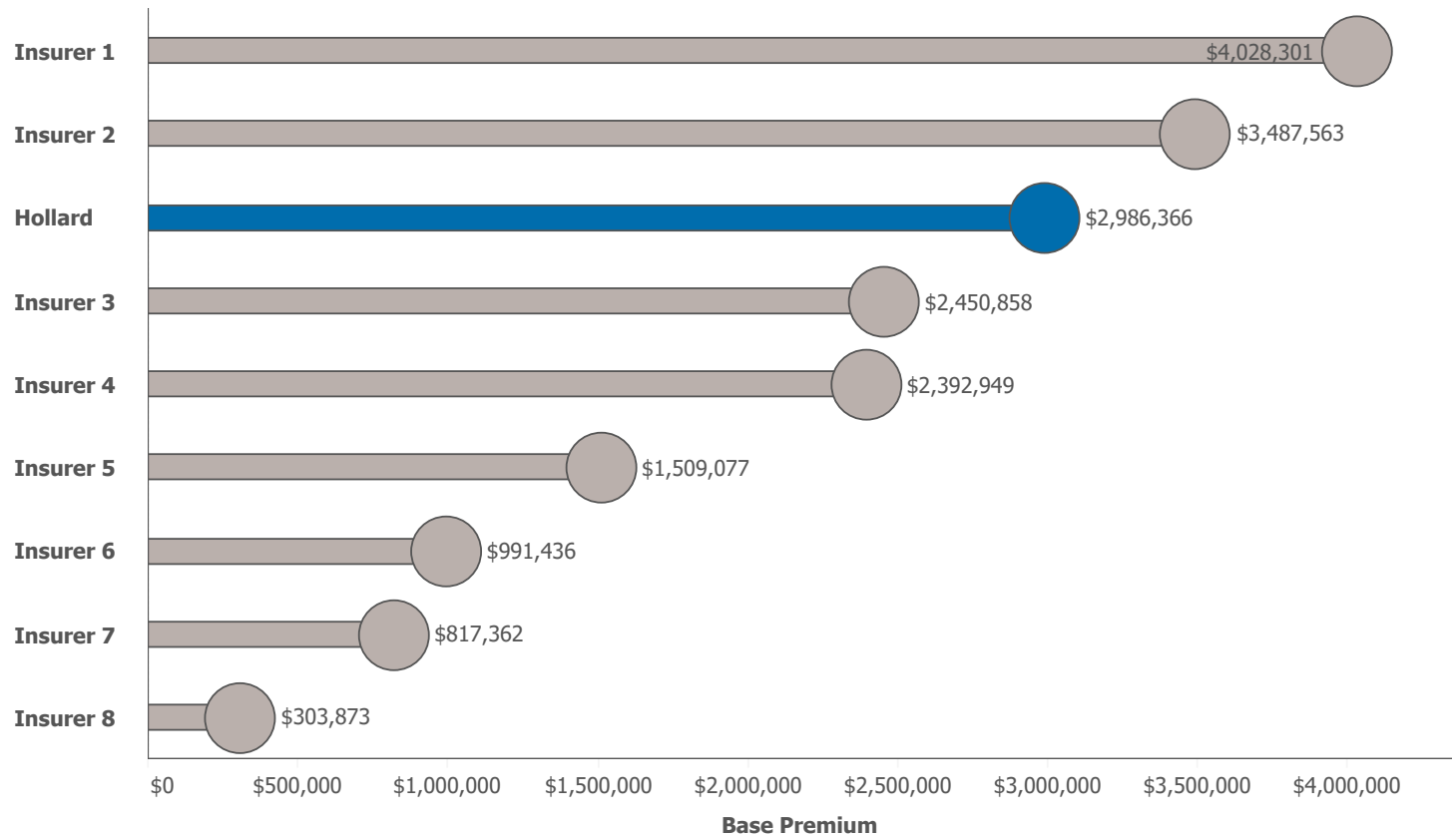


Base Premium

New Business Insurer Comparison



Renewal Insurer Comparison



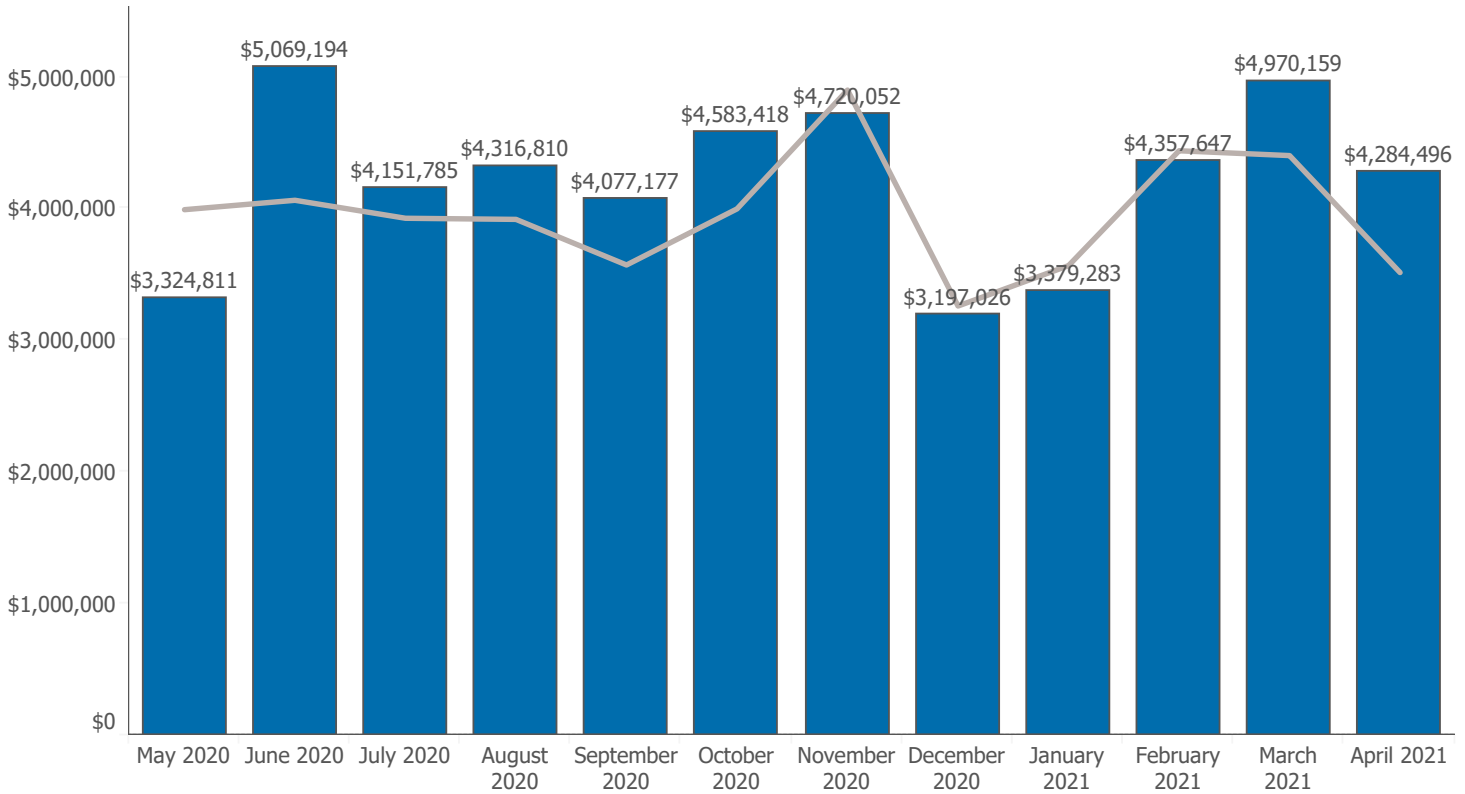
Strictly Commercial-in-Confidence

Base Premium

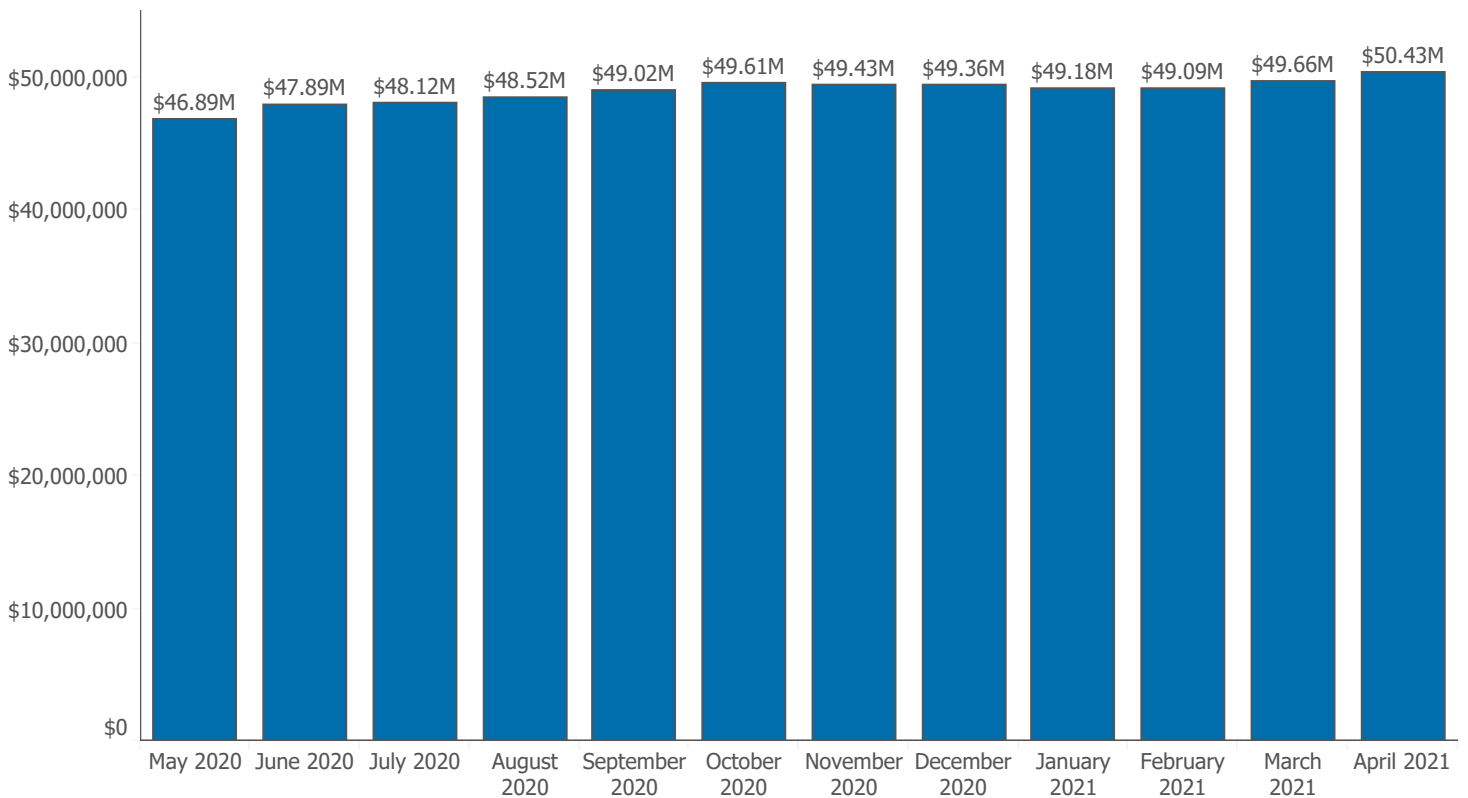
Base premium of policies bound during the reporting period includes cancellations and endorsements and is measured on the bound date of policies.

Base Premium by Month

CURRENT YEAR | **PRIOR YEAR**



Rolling 12 Months Base Premium



Strictly Commercial-in-Confidence

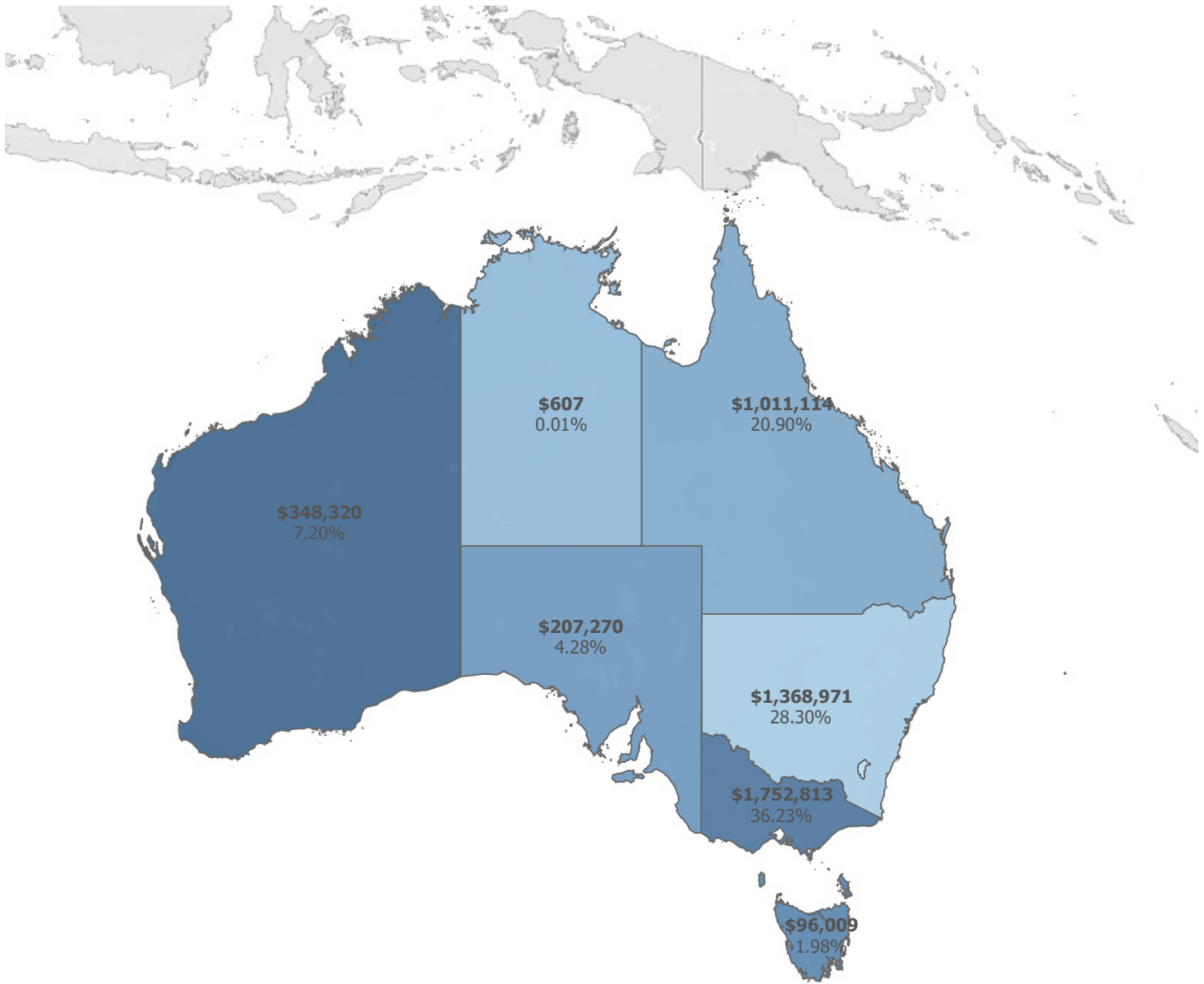
State Activity

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 01/04/2021

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Grand Total
New Business	\$23,070	\$490,711	\$607	\$435,392	\$89,787	\$45,379	\$627,741	\$146,826	\$1,859,513
Renewals	\$29,917	\$878,260	\$0	\$575,723	\$117,483	\$50,630	\$1,125,072	\$201,494	\$2,978,578
Grand Total	\$52,987	\$1,368,971	\$607	\$1,011,114	\$207,270	\$96,009	\$1,752,813	\$348,320	\$4,838,091

Base Premium Breakdown by State for 01/04/2021



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

24,926

Declined Opportunities

10,037

Quoted Opportunities

13,595

Bound Opportunities

1,553

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
230	7,211	94	5,233	1,047	971	7,523	2,617

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	86	2,695	58	2,481	425	494	2,774	1,024

Decline Rate	37.39%	37.37%	61.70%	47.41%	40.59%	50.88%	36.87%	39.13%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	135	4,129	25	2,557	571	423	4,308	1,447

Quote Rate	93.75%	91.43%	69.44%	92.91%	91.80%	88.68%	90.71%	90.83%
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Bound Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	25	469	2	342	62	50	448	155

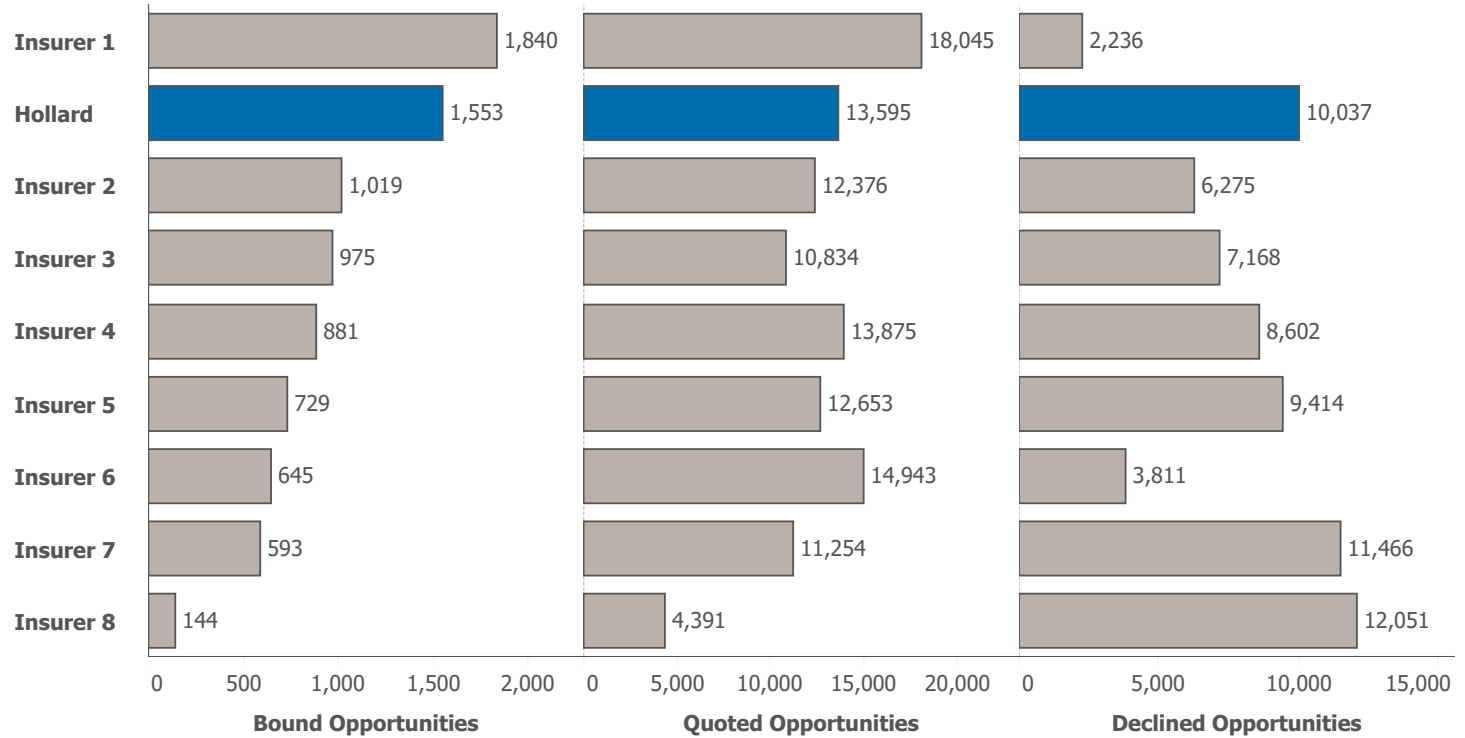
Strike Rate	18.52%	11.36%	8.00%	13.38%	10.86%	11.82%	10.40%	10.71%
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Strictly Commercial-in-Confidence

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



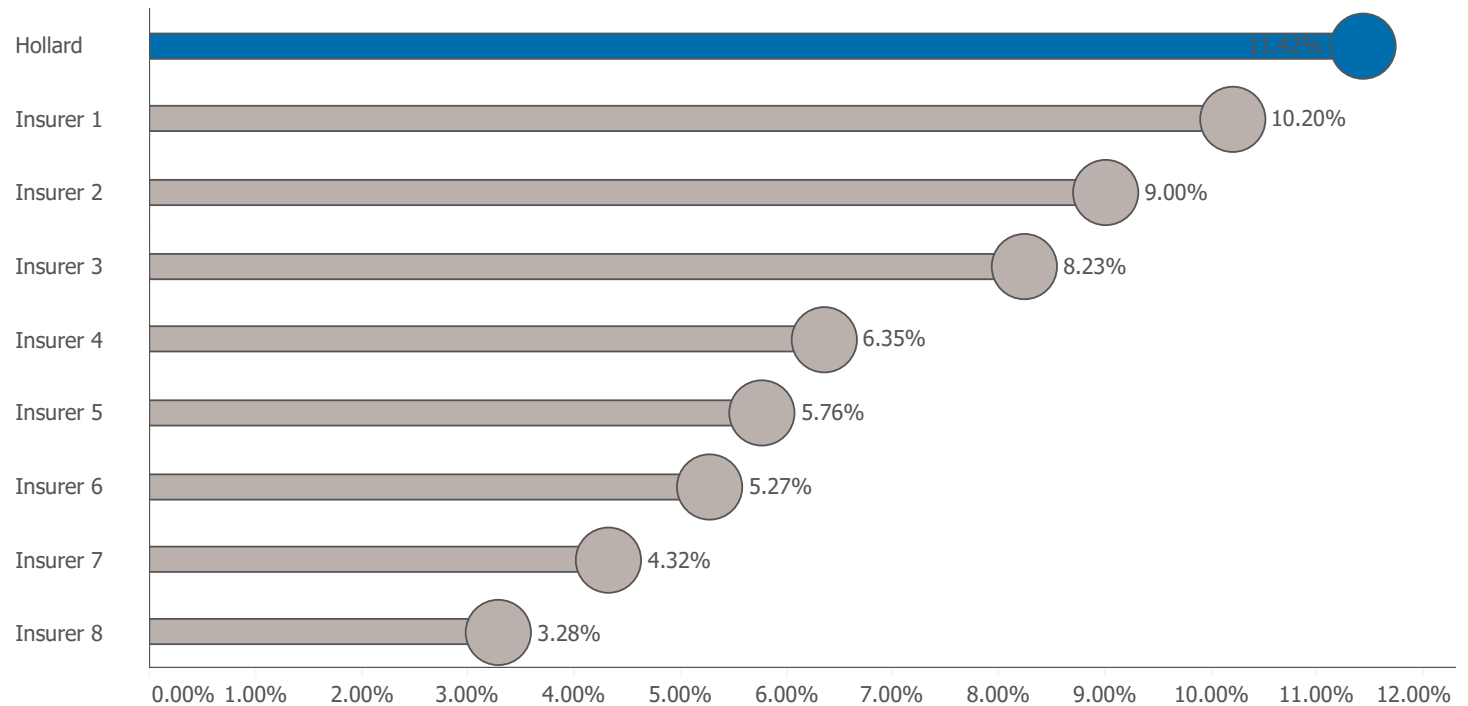
Opportunity Comparison by Insurer

	Insurer 1	Hollard	Insurer 2	Insurer 3	Insurer 4	Insurer 5	Insurer 6	Insurer 7	Insurer 8
Total Opportunities	25,852	24,926	26,092	25,254	25,481	25,563	25,856	25,923	25,795
Declined Opportunities	2,236	10,037	6,275	7,168	8,602	9,414	3,811	11,466	12,051
Decline Rate	8.65%	40.27%	24.05%	28.38%	33.76%	36.83%	14.74%	44.23%	46.72%
Quoted Opportunities	18,045	13,595	12,376	10,834	13,875	12,653	14,943	11,254	4,391
Bound Opportunities	1,840	1,553	1,019	975	881	729	645	593	144
Strike Rate	10.20%	11.42%	8.23%	9.00%	6.35%	5.76%	4.32%	5.27%	3.28%

Strike Rate

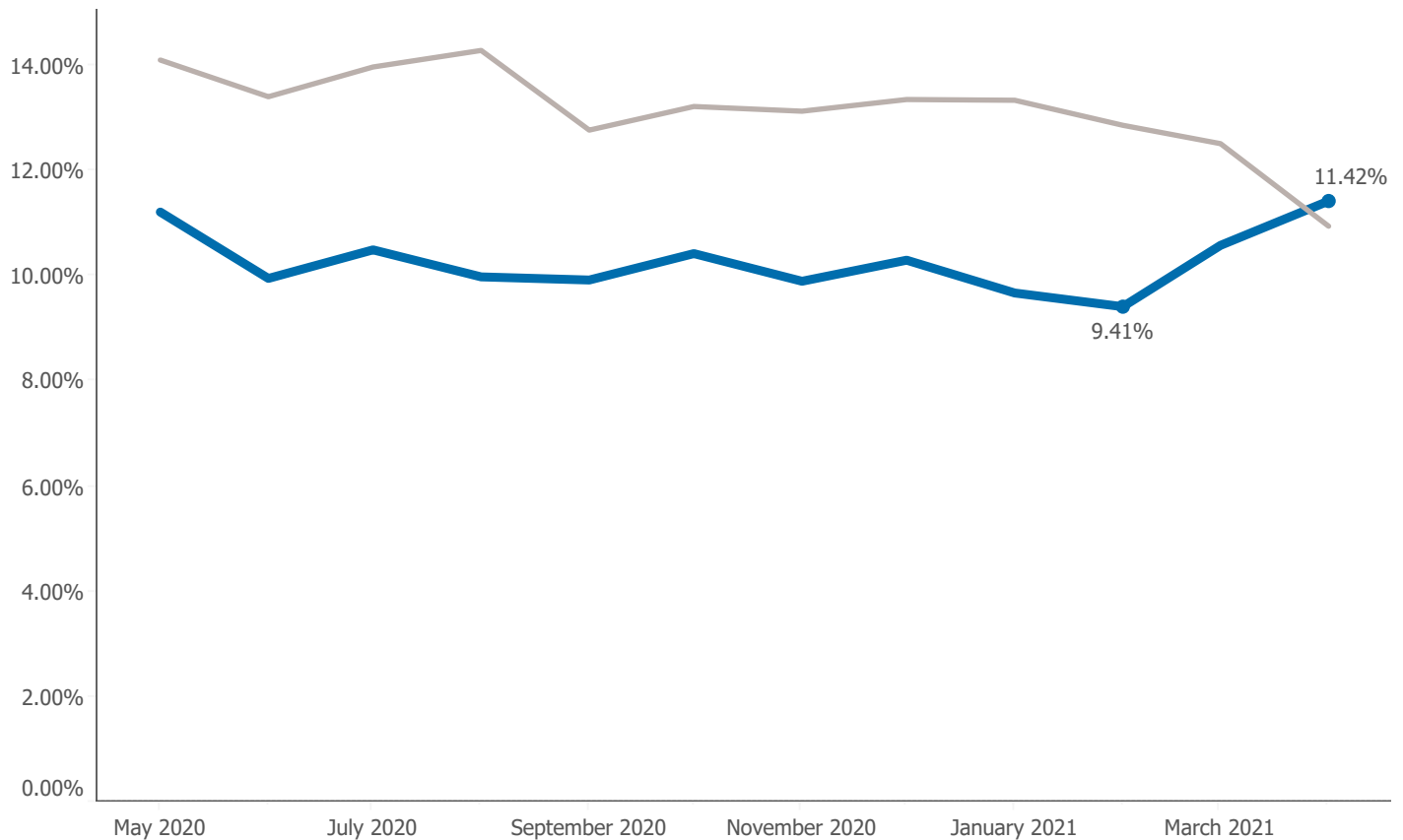
The strike rate is the total bound opportunities divided by the number of quoted opportunities and is measured at the inception date of the opportunity across all new business transactions.

Strike Rate Insurer Comparison for 01/04/2021



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

2,180

Declined Opportunities

11

Quoted Opportunities

2,114

Bound Opportunities

1,716

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
25	632	3	448	83	39	734	216

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	0	4	0	2	0	0	4	1

Decline Rate	0.00%	0.63%	0.00%	0.45%	0.00%	0.00%	0.54%	0.46%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	25	617	3	433	82	39	709	206

Quote Rate	100.00%	98.25%	100.00%	97.09%	98.80%	100.00%	97.12%	95.81%
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Bound Opportunities

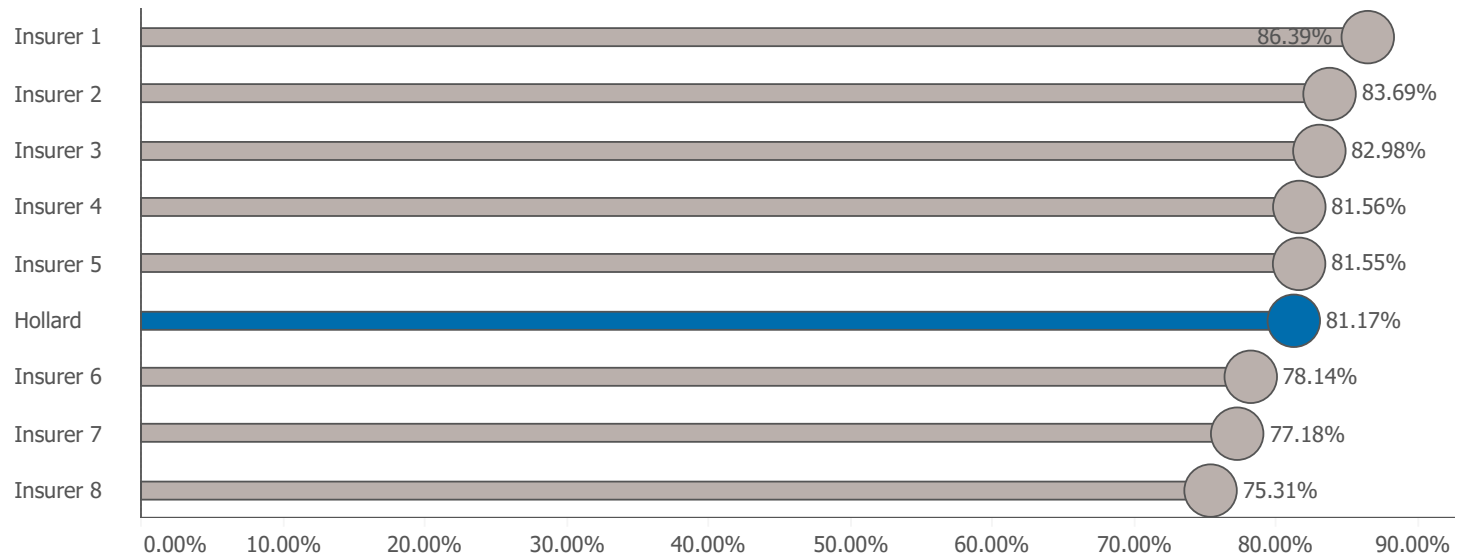
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	20	510	1	352	72	33	573	155

Retention Rate	80.00%	82.66%	33.33%	81.29%	87.80%	84.62%	80.82%	75.24%
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Renewal Retention

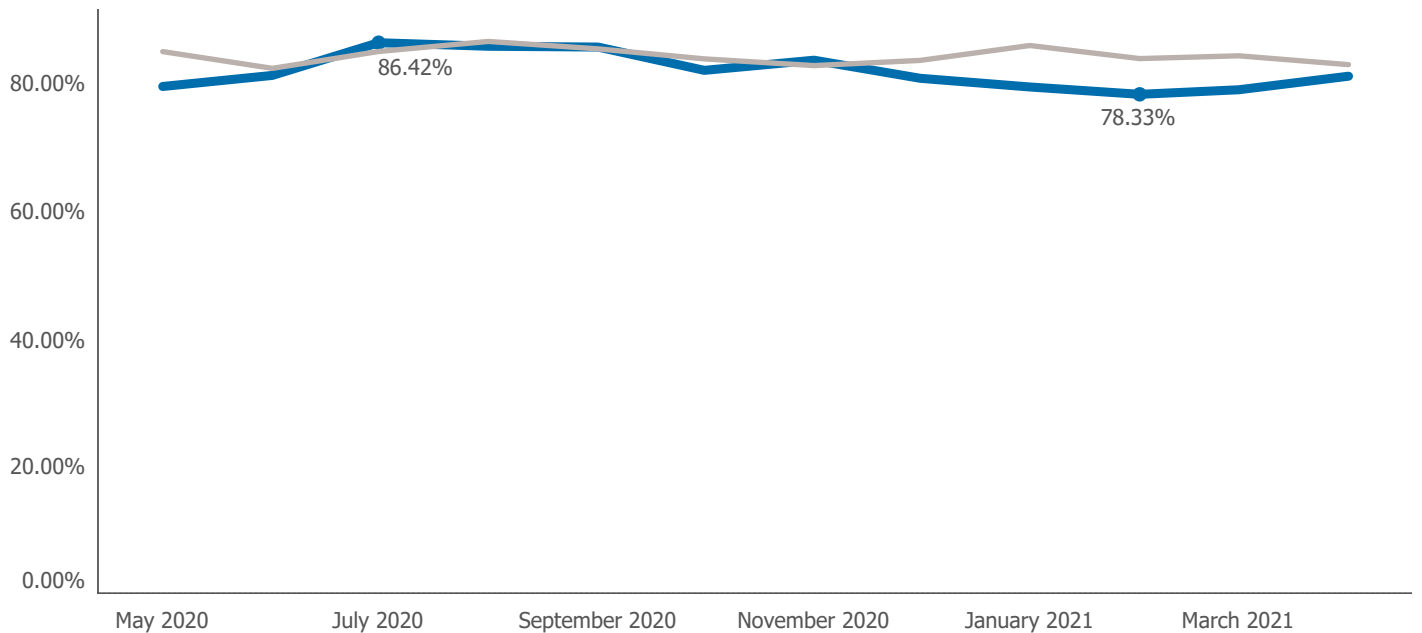
Renewal retention is based on the inception date of all renewal quotes, and is calculated as the total bound renewal opportunities divided by the number of quoted renewal opportunities.

Renewal Retention Rate Insurer Comparison for 01/04/2021



Renewal Retention by Month

CURRENT YEAR | PRIOR YEAR

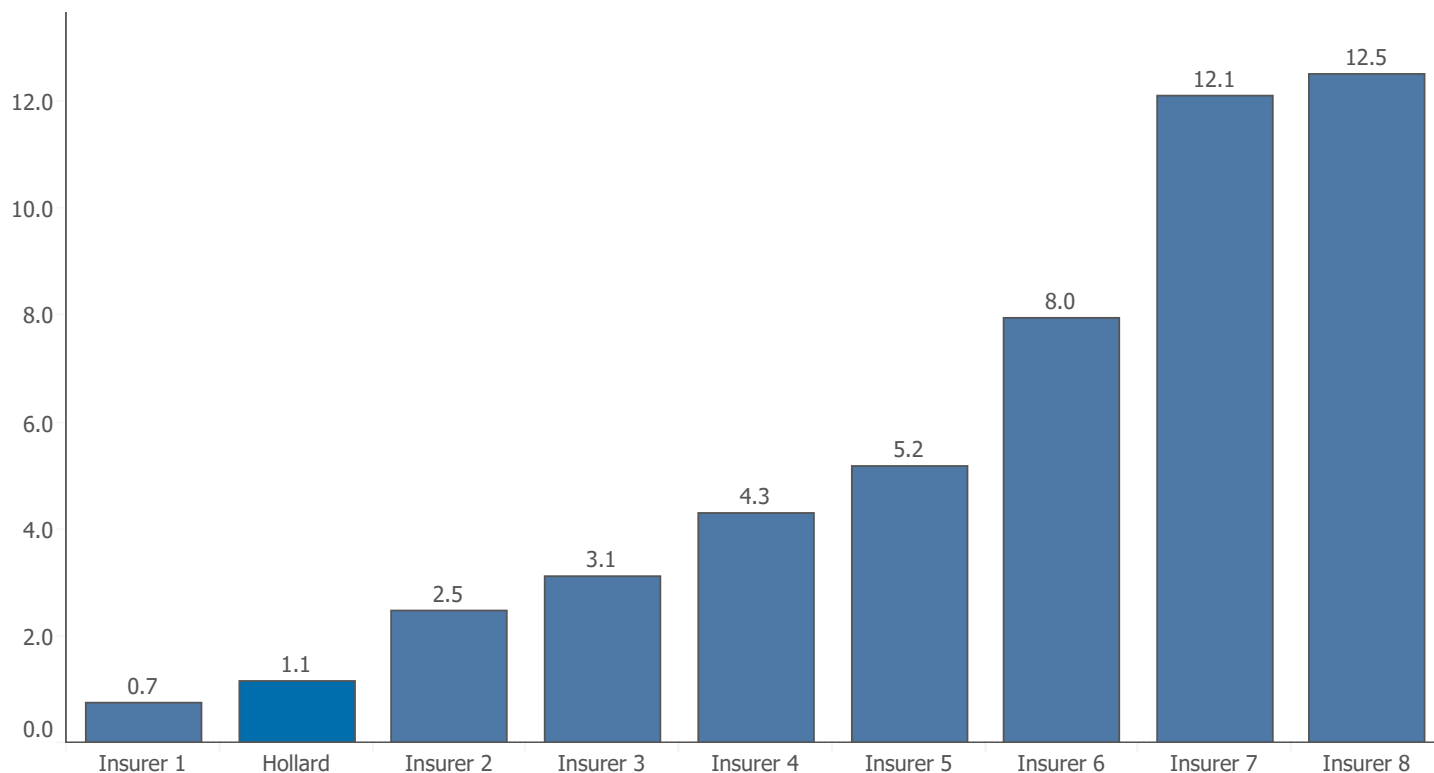


Renewal Retention Breakdown

Response Times

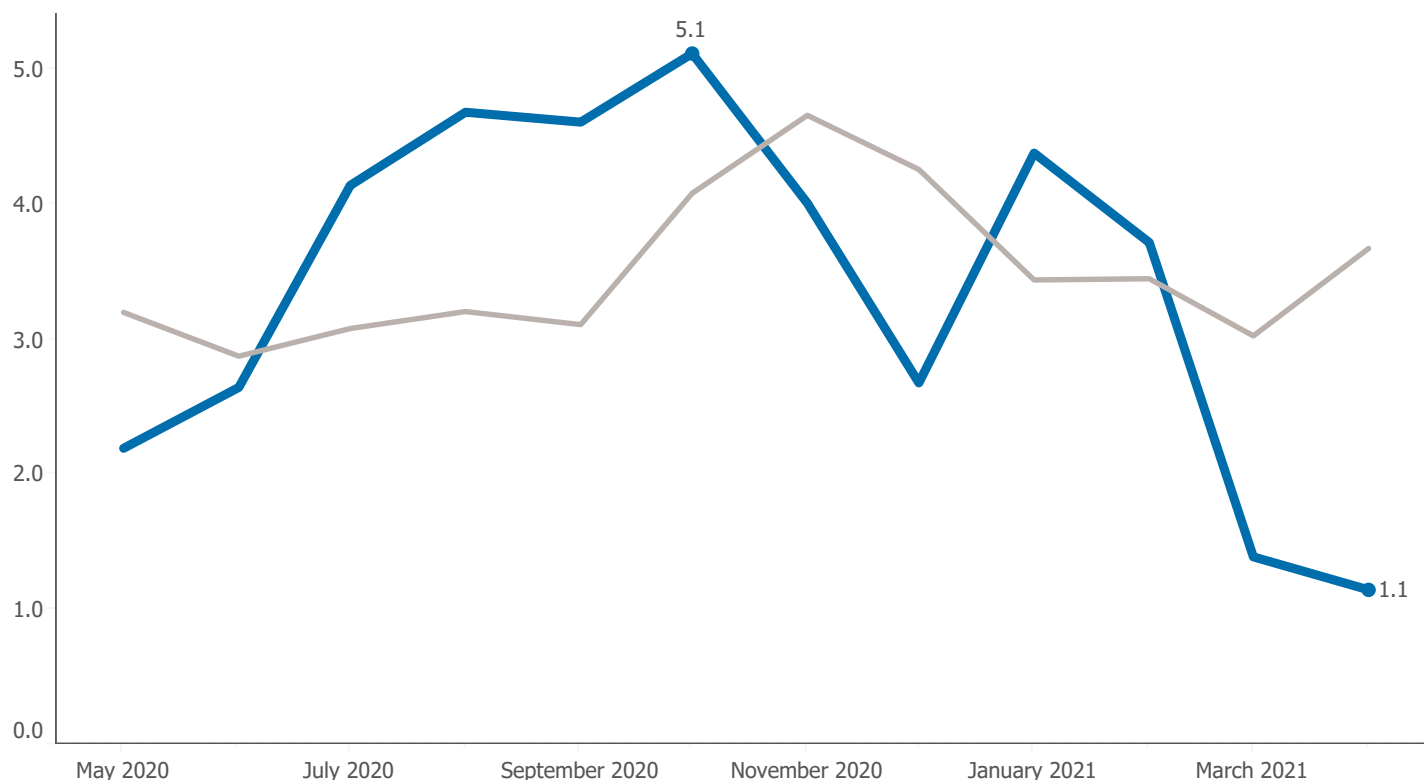
Response time is the average time between a broker sending a quote request message and the insurer responding to the message. It excludes auto rated responses where applicable. The time is calculated between the hours of 9am - 5pm AEST, Monday to Friday, inclusive of public holidays and is reported at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

Response Time (Hours) Insurer Comparison



Response Time (Hours) by Month

CURRENT YEAR | PRIOR YEAR



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)	1,974	1,111	122
Property Owner - Factory/Industrial	1,366	696	100
Plumber	539	300	84
Electrician	486	284	99
Carpenter	467	395	138
Property Owner - Office (Single Storey)	459	326	40
Handyman / Property Maintenance	414	203	47
Restaurant, Licensed, With Deep Frying	411	286	84
Property Owner - Warehouse	411	188	23
Property Owner - Noc	397	171	20
Property Owner - Office (Multi Storey)	337	182	38
Road Freight Transport Service - No Storage	318	80	9
Hairdressing Service	278	241	61
Beauty Salon Operation	261	224	64
Earthmoving	227	36	6
Cafe Operation, Not Licensed With Deep Frying	221	164	49
Cleaning Service Noc	181	108	28
Motor Mechanics	174	125	9
Electricians - Commercial	136	79	24

Top 20 Presented Occupations across SCTP Portfolio

	Presented Opportunities	Quoted Opportunities	Bound Opportunities
Property Owner - Retail (Not arcades/Malls)	2,636	2,509	1,464
Property Owner - Factory/Industrial	1,828	1,714	1,094
Plumber	759	737	386
Property Owner - Office (Single Storey)	659	637	419
Electrician	627	607	377
Carpenter	579	565	344
Property Owner - Warehouse	575	522	326
Property Owner - Noc	516	466	237
Handyman / Property Maintenance	516	503	306
Restaurant, Licensed, With Deep Frying	507	483	241
Road Freight Transport Service - No Storage	488	479	338
Property Owner - Office (Multi Storey)	487	453	283
Hairdressing Service	378	371	262
Beauty Salon Operation	361	349	198
Earthmoving	318	311	185
Real Estate Agency Service	313	306	212
Cafe Operation, Not Licensed With Deep Frying	272	268	137
Cleaning Service Noc	227	219	103
Gardening Service Noc	226	222	150
Motor Mechanics	224	218	92

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	2,084	1,264	342
Community Broker Network	1,960	1,243	384
Ausure Insurance Brokers	1,858	1,150	226
United Insurance Group	1,120	722	169
CBN	1,087	683	200
McLardy McShane Partners Pty Ltd	441	265	80
Regional Insurance Brokers Pty Ltd	423	196	52
Insurance House Pty Ltd	417	231	52
PSC Connect Pty Ltd (VIC)	367	209	37
Insurance House Advance	346	212	39
Steadfast Taswide Insurance Brokers	326	173	31
Oracle Group (Australia) Pty Ltd	292	170	38
Aviso EIA Pty Ltd	290	129	32
Consolidated Insurances Pty Ltd	276	139	31
Consolidated Insurance Agencies Pty Ltd	274	195	66
PSC Connect Pty Ltd (QLD)	256	129	31
PSC Connect Pty Ltd (NSW)	240	132	36
Centrewest Insurance Brokers Pty Ltd	227	139	18
Brookvale Insurance Brokers	222	135	34
Steadfast Eastern Insurance Brokers	219	154	47
Pollard Insurance Brokers Pty Ltd	219	124	21
United Insurance - Winbeat site	214	154	60
Coverforce Insurance Broking Pty Ltd (NSW)	203	124	24
ADK Insurance Brokers Pty Ltd	185	106	22
BJS Insurance Brokers Pty Ltd	178	111	30
Steadfast IRS Pty Ltd	177	92	19
Reliance Franchise Partners	176	107	37
Aviso (Fitzpatrick & Company Insurance Brokers Pty Ltd)	169	94	9
Apollo Risk Services	160	96	14
Phoenix Insurance Brokers Pty Ltd	155	91	25
Australian Insurance Solutions - NSW	143	100	23
Alliance Insurance Broking Services Pty Ltd	143	90	22
Macey Insurance Brokers Pty Ltd	139	88	8
Steadfast NSG Insurance Brokers	137	71	13
Network Insurance Group	137	60	16
Blackburn Insurance Brokers Pty Ltd	133	91	22
Tony Bemrose Insurance Brokers Pty Ltd	130	89	23
Dunk Insurance	130	74	19
Surewise	128	70	14
Allsafe Insurance Brokers Pty Ltd	126	71	17