

# SCTP Insurer Performance Report

Hollard - Business Pack

February 2020

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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

\$4,439,333

## Fiscal Year to Date Base Premium

\$31,582,035

## Rolling 12 Base Premium

\$46,284,457

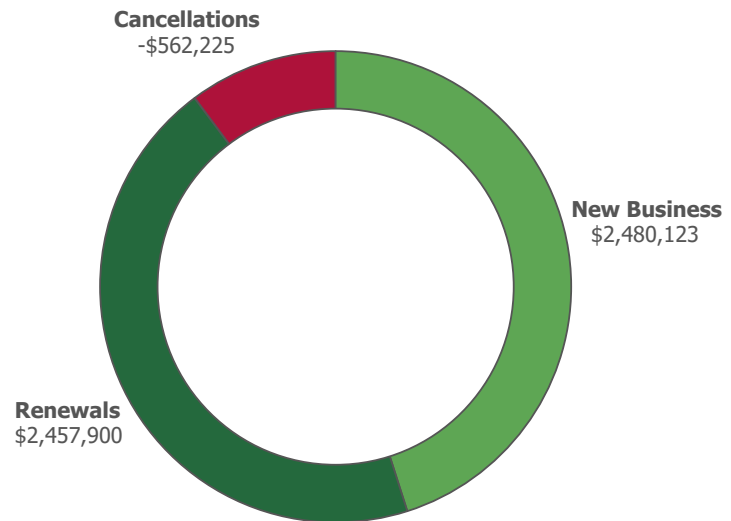
## Hollard - Average Base Premium

\$1,574

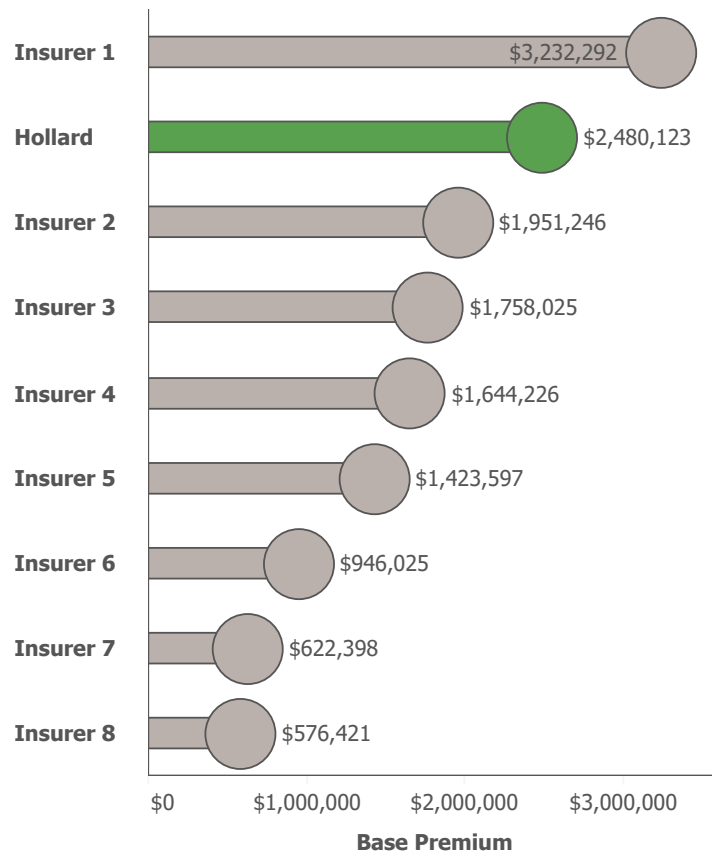
## All Insurers - Average Base Premium

\$1,865

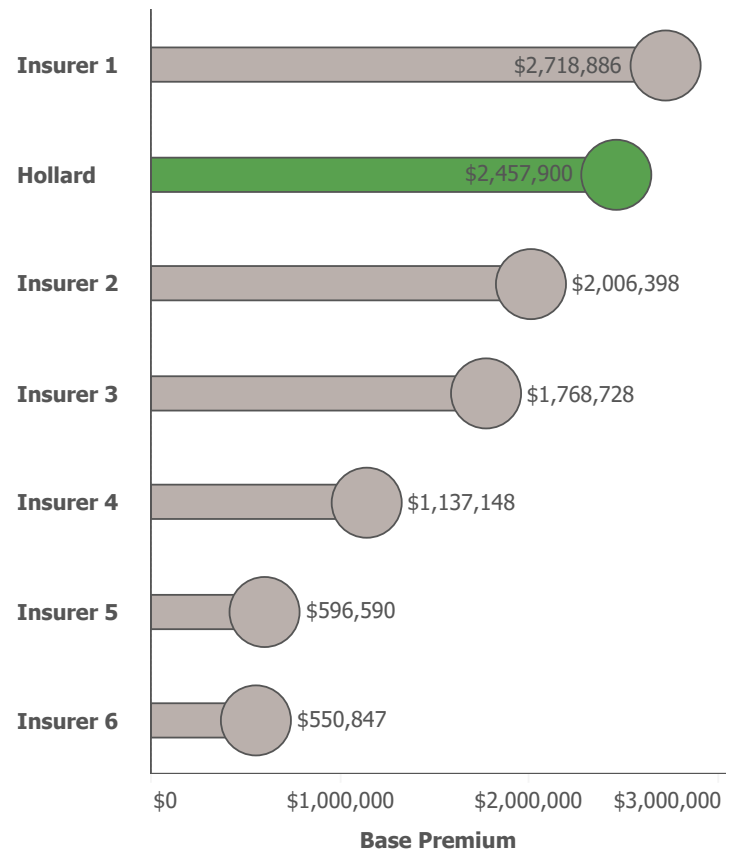
## Transaction Type Breakdown



## New Business Insurer Comparison



## Renewal Insurer Comparison

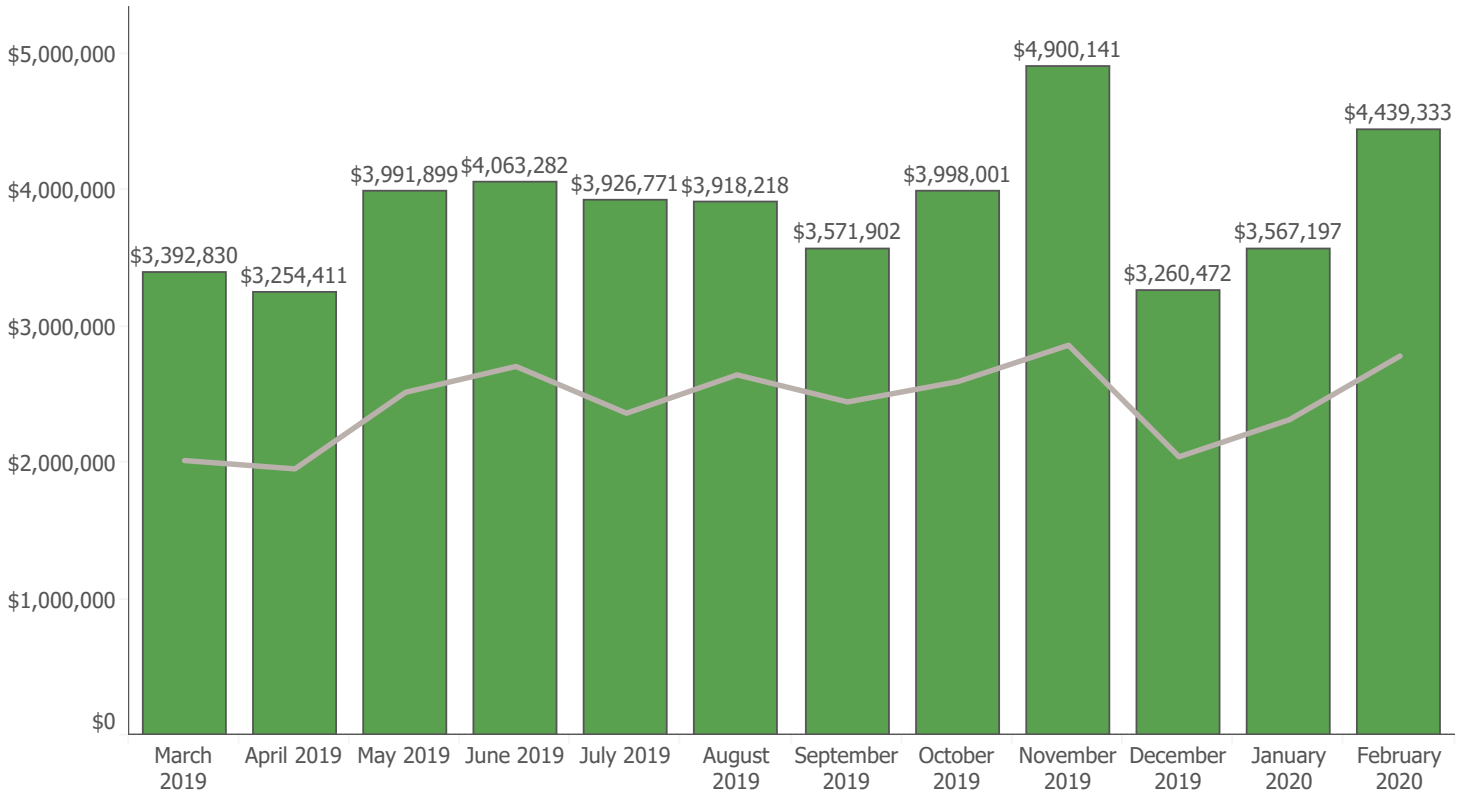


# Base Premium

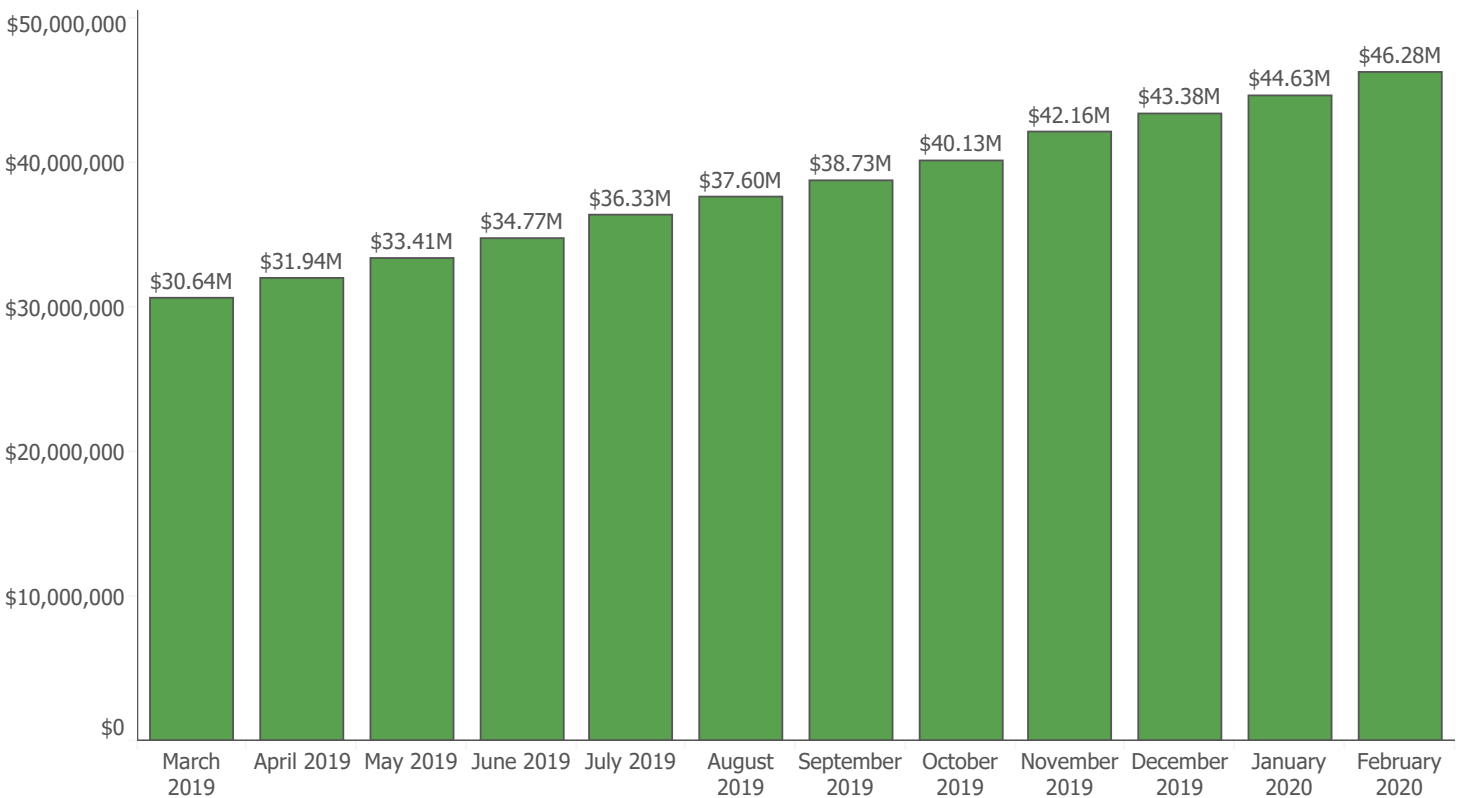
Base premium of policies bound during the reporting period includes cancellations and endorsements and is measured on the bound date of policies.

## Base Premium by Month

CURRENT YEAR | PRIOR YEAR



## Rolling 12 Months Base Premium



Strictly Commercial-in-Confidence

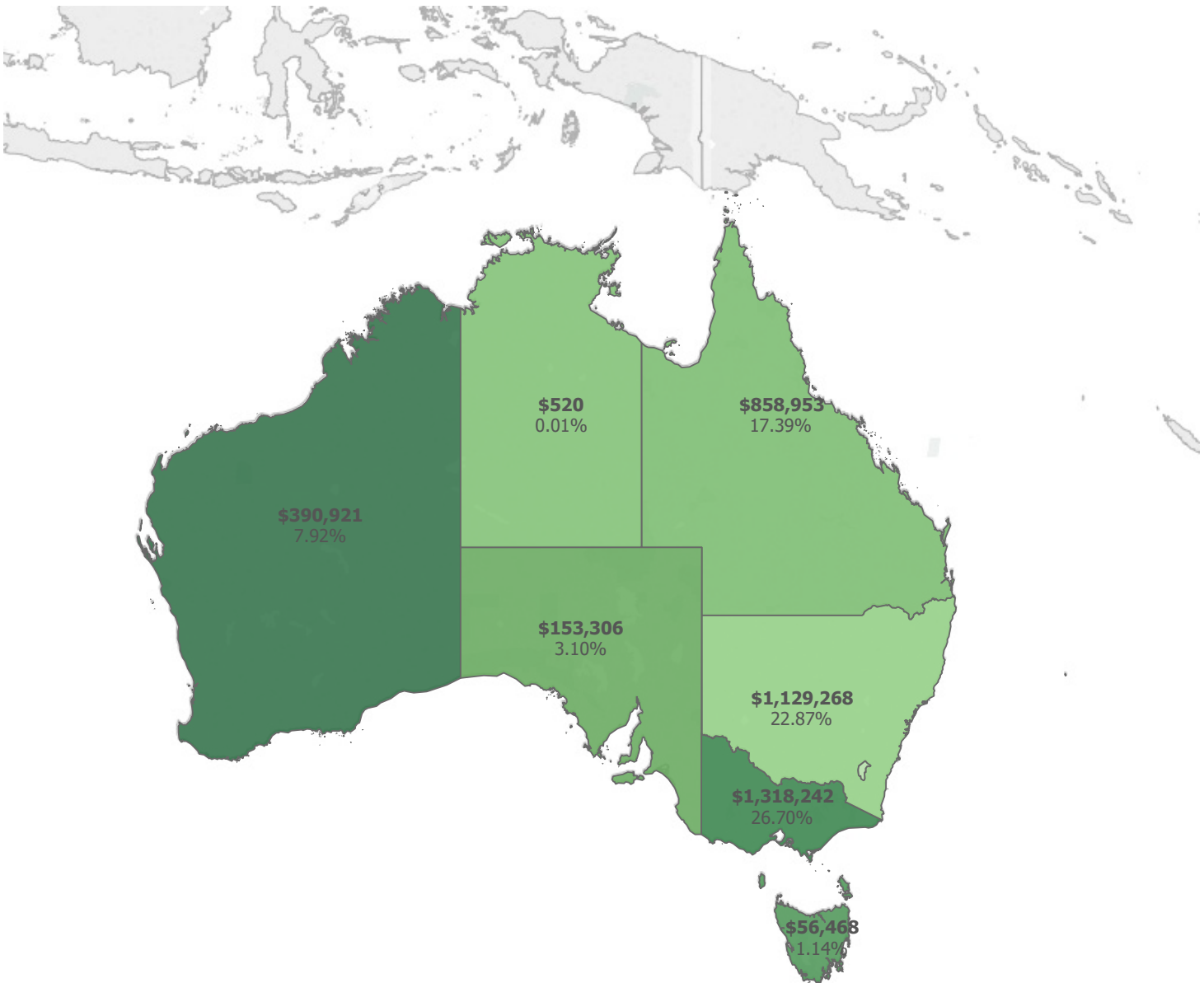
# State Activity

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 01/02/2020

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
<b>New Business</b>	\$35,355	\$567,372	\$520	\$475,591	\$94,132	\$33,583	\$622,769	\$194,552
<b>Renewals</b>	\$9,738	\$561,896	\$0	\$383,362	\$59,174	\$22,885	\$695,473	\$196,369
<b>Grand Total</b>	<b>\$45,093</b>	<b>\$1,129,268</b>	<b>\$520</b>	<b>\$858,953</b>	<b>\$153,306</b>	<b>\$56,468</b>	<b>\$1,318,242</b>	<b>\$390,921</b>

## Base Premium Breakdown by State for 01/02/2020



# 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

21,607

## Declined Opportunities

7,864

## Quoted Opportunities

12,753

## Bound Opportunities

1,578

## Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
219	6,115	80	4,903	899	750	6,147	2,494

## Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	73	1,967	56	2,113	333	328	2,073	921

Decline Rate	33.33%	32.17%	70.00%	43.10%	37.04%	43.73%	33.72%	36.93%
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## Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	139	3,874	18	2,628	521	362	3,762	1,449

Quote Rate	95.21%	93.39%	75.00%	94.19%	92.05%	85.78%	92.34%	92.12%
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## Bound Opportunities

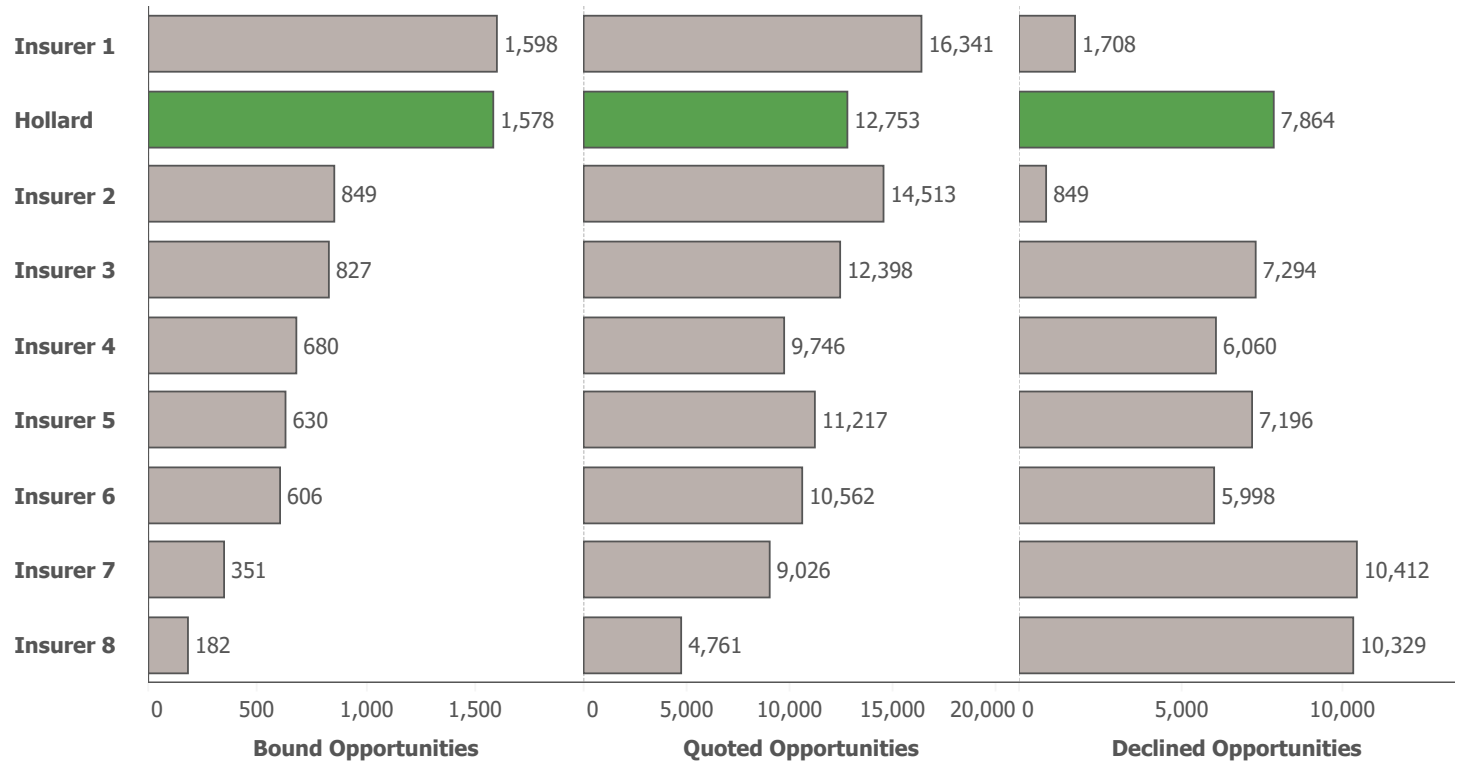
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	16	484	2	364	54	26	484	148

Strike Rate	11.51%	12.49%	11.11%	13.85%	10.36%	7.18%	12.87%	10.21%
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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

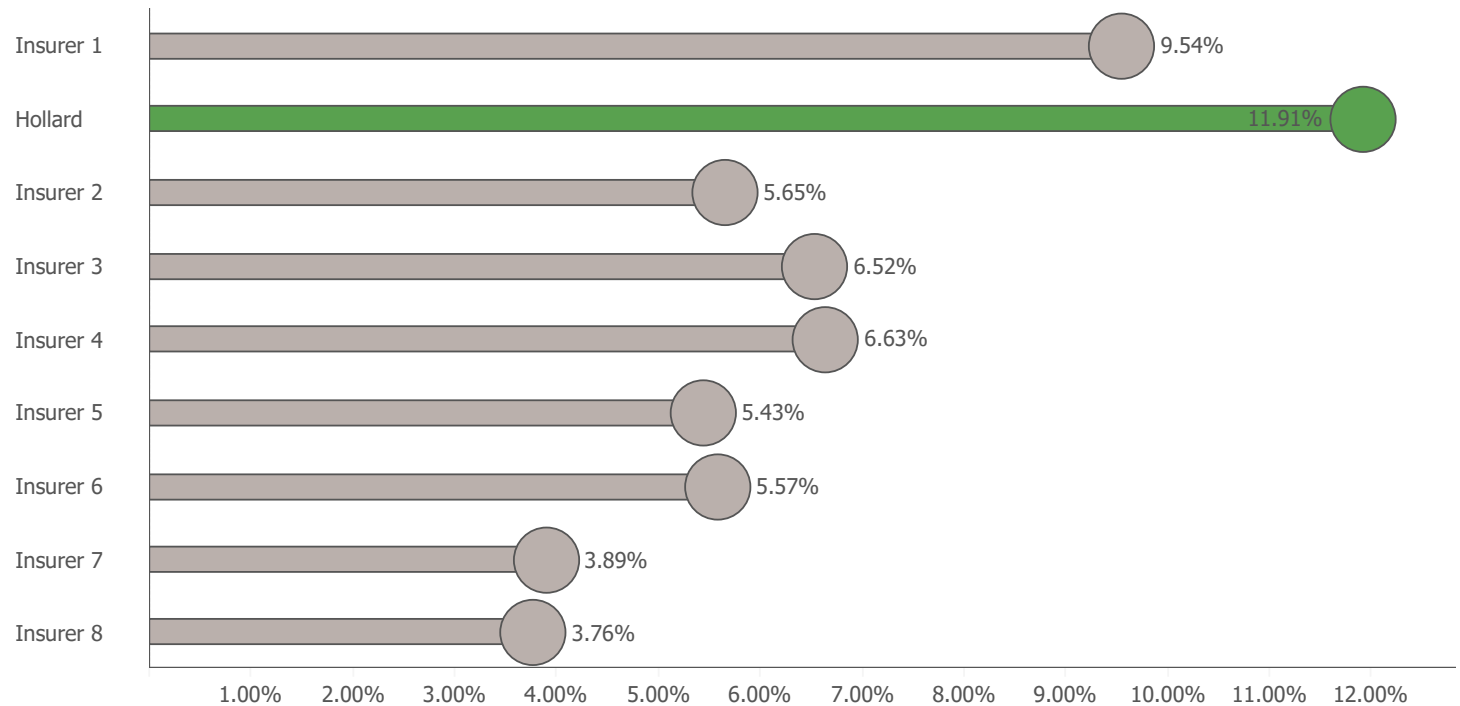
	Insurer 1	Hollard	Insurer 2	Insurer 3	Insurer 4	Insurer 5	Insurer 6	Insurer 7	Insurer 8
Total Opportunities	23,048	21,607	22,691	22,619	21,729	22,541	22,899	21,811	22,422
Declined Opportunities	1,708	7,864	849	7,294	6,060	7,196	5,998	10,412	10,329
Decline Rate	7.41%	36.40%	3.74%	32.25%	27.89%	31.92%	26.19%	47.74%	46.07%
Quoted Opportunities	16,341	12,753	14,513	12,398	9,746	11,217	10,562	9,026	4,761
Bound Opportunities	1,598	1,578	849	827	680	630	606	351	182
Strike Rate	9.78%	12.37%	5.85%	6.67%	6.98%	5.62%	5.74%	3.89%	3.82%

Strictly Commercial-in-Confidence

# Strike Rate

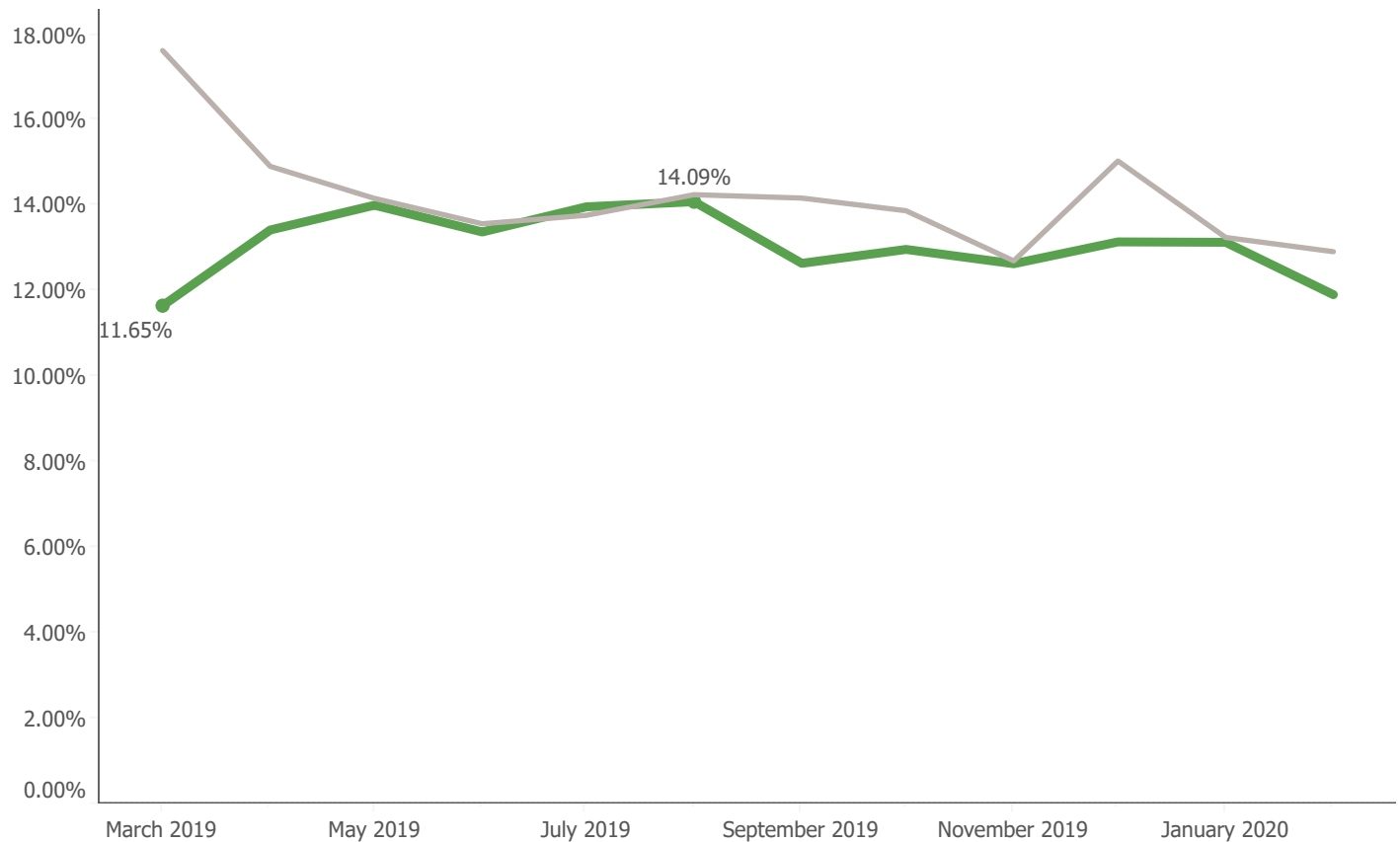
The strike rate is the total bound opportunities divided by the number of quoted opportunities and is measured at the inception date of the opportunity across all new business transactions.

## Strike Rate Insurer Comparison for 01/02/2020



## 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

1,750

## Declined Opportunities

23

## Quoted Opportunities

1,693

## Bound Opportunities

1,409

## Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
24	535	0	349	58	26	591	167

## Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	0	3	0	1	0	0	17	2

Decline Rate	0.00%	0.56%	0.00%	0.29%	0.00%	0.00%	2.88%	1.20%
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## Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	23	523	0	342	56	25	568	156

Quote Rate	95.83%	98.31%	0.00%	98.28%	96.55%	96.15%	98.95%	94.55%
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## Bound Opportunities

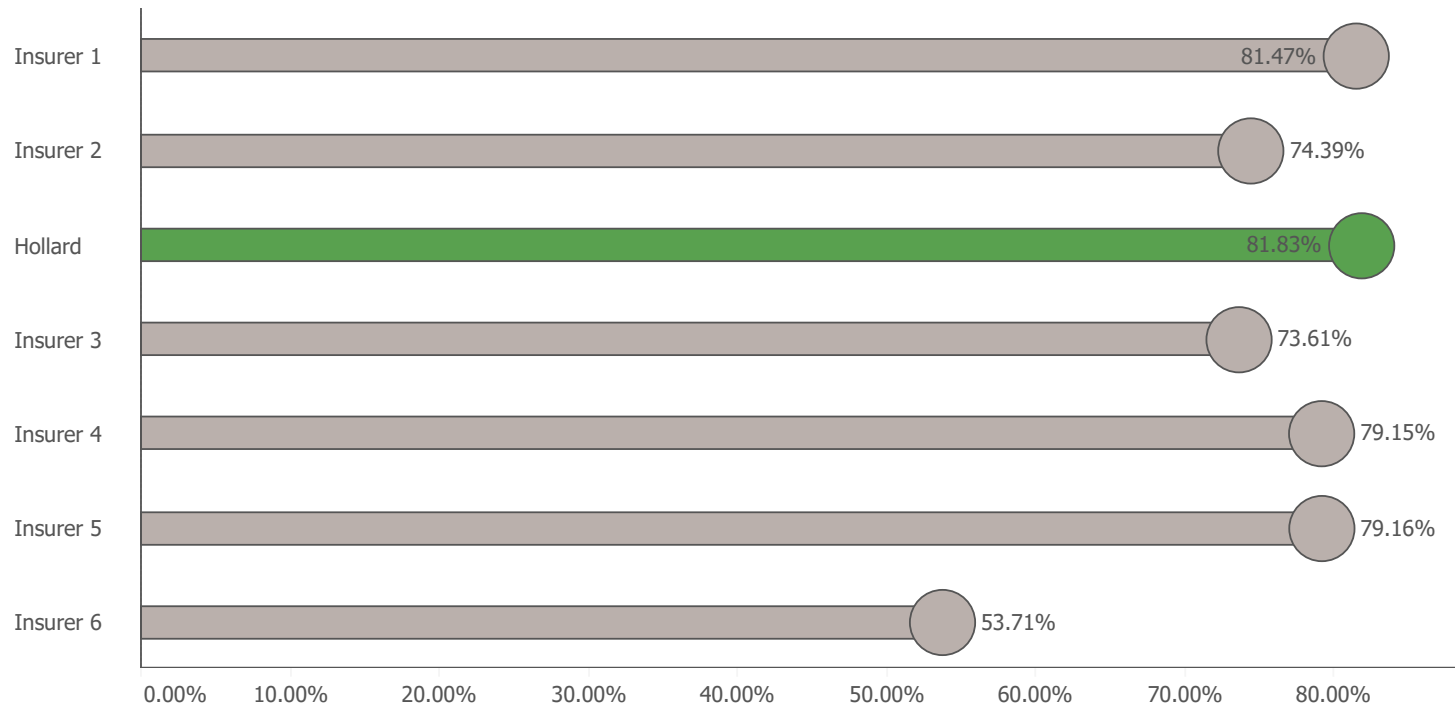
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	19	435	0	285	42	24	479	125

Retention Rate	82.61%	83.17%	0.00%	83.33%	75.00%	96.00%	84.33%	80.13%
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# Renewal Retention

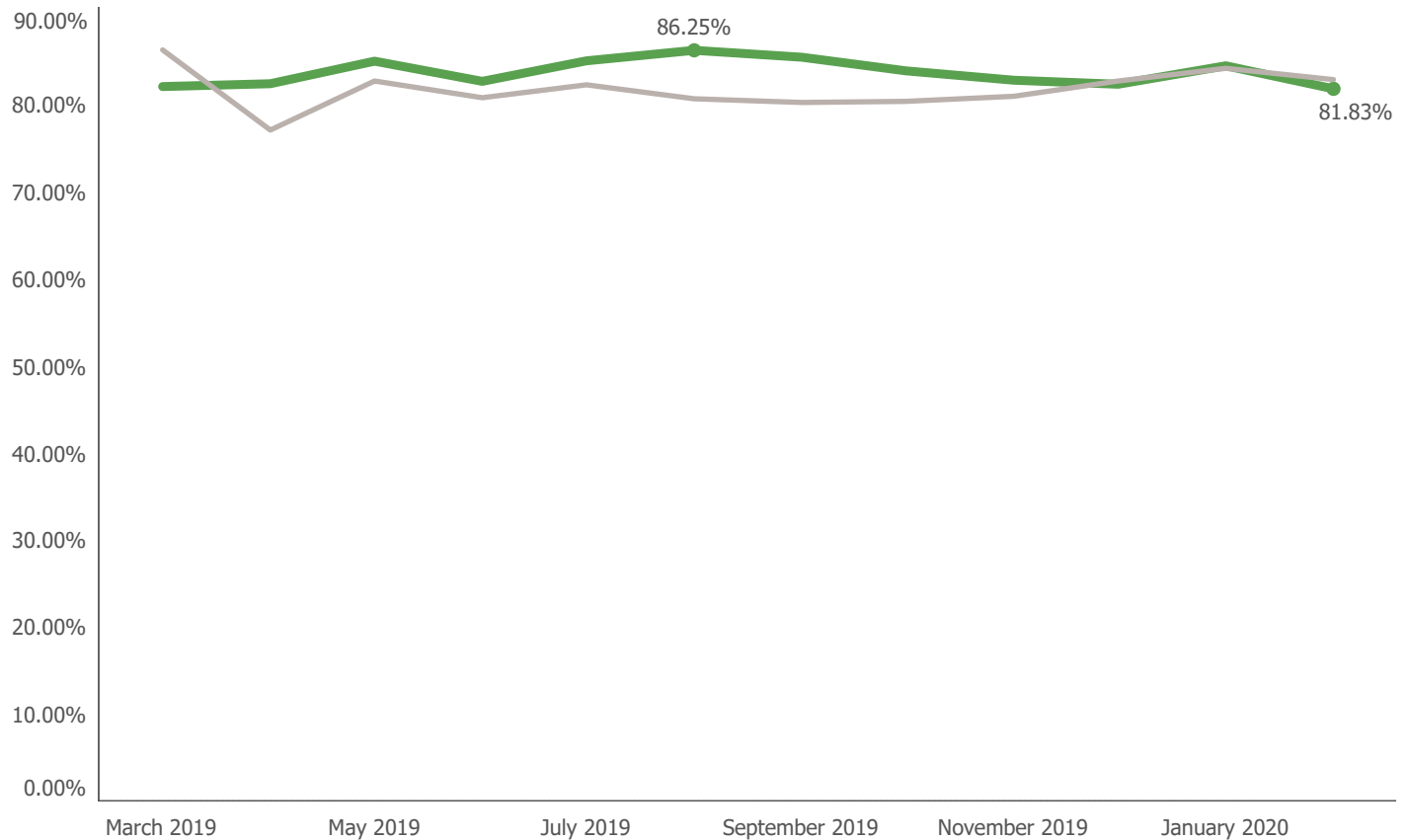
Renewal retention is based on the inception date of all renewal quotes, and is calculated as the total bound renewal opportunities divided by the number of quoted renewal opportunities.

## Renewal Retention Rate Insurer Comparison for 01/02/2020



## Renewal Retention by Month

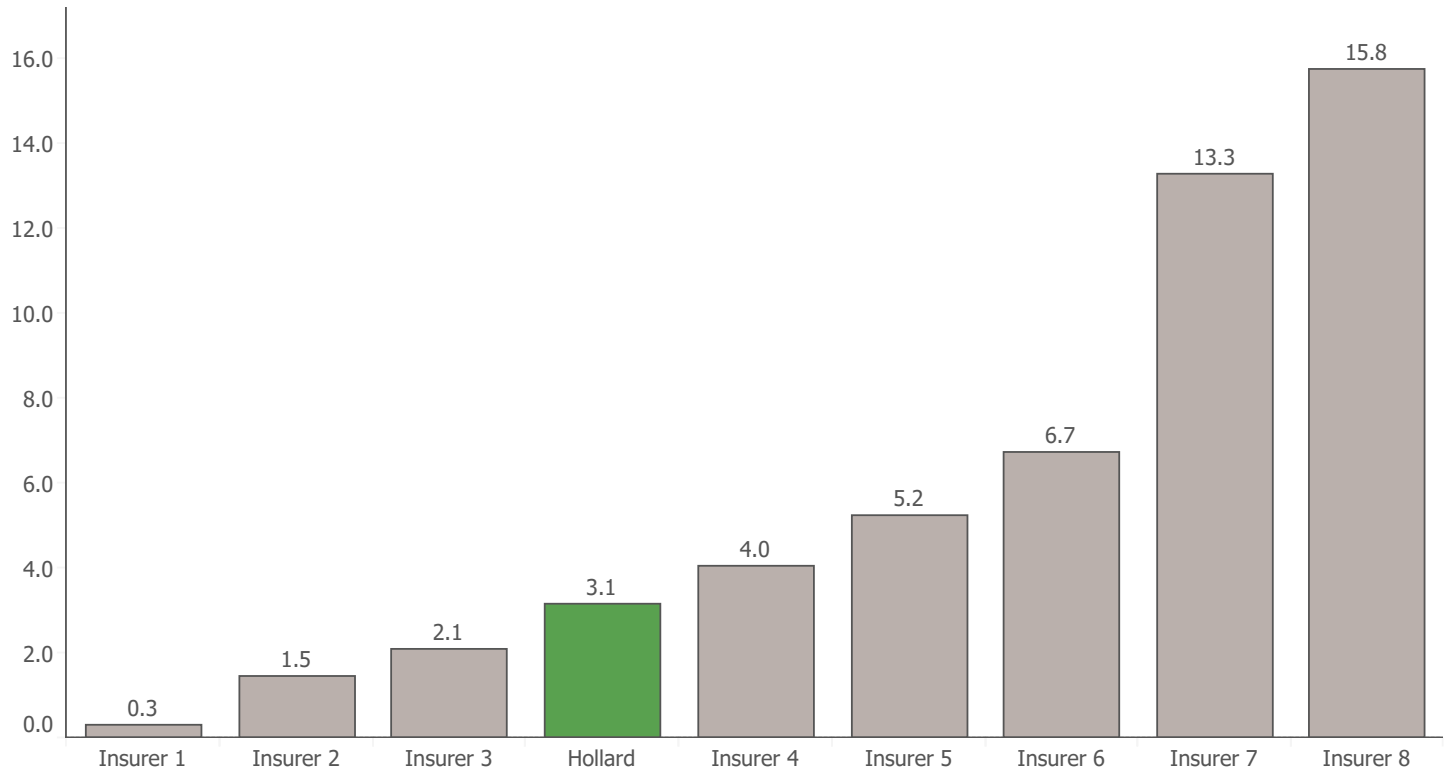
CURRENT YEAR | PRIOR YEAR



# Response Times

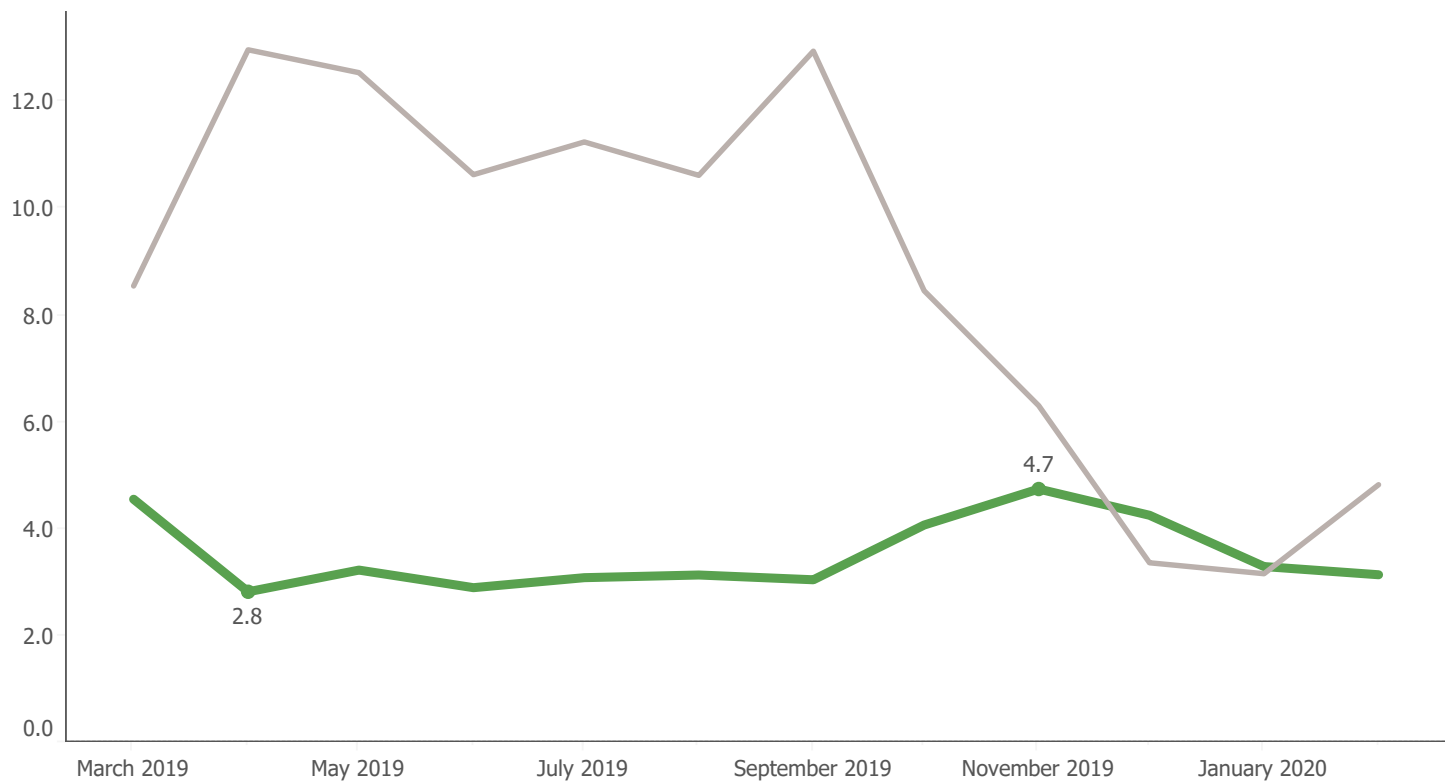
Response time is the average time between a broker sending a quote request message and the insurer responding to the message. It excludes auto rated responses where applicable. The time is calculated between the hours of 9am - 5pm AEST, Monday to Friday, inclusive of public holidays and is reported at 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)	1,669	189
Property Owner - Factory/Industrial	1,107	153
Plumber	513	50
Carpenter	418	104
Handyman / Property Maintenance	390	41
Electrician	379	69
Property Owner - Office (Single Storey)	357	59
Restaurant, Licensed, With Deep Frying	345	64
Property Owner - Warehouse	337	46
Property Owner - Office (Multi Storey)	309	51
Property Owner - Noc	292	29
Hairdressing Service	291	79
Road Freight Transport Service - No Storage	248	3
Earthmoving	215	10
Beauty Salon Operation	207	31
Cafe Operation, Not Licensed With Deep Frying	171	35
Cafe Operation, Not Licensed, No Deep Frying	169	47
Cleaning Service Noc	168	18
Motor Mechanics	156	10
Cafe Operation, Licensed With Deep Frying	150	27

## Top 20 Presented Occupations across SCTP Portfolio

	Presented Opportunities	Bound Opportunities
Property Owner - Retail (Not arcades/Malls)	2,118	1,168
Property Owner - Factory/Industrial	1,431	800
Plumber	697	322
Carpenter	520	294
Electrician	492	287
Handyman / Property Maintenance	464	252
Property Owner - Office (Single Storey)	463	276
Property Owner - Warehouse	443	242
Restaurant, Licensed, With Deep Frying	398	165
Property Owner - Office (Multi Storey)	388	237
Property Owner - Noc	367	156
Hairdressing Service	349	214
Road Freight Transport Service - No Storage	345	215
Earthmoving	276	161
Beauty Salon Operation	264	130
Cafe Operation, Not Licensed, No Deep Frying	214	130
Cleaning Service Noc	202	93
Cafe Operation, Not Licensed With Deep Frying	189	84
Motor Mechanics	180	62
Cafe Operation, Licensed With Deep Frying	169	73

# 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
Ausure Insurance Brokers	2,125	237
Resilium Insurance Broking Pty Ltd	2,097	324
CBN	2,050	381
United Insurance Group	1,053	166
Regional Insurance Brokers Pty Ltd	673	49
Community Broker Network	429	80
Insurance House Advance	297	27
PSC Connect Pty Ltd (VIC)	292	41
McLardy McShane Partners Pty Ltd	286	39
Consolidated Insurances Pty Ltd	276	77
Steadfast Taswide Insurance Brokers	264	14
Centrewest Insurance Brokers Pty Ltd	256	29
Insurance House Pty Ltd	232	18
Consolidated Insurance Agencies Pty Ltd	229	57
United Insurance - Winbeat site	221	48
Pollard Insurance Brokers Pty Ltd	216	28
Oracle Group (Australia) Pty Ltd	215	31
Steadfast IRS Pty Ltd	214	24
BJS Insurance Brokers Pty Ltd	207	22
Steadfast Eastern Insurance Brokers	201	52
PSC Connect Pty Ltd (NSW)	185	21
Brookvale Insurance Brokers	185	27
Blackburn Insurance Brokers Pty Ltd	181	24
Surewise	173	17
PSC Connect Pty Ltd (QLD)	168	31
Reliance Franchise Partners	166	32
Phoenix Insurance Brokers Pty Ltd	162	33
Insurance Aid General Brokers Partnership Pty Ltd	153	19
AIS Insurance Brokers	148	7
Midland Insurance Brokers Australia Pty Ltd	146	9
Alliance Insurance Broking Services Pty Ltd	144	23
Elliott Insurance Brokers	143	26
Steadfast NSG Insurance Brokers	137	17
Australian Insurance Solutions - NSW	134	29
Network Insurance Group	125	27
Rainbow Coast Insurance Brokers	123	3
HWA Insurance Brokers	123	20
ADK Insurance Brokers Pty Ltd	122	24
Steel Pacific Insurance Brokers	121	11
Shortland Insurance Brokers Pty Ltd	118	15