

# SCTP Insurer Performance Report

Hollard - Business Pack

October 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

\$3,998,001

## Fiscal Year to Date Base Premium

\$15,414,892

## Rolling 12 Base Premium

\$40,128,277

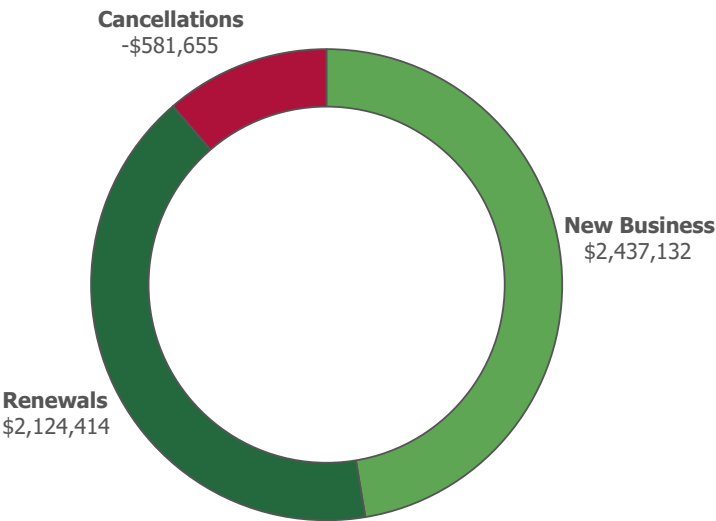
## Hollard - Average Base Premium

\$1,502

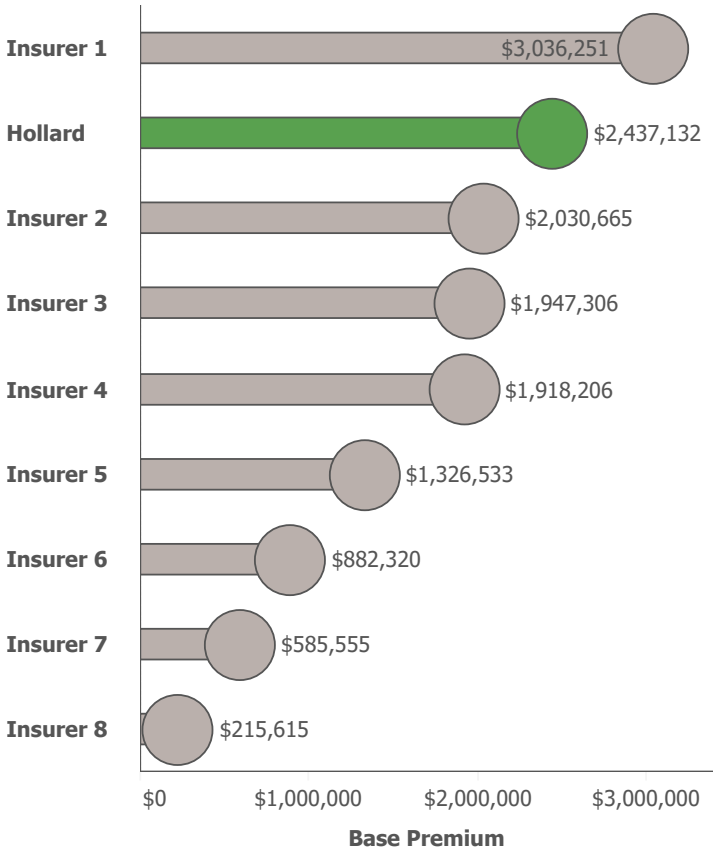
## All Insurers - Average Base Premium

\$1,879

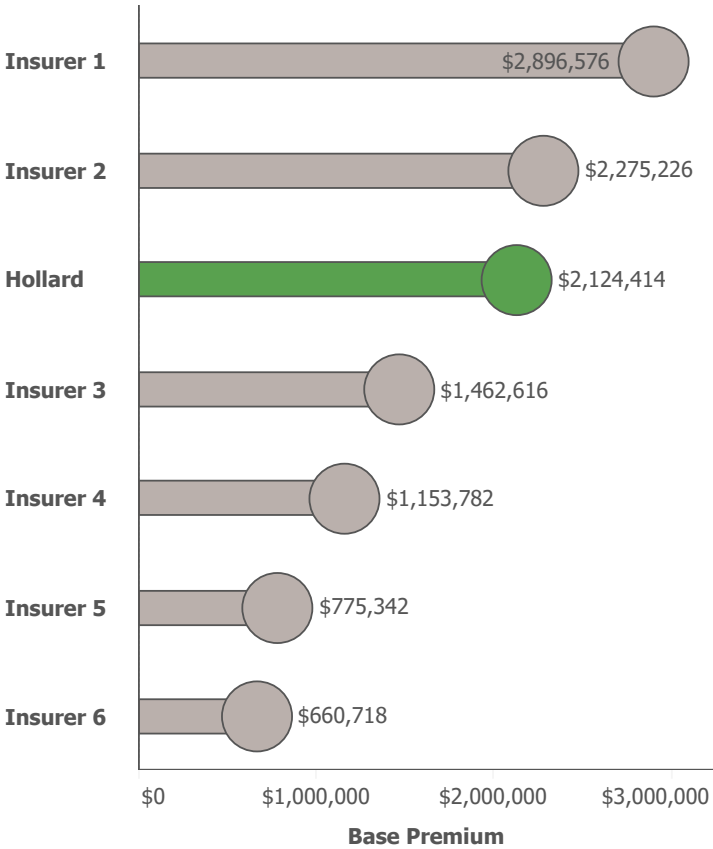
## Transaction Type Breakdown



## New Business Insurer Comparison



## Renewal Insurer Comparison

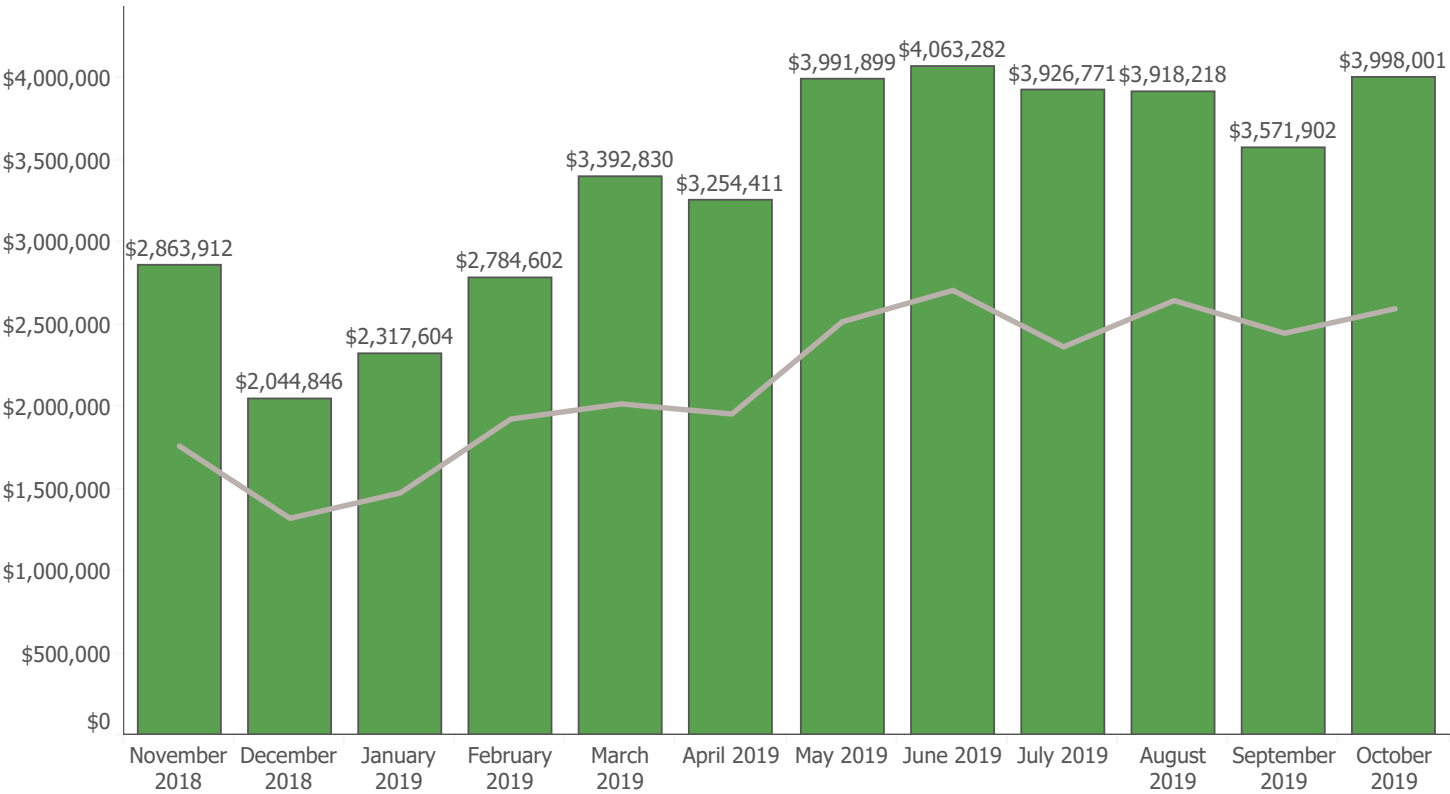


# Base Premium

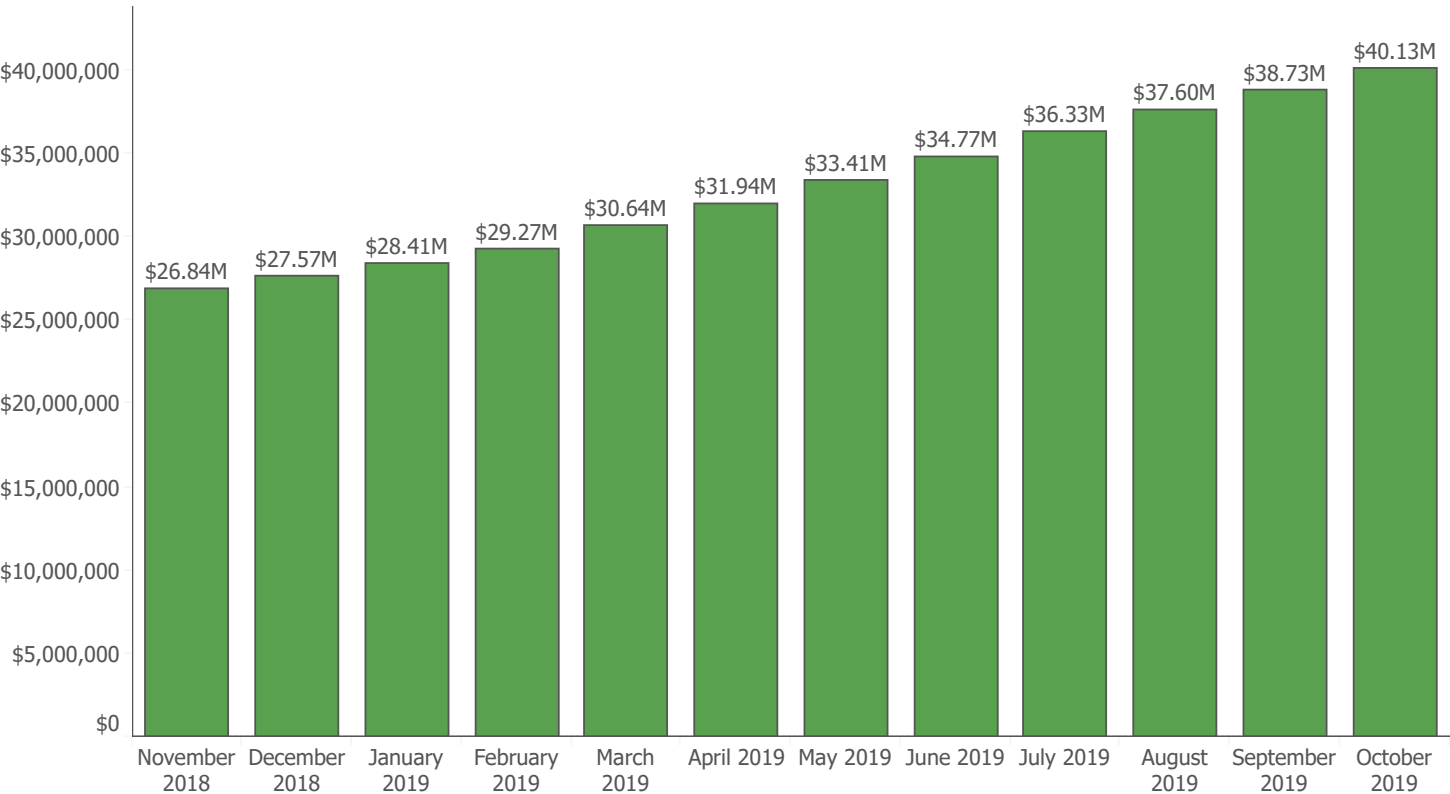
Base premium of policies bound during the reporting period includes cancellations and endorsements and is measured on the bound date of policies.

## Base Premium by Month

CURRENT YEAR | PRIOR YEAR



## Rolling 12 Months Base Premium



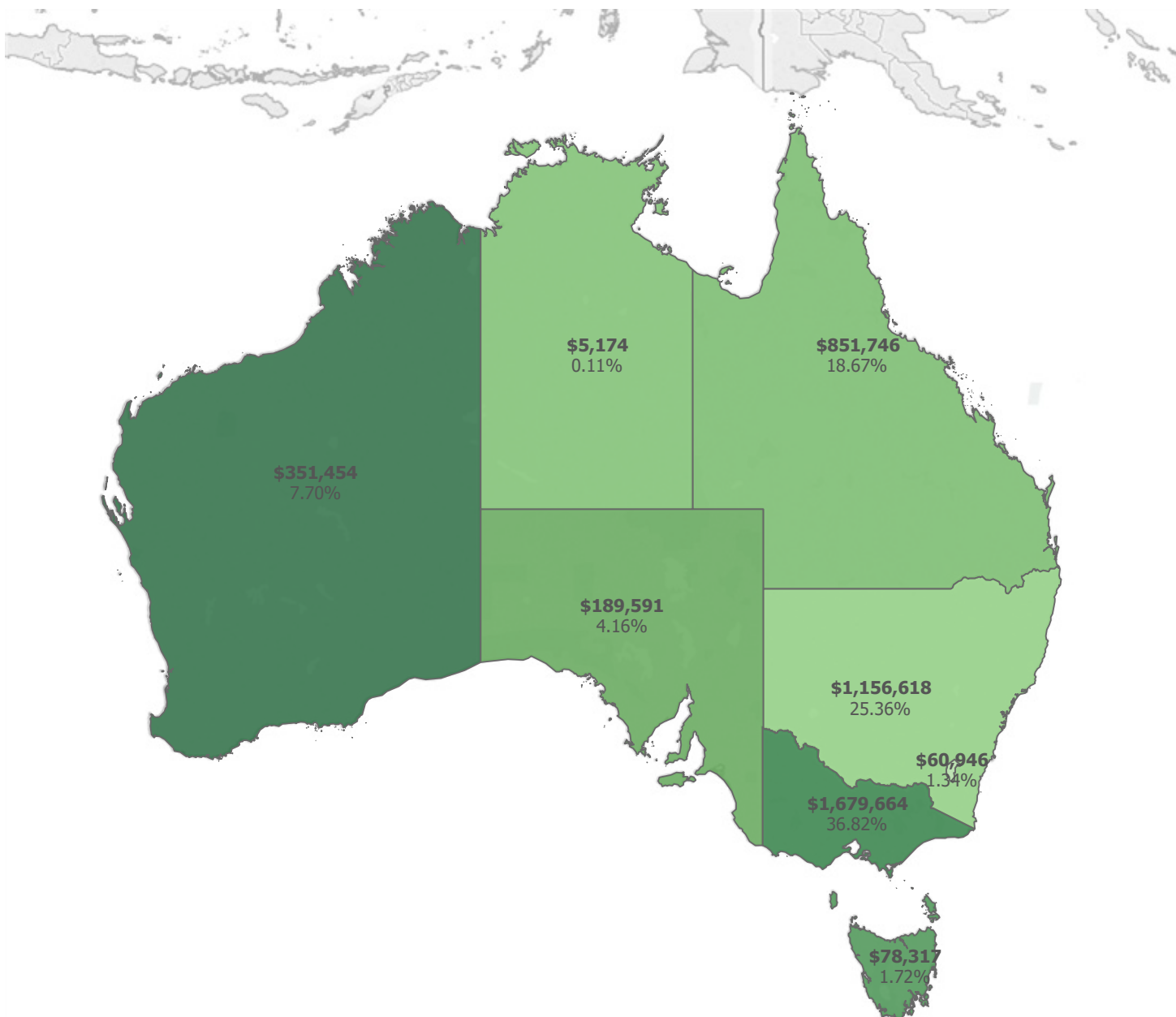
# State Activity

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 01/10/2019

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
<b>New Business</b>	\$36,845	\$636,960	\$4,791	\$452,334	\$120,090	\$34,443	\$854,209	\$209,300
<b>Renewals</b>	\$24,101	\$519,658	\$383	\$399,412	\$69,501	\$43,874	\$825,455	\$142,154
<b>Grand Total</b>	<b>\$60,946</b>	<b>\$1,156,618</b>	<b>\$5,174</b>	<b>\$851,746</b>	<b>\$189,591</b>	<b>\$78,317</b>	<b>\$1,679,664</b>	<b>\$351,454</b>

## Base Premium Breakdown by State for 01/10/2019



# 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	Declined Opportunities	Quoted Opportunities	Bound Opportunities
22,547	9,227	12,361	1,612

## Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
226	6,135	90	4,883	976	845	6,828	2,564

## Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	95	2,311	63	2,327	402	424	2,516	1,089
Decline Rate	42.04%	37.67%	70.00%	47.66%	41.19%	50.18%	36.85%	42.47%

## Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	125	3,572	23	2,417	529	371	3,975	1,349
Quote Rate	95.42%	93.41%	85.19%	94.56%	92.16%	88.12%	92.18%	91.46%

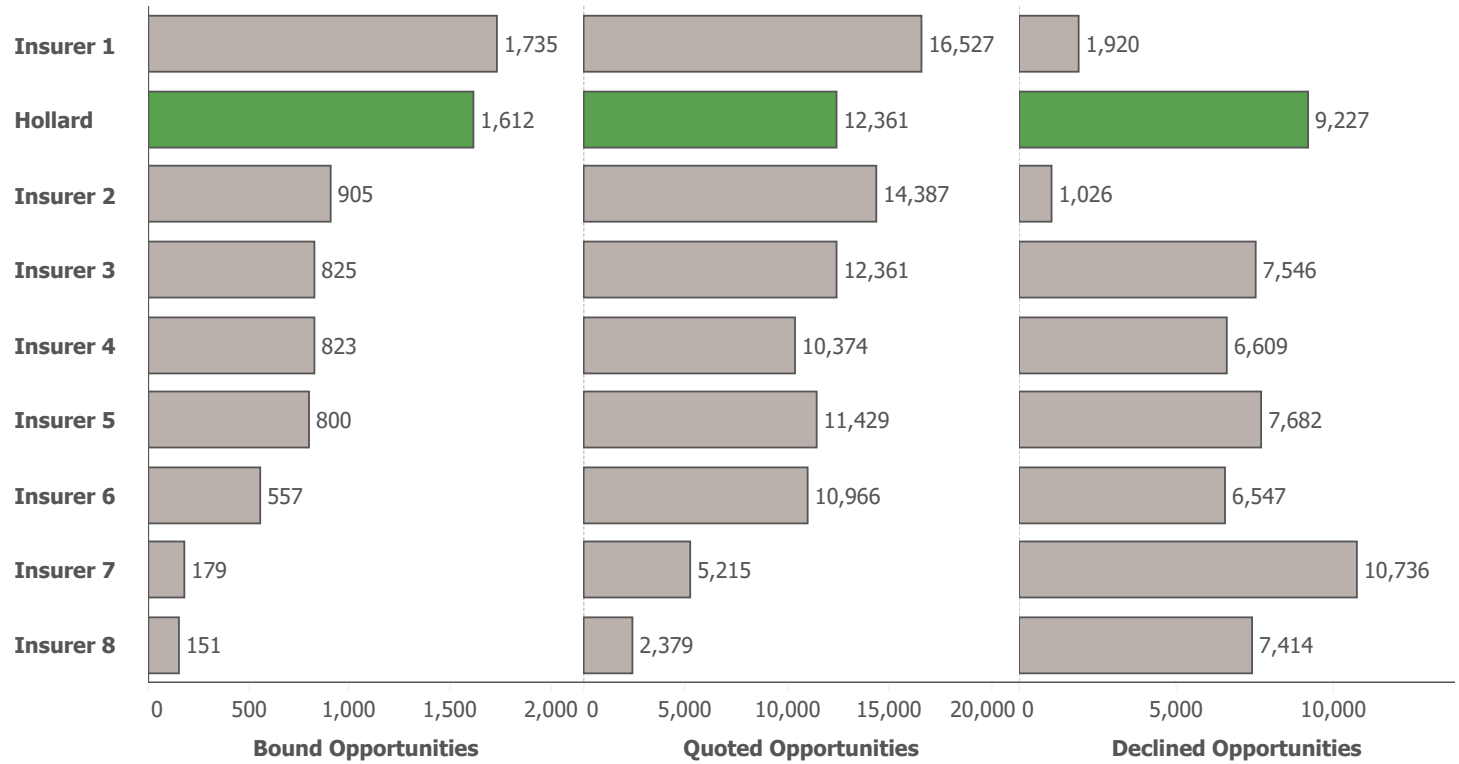
## Bound Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	22	463	2	332	71	27	537	158
Strike Rate	17.60%	12.96%	8.70%	13.74%	13.42%	7.28%	13.51%	11.71%

# 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

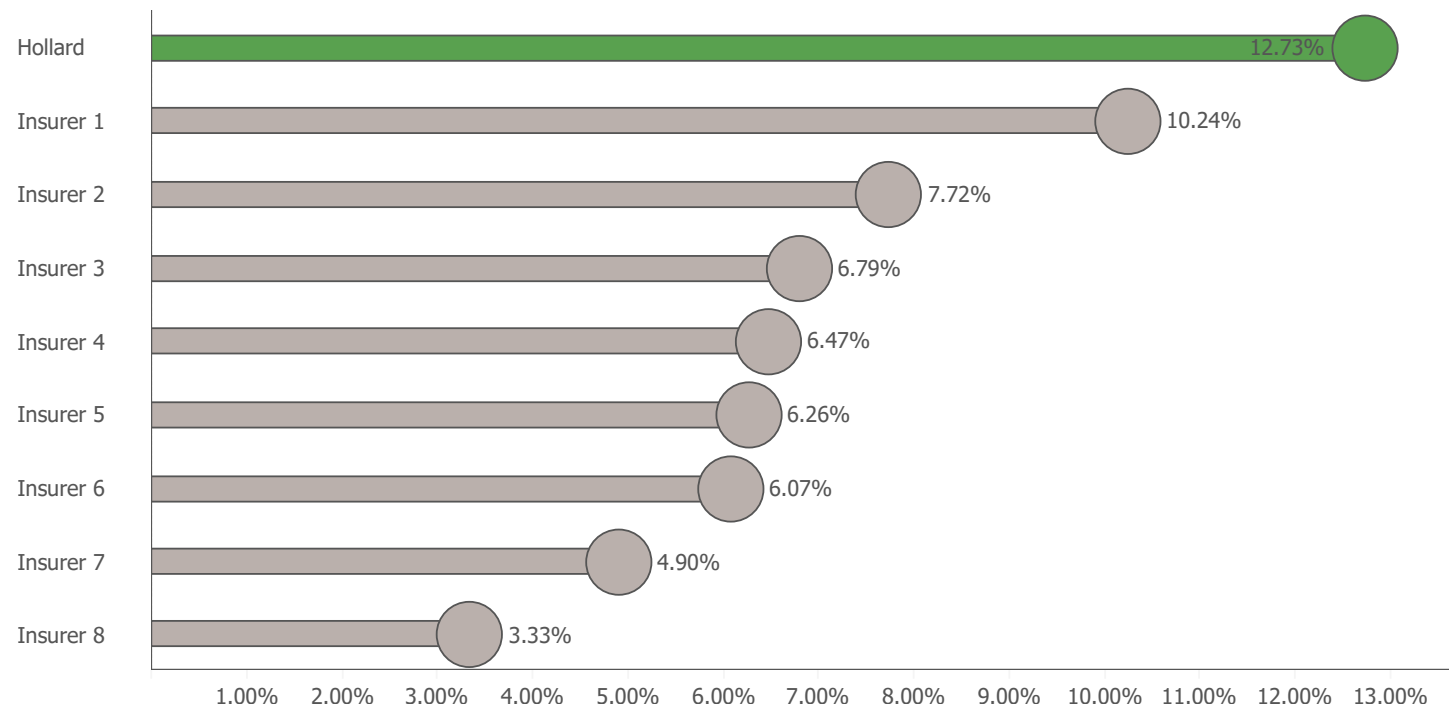
	Insurer 1	Hollard	Insurer 2	Insurer 3	Insurer 4	Insurer 5	Insurer 6	Insurer 7	Insurer 8
Total Opportunities	22,841	22,547	23,596	23,465	23,358	23,619	23,056	22,004	12,222
Declined Opportunities	6,609	9,227	1,920	1,026	7,682	6,547	10,736	7,546	7,414
Decline Rate	28.93%	40.92%	8.14%	4.37%	32.89%	27.72%	46.56%	34.29%	60.66%
Quoted Opportunities	10,374	12,361	16,527	14,387	11,429	10,966	5,215	12,361	2,379
Bound Opportunities	823	1,612	1,735	905	800	557	179	825	151
Strike Rate	7.93%	13.04%	10.50%	6.29%	7.00%	5.08%	3.43%	6.67%	6.35%

Strictly Commercial-in-Confidence

# Strike Rate

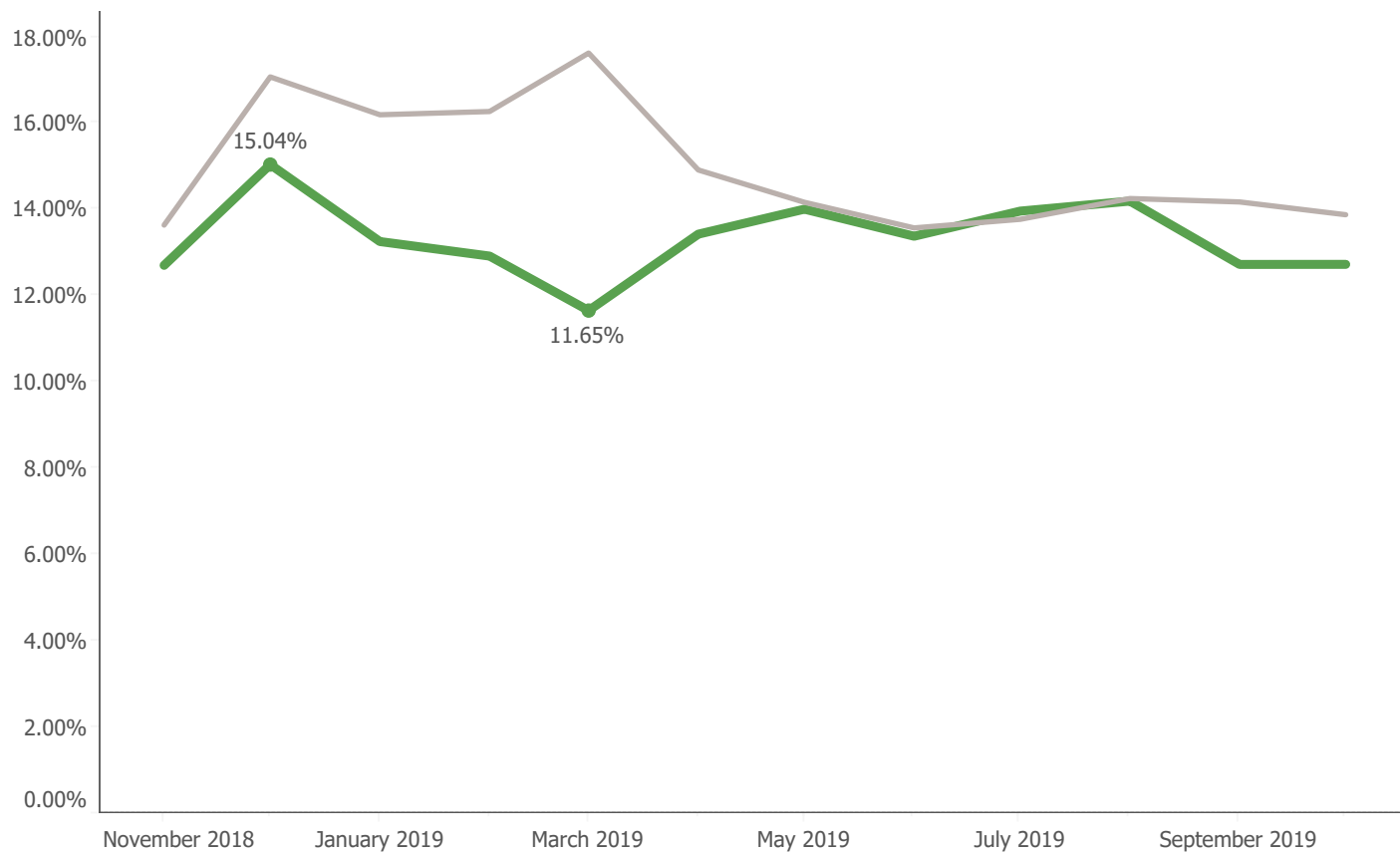
The strike rate is the total bound opportunities divided by the number of quoted opportunities and is measured at the inception date of the opportunity across all new business transactions.

## Strike Rate Insurer Comparison for 01/10/2019



## 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	Declined Opportunities	Quoted Opportunities	Bound Opportunities
1,508	18	1,474	1,239

## Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
10	443	0	310	55	17	563	110

## Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	0	2	0	3	0	0	13	0

Decline Rate	0.00%	0.45%	0.00%	0.97%	0.00%	0.00%	2.31%	0.00%
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## Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	10	436	0	304	55	17	543	109

Quote Rate	100.00%	98.87%	0.00%	99.02%	100.00%	100.00%	98.73%	99.09%
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## Bound Opportunities

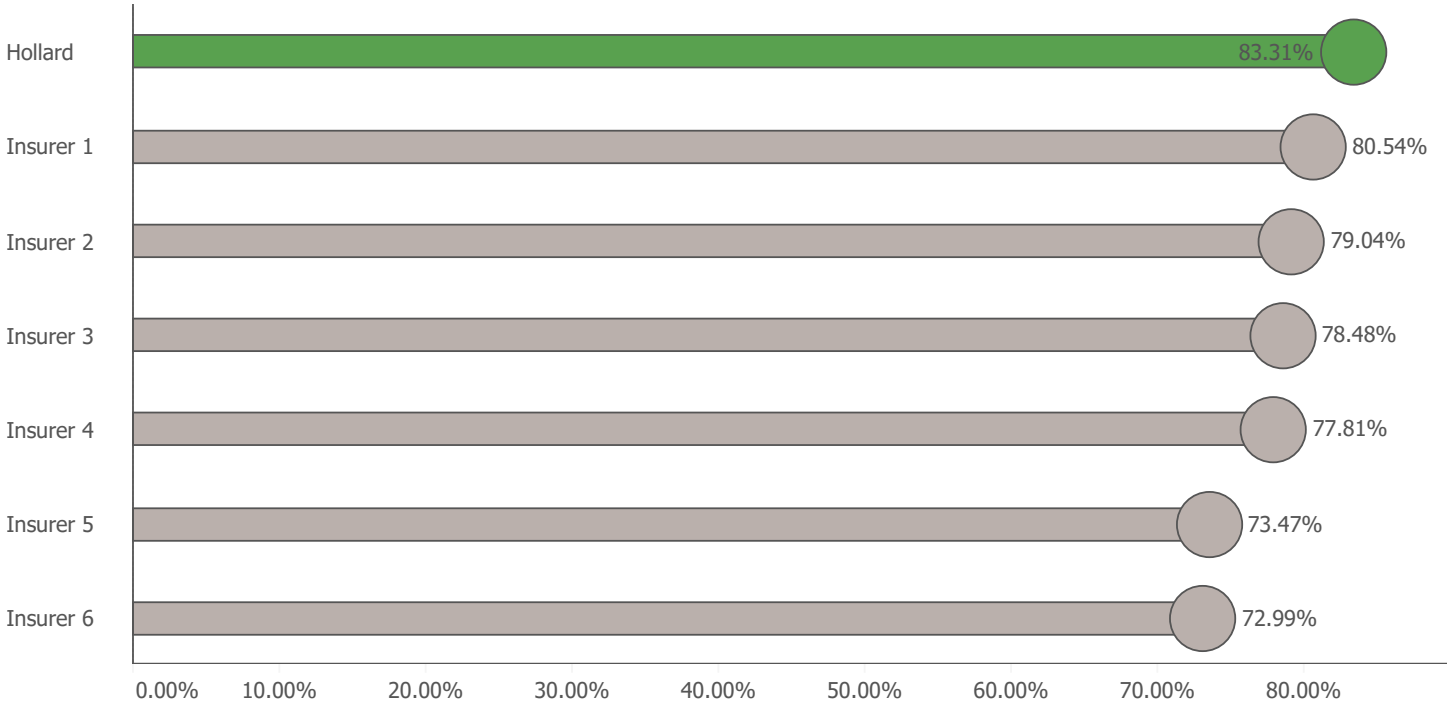
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	7	347	0	263	54	15	471	82

Retention Rate	70.00%	79.59%	0.00%	86.51%	98.18%	88.24%	86.74%	75.23%
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# Renewal Retention

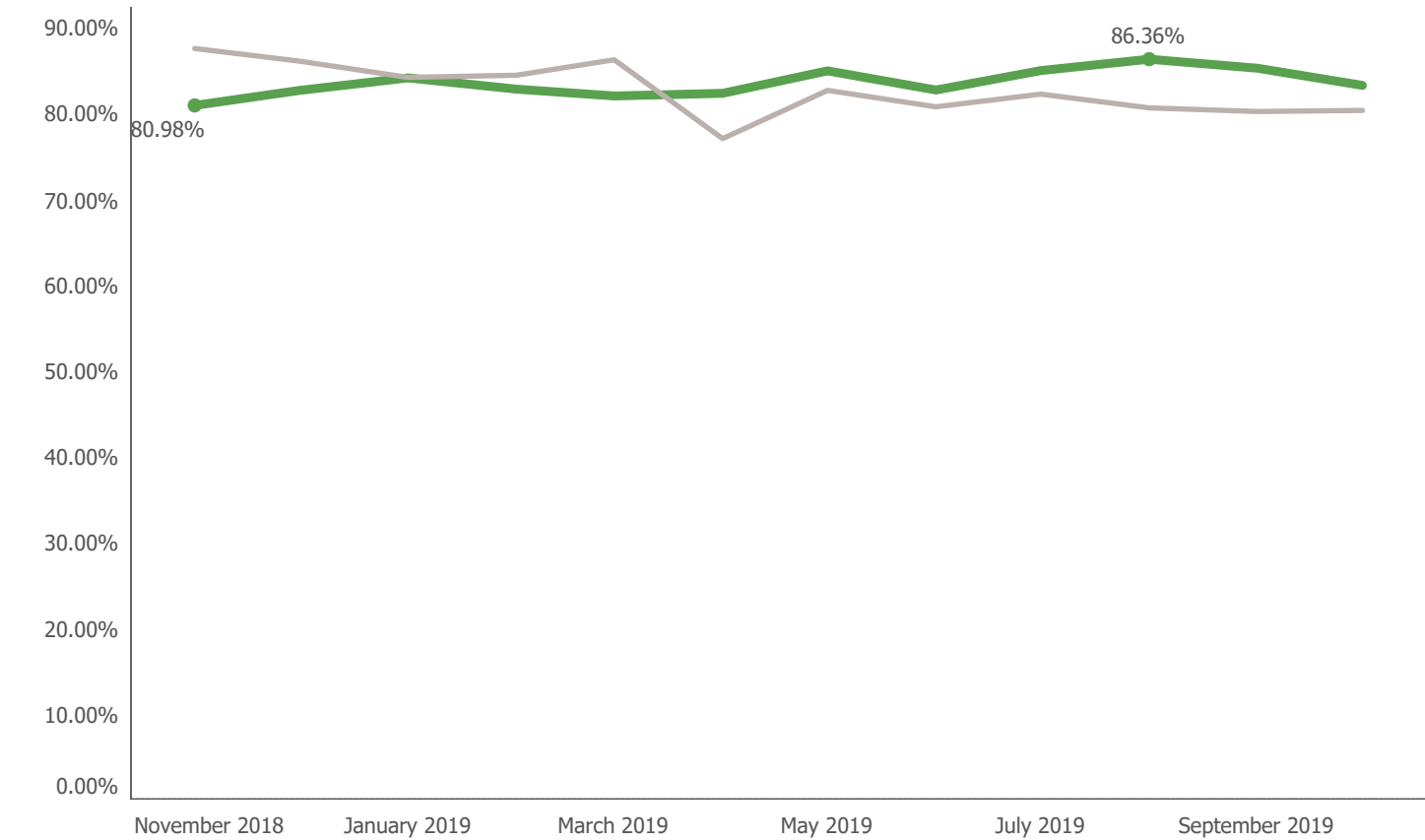
Renewal retention is based on the inception date of all renewal quotes, and is calculated as the total bound renewal opportunities divided by the number of quoted renewal opportunities.

## Renewal Retention Rate Insurer Comparison for 01/10/2019



## Renewal Retention by Month

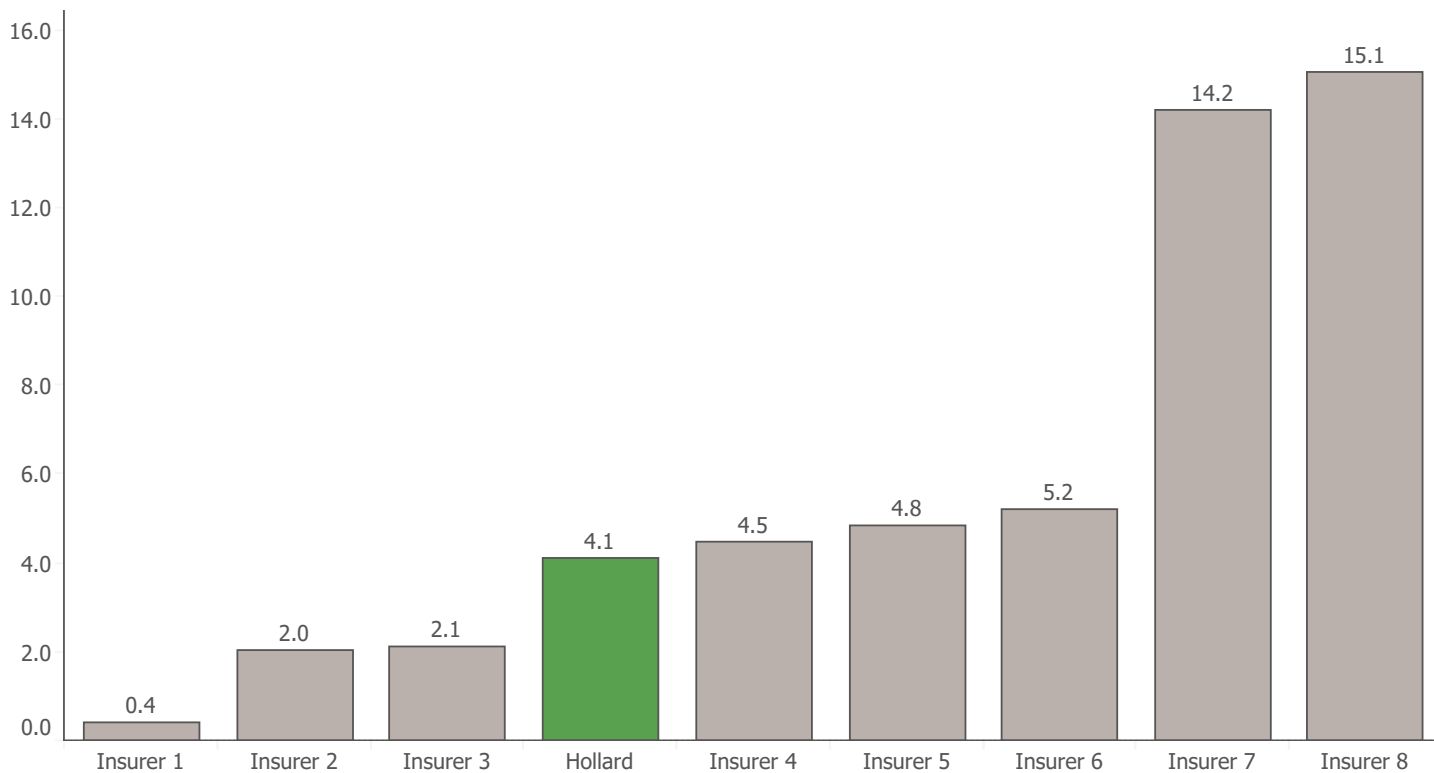
CURRENT YEAR | PRIOR YEAR



# Response Times

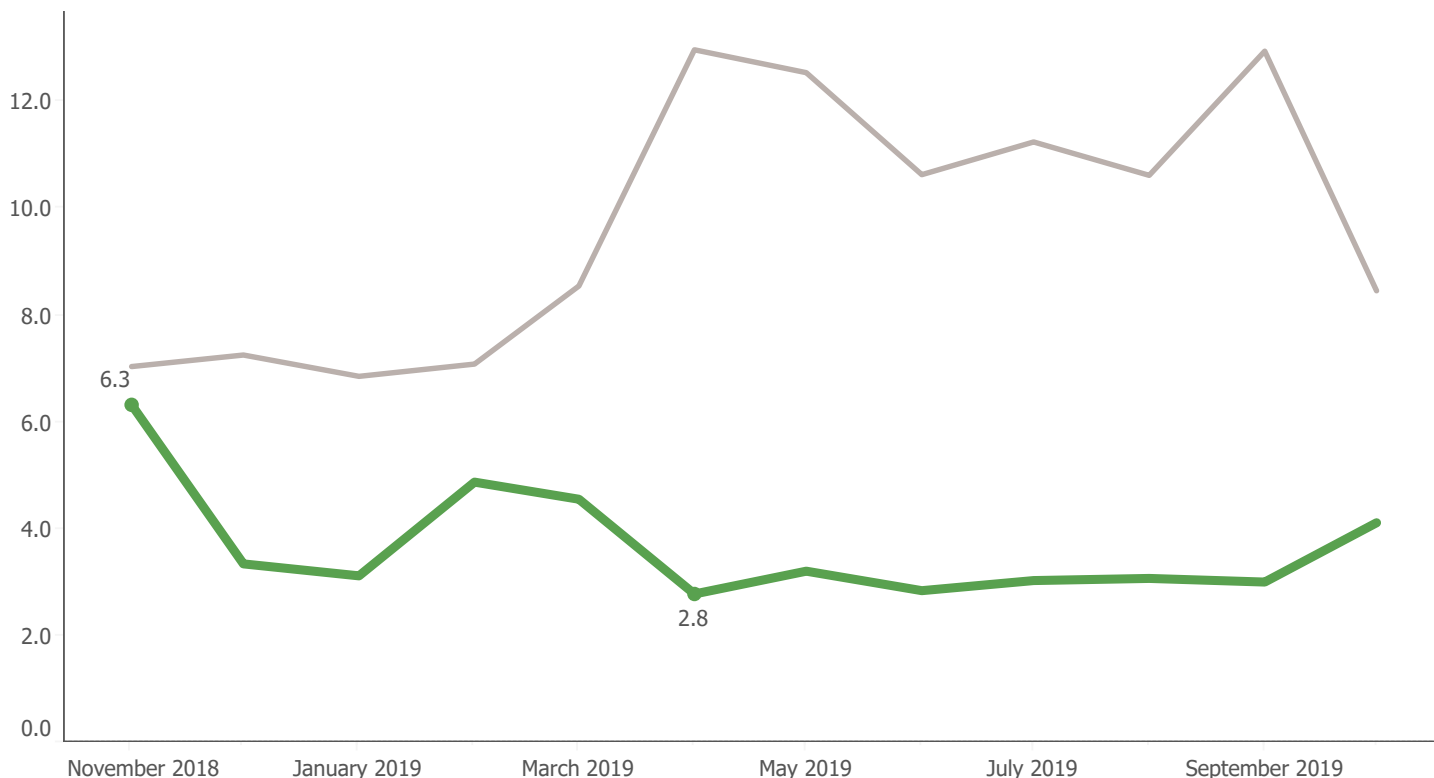
Response time is the average time between a broker sending a quote request message and the insurer responding to the message. It excludes auto rated responses where applicable. The time is calculated between the hours of 9am - 5pm AEST, Monday to Friday, inclusive of public holidays and is reported at 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)	1,834	192
Property Owner - Factory/Industrial	1,331	187
Plumber	397	43
Electrician	383	70
Property Owner - Office (Single Storey)	382	73
Carpenter	381	61
Restaurant, Licensed, With Deep Frying	367	45
Property Owner - Warehouse	349	34
Handyman / Property Maintenance	322	36
Property Owner - Office (Multi Storey)	314	42
Property Owner - Noc	287	18
Hairdressing Service	271	79
Beauty Salon Operation	262	63
Cafe Operation, Not Licensed With Deep Frying	257	67
Road Freight Transport Service - No Storage	226	5
Earthmoving	197	2
Take Away Foods Retailing (With Deep Fryer)	170	21
Cafe Operation, Licensed With Deep Frying	164	29
Cleaning Service Noc	163	23
Real Estate Agency Service	154	31

## Top 20 Presented Occupations across SCTP Portfolio

	Presented Opportunities	Bound Opportunities
Property Owner - Retail (Not arcades/Malls)	2,325	1,080
Property Owner - Factory/Industrial	1,728	919
Plumber	551	245
Property Owner - Office (Single Storey)	529	297
Electrician	468	256
Carpenter	466	236
Property Owner - Warehouse	458	228
Restaurant, Licensed, With Deep Frying	444	168
Property Owner - Office (Multi Storey)	429	257
Handyman / Property Maintenance	395	202
Property Owner - Noc	372	137
Hairdressing Service	337	203
Beauty Salon Operation	327	170
Road Freight Transport Service - No Storage	311	180
Cafe Operation, Not Licensed With Deep Frying	300	126
Earthmoving	243	110
Take Away Foods Retailing (With Deep Fryer)	219	78
Real Estate Agency Service	213	121
Cafe Operation, Licensed With Deep Frying	201	75
Cleaning Service Noc	193	82

# 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	2,400	418
Ausure Insurance Brokers	2,147	262
Resilium Insurance Broking Pty Ltd	1,980	247
United Insurance Group	1,099	174
Regional Insurance Brokers Pty Ltd	503	50
Steadfast Taswide Insurance Brokers	331	20
PSC Connect Pty Ltd (VIC)	317	47
Centrewest Insurance Brokers Pty Ltd	302	30
Empire Insurance Services-Winbeat site	301	37
Consolidated Insurance Agencies Pty Ltd	294	61
Pollard Insurance Brokers Pty Ltd	263	22
Community Broker Network	254	41
Consolidated Insurances Pty Ltd	231	64
Reliance Franchise Partners	209	45
BJS Insurance Brokers Pty Ltd	198	18
Steadfast Eastern Insurance Brokers	193	47
Steadfast IRS Pty Ltd	191	29
Brookvale Insurance Brokers	185	30
PSC Connect Pty Ltd (QLD)	179	25
Tony Bemrose Insurance Brokers Pty Ltd	177	55
Insurance House Advance	165	8
Alliance Insurance Broking Services Pty Ltd	162	33
United Insurance - Winbeat site	161	28
The Insurance Centre Pty Ltd	161	22
Phoenix Insurance Brokers Pty Ltd	158	21
Insurance Aid General Brokers Partnership Pty Ltd	157	14
Surewise	152	25
Aviso (Fitzpatrick & Company Insurance Brokers Pty Ltd)	151	11
Action Insurance Brokers	149	25
Network Insurance Group	144	18
Allsafe Insurance Brokers Pty Ltd	143	13
AIS Insurance Brokers	141	15
McKillops Insurance Brokers Pty Ltd	140	6
PSC Connect Pty Ltd (NSW)	138	16
Blackburn Insurance Brokers Pty Ltd	137	20
Australian Insurance Solutions - NSW	137	25
Whitbread Insurance Brokers	135	16
ADK Insurance Brokers Pty Ltd	134	30
Westlawn Insurance Brokers Pty Ltd	132	8
Brokers National	127	23