

SCTP Insurer Performance Report

Hollard - Business Pack

July 2019

IMPORTANT - PLEASE READ

Intellectual property

Copyright © 2009-2019, Steadfast Technologies Group Holdings Pty Ltd, its related bodies and their licensors. All rights reserved. You must not copy, adapt or communicate this document, or exercise any other rights in the copyright, without our prior written permission.

Steadfast Technologies Group Holdings Pty Ltd and its licensors also own all trademarks represented in this document. You must not use these trademarks without our prior written permission.

Confidentiality

This document contains confidential information and must only be used for the purposes for which it was provided. Under no circumstances may this document, or any part of it, be disclosed or otherwise provided to any third party.

Take care

Care should be taken when using or relying on this document. The information in this document is subject to change and you should ensure that you have the most current version. Any calculations and data shown in any examples are for presentational purposes only and should not be relied on. Names and addresses mentioned in examples are fictitious.

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

\$3,926,771

Fiscal Year to Date Base Premium

\$3,926,771

Rolling 12 Base Premium

\$36,330,865

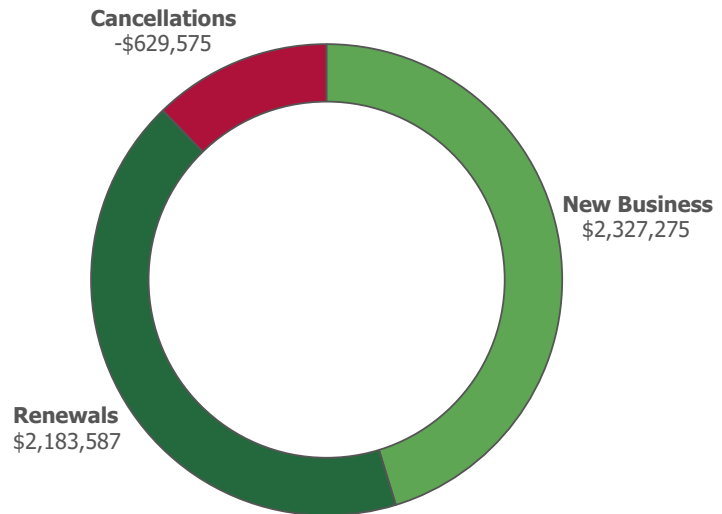
Hollard - Average Base Premium

\$1,497

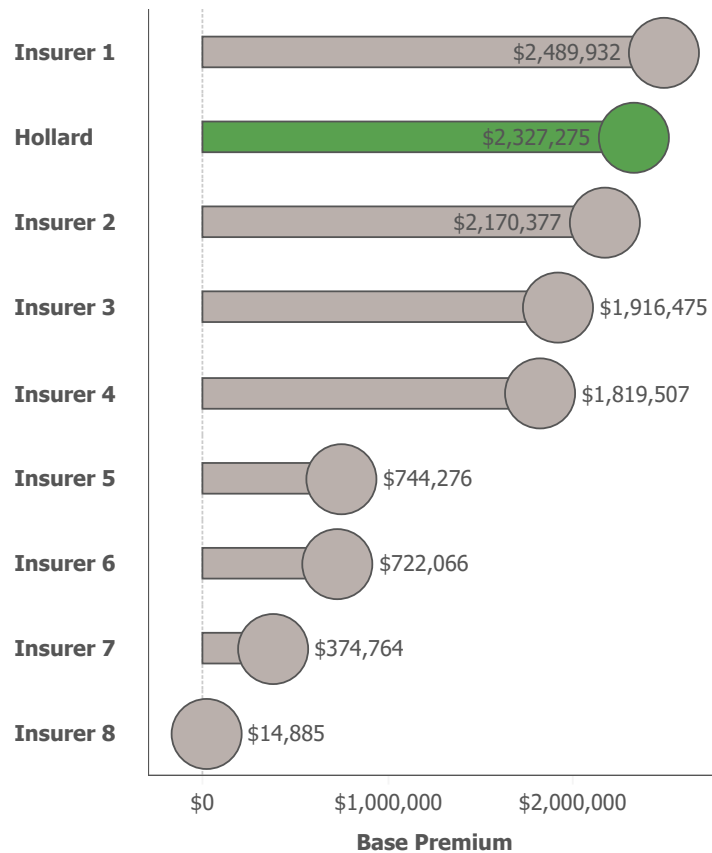
All Insurers - Average Base Premium

\$1,874

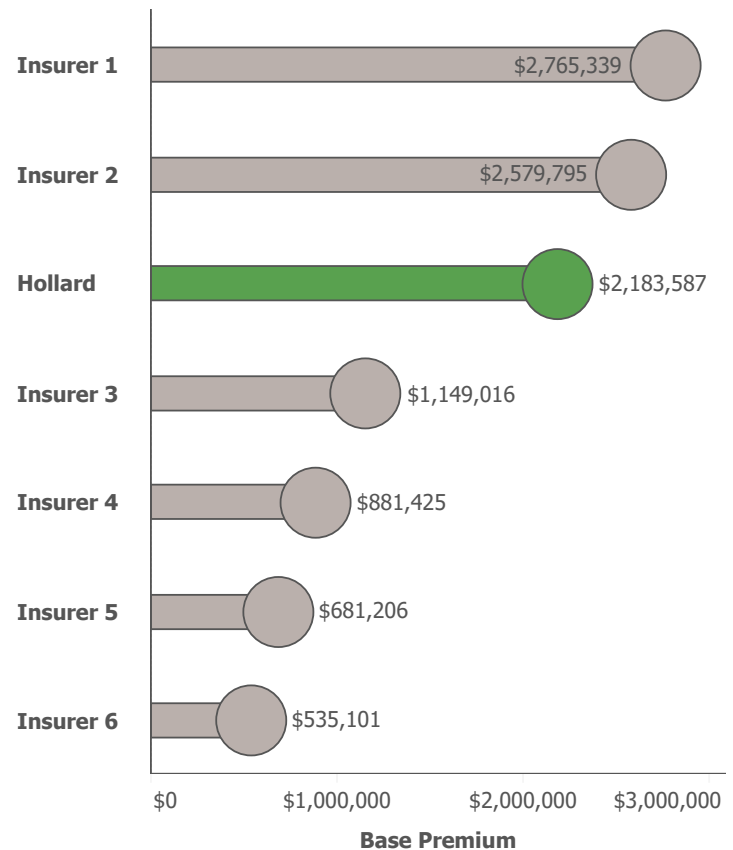
Transaction Type Breakdown



New Business Insurer Comparison



Renewal Insurer Comparison

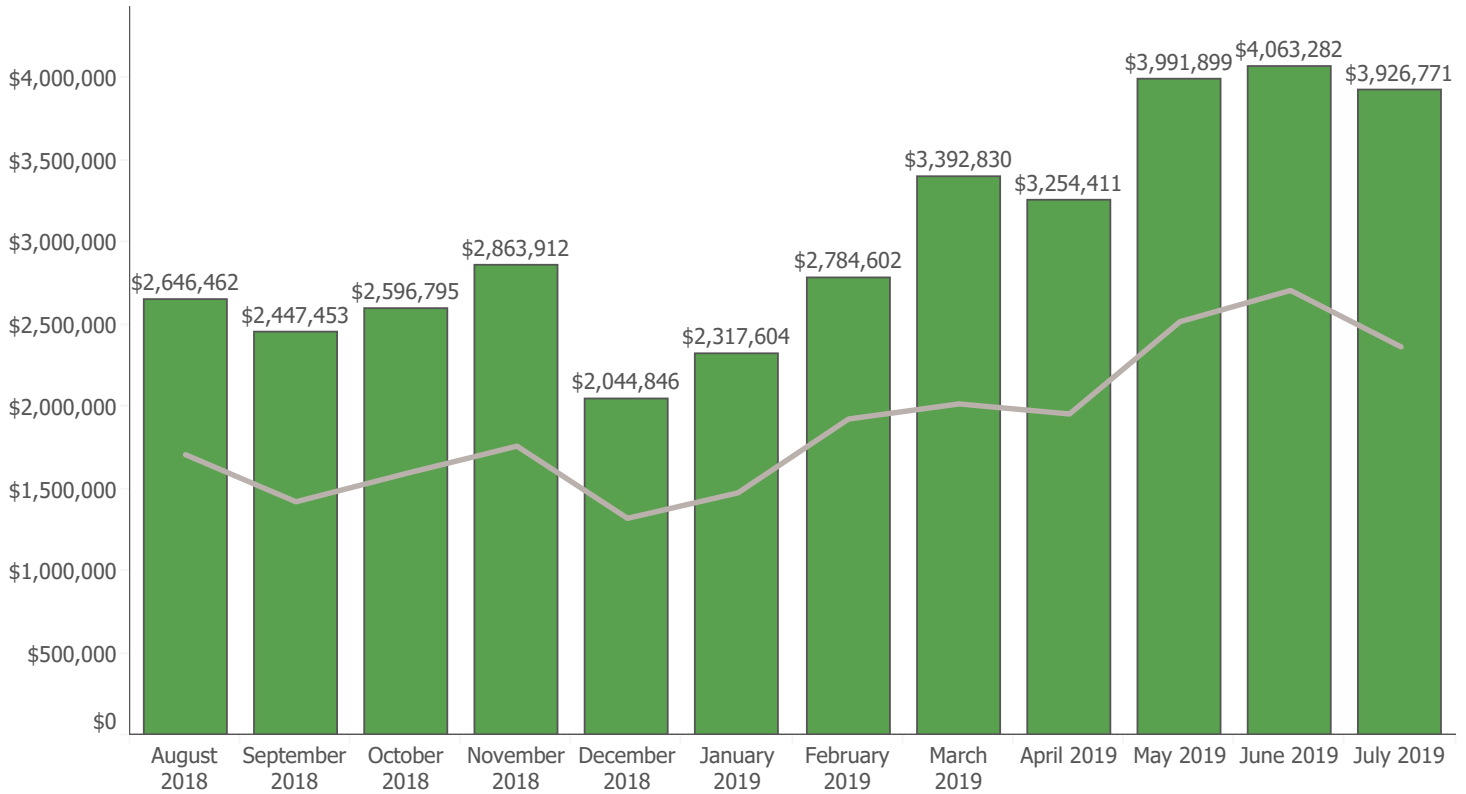


Base Premium

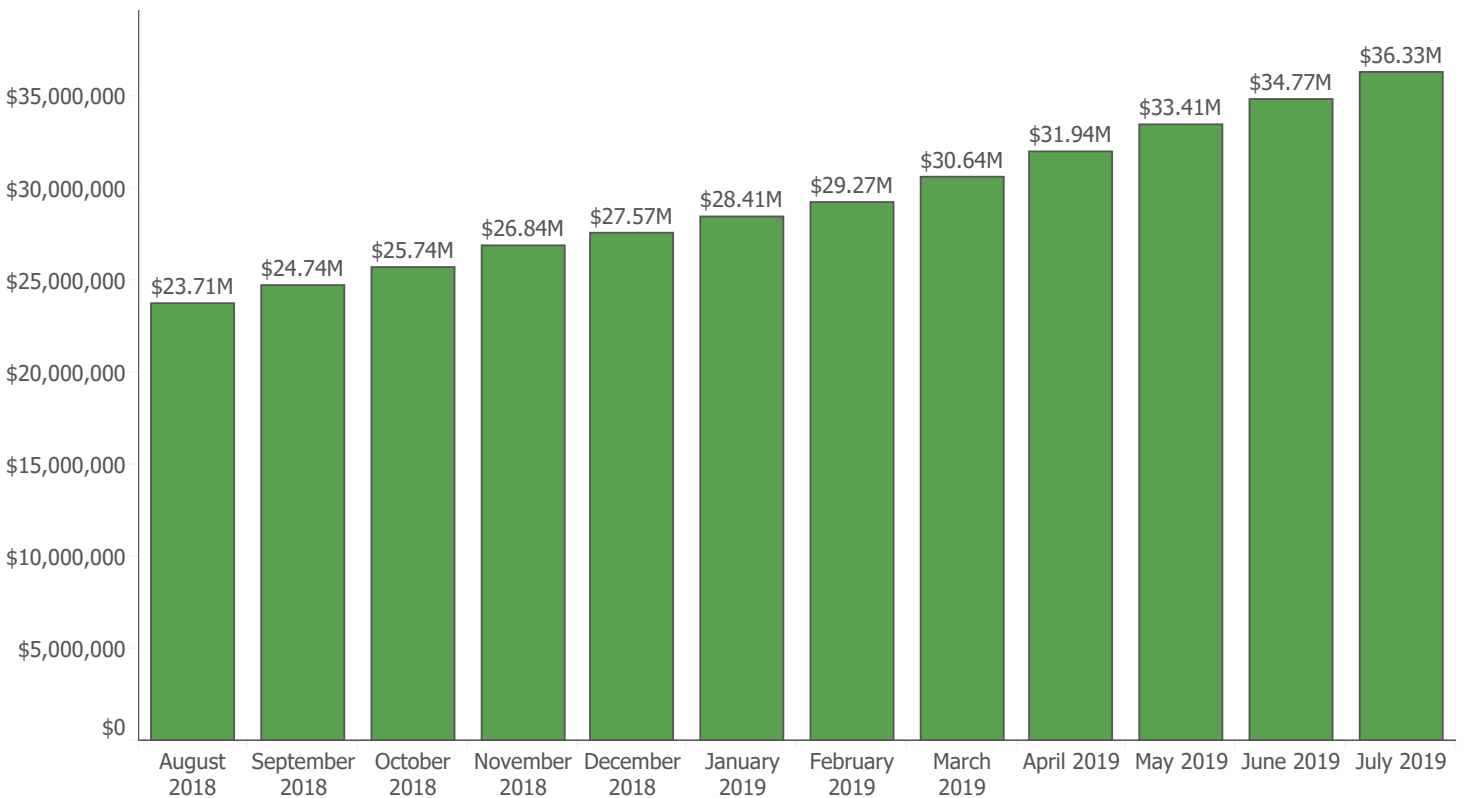
Base premium of policies bound during the reporting period includes cancellations and endorsements and is measured on the bound date of policies.

Base Premium by Month

CURRENT YEAR | PRIOR YEAR



Rolling 12 Months Base Premium



Strictly Commercial-in-Confidence

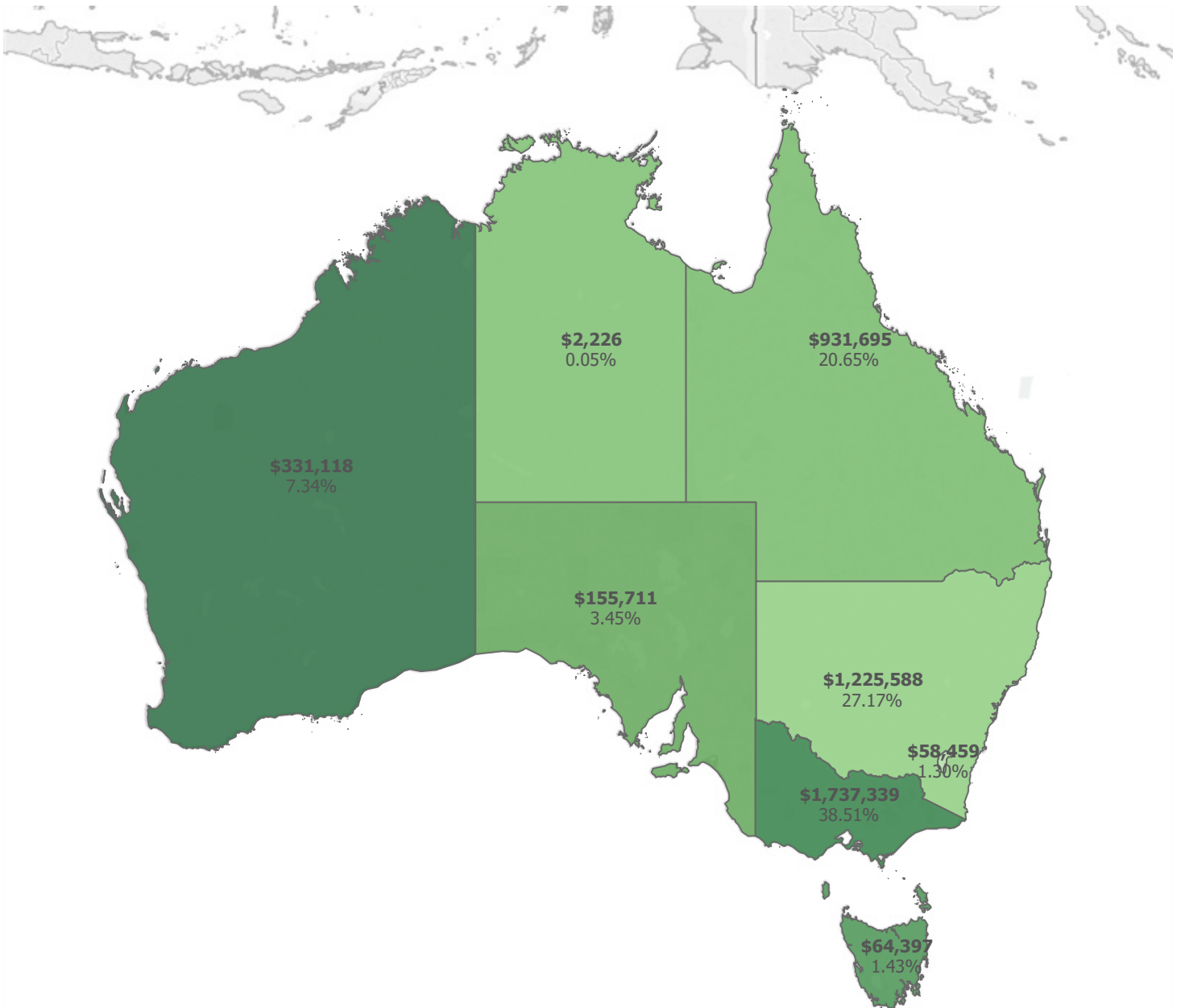
State Activity

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 July 2019

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
New Business	\$21,047	\$674,606	\$720	\$439,033	\$90,552	\$50,718	\$872,295	\$177,725
Renewals	\$37,412	\$550,982	\$1,506	\$492,662	\$65,159	\$13,679	\$865,044	\$153,394
Grand Total	\$58,459	\$1,225,588	\$2,226	\$931,695	\$155,711	\$64,397	\$1,737,339	\$331,118

Base Premium Breakdown by State for July 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

21,697

Declined Opportunities

8,825

Quoted Opportunities

12,020

Bound Opportunities

1,645

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
208	5,990	55	4,836	929	915	6,371	2,393

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	71	2,318	40	2,290	391	418	2,342	955

Decline Rate	34.13%	38.70%	72.73%	47.35%	42.09%	45.68%	36.76%	39.91%
--------------	--------	--------	--------	--------	--------	--------	--------	--------

Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	131	3,433	15	2,408	507	457	3,731	1,338

Quote Rate	95.62%	93.49%	100.00%	94.58%	94.24%	91.95%	92.60%	93.05%
------------	--------	--------	---------	--------	--------	--------	--------	--------

Bound Opportunities

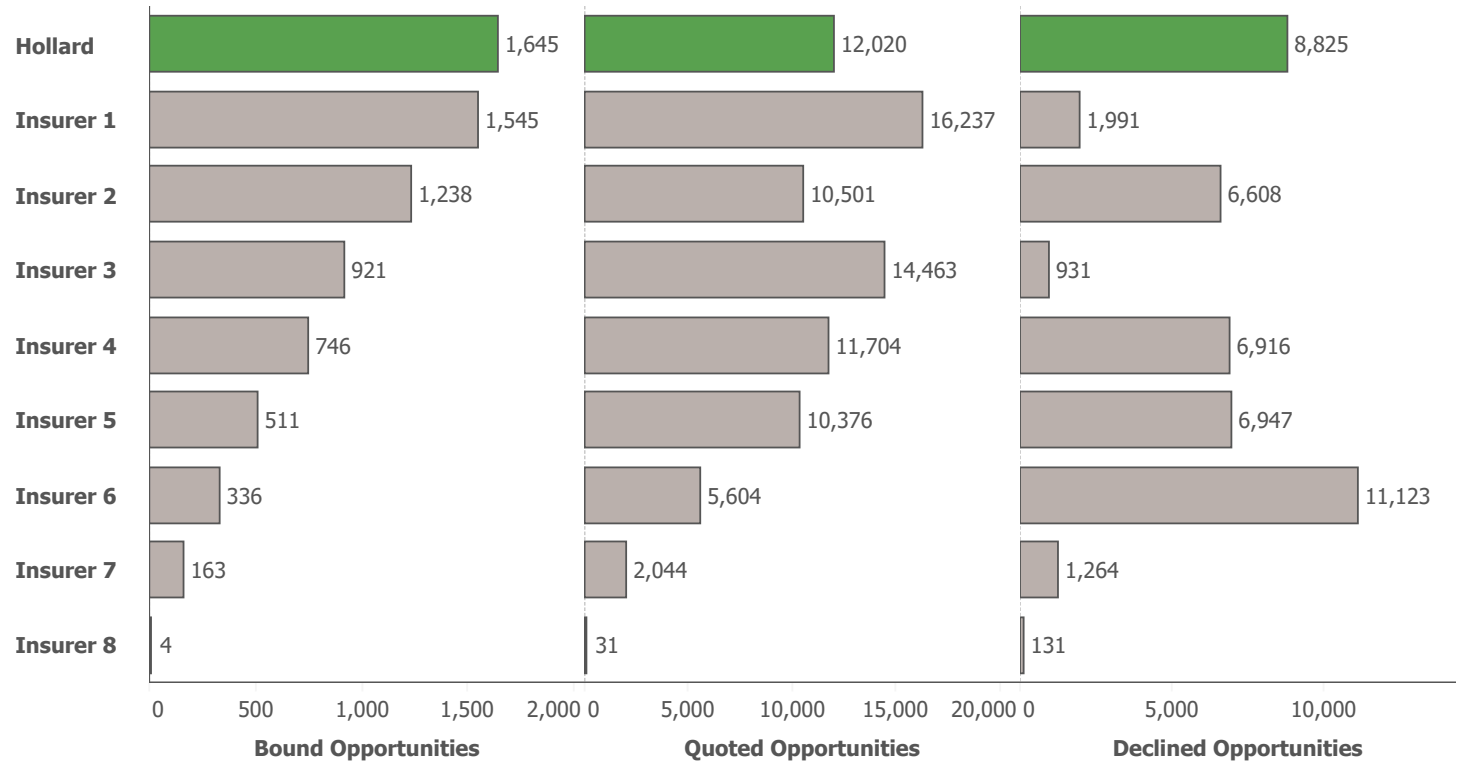
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	20	483	2	354	68	37	538	143

Strike Rate	15.27%	14.07%	13.33%	14.70%	13.41%	8.10%	14.42%	10.69%
-------------	--------	--------	--------	--------	--------	-------	--------	--------

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



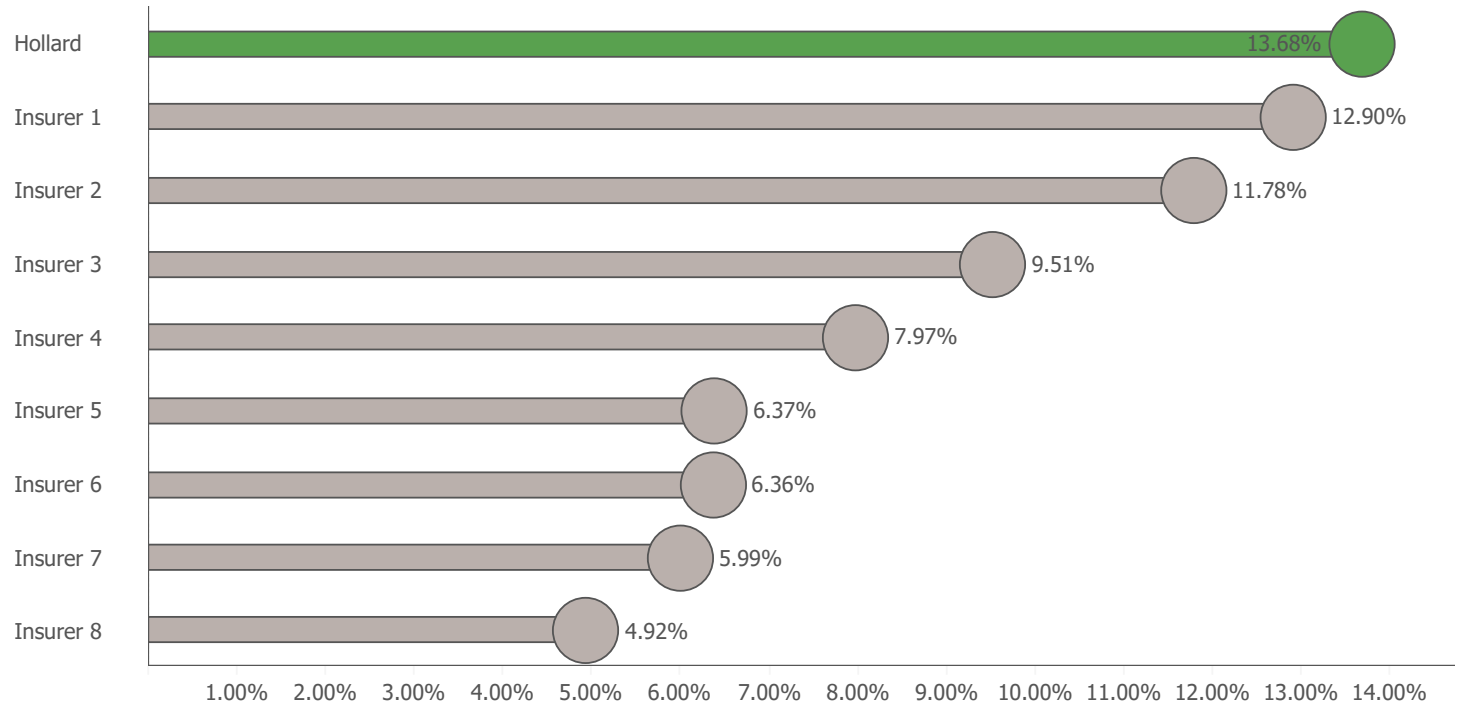
Opportunity Comparison by Insurer

	Insurer 1	Hollard	Insurer 2	Insurer 3	Insurer 4	Insurer 5	Insurer 6	Insurer 7	Insurer 8
Total Opportunities	22,296	21,697	22,878	22,689	22,454	22,865	22,414	3,701	174
Declined Opportunities	6,608	8,825	1,991	931	6,916	6,947	11,123	1,264	131
Decline Rate	29.64%	40.67%	8.70%	4.10%	30.80%	30.38%	49.63%	34.15%	75.29%
Quoted Opportunities	10,501	12,020	16,237	14,463	11,704	10,376	5,604	2,044	31
Bound Opportunities	1,238	1,645	1,545	921	746	511	336	163	4
Strike Rate	11.79%	13.69%	9.52%	6.37%	6.37%	4.92%	6.00%	7.97%	12.90%

Strike Rate

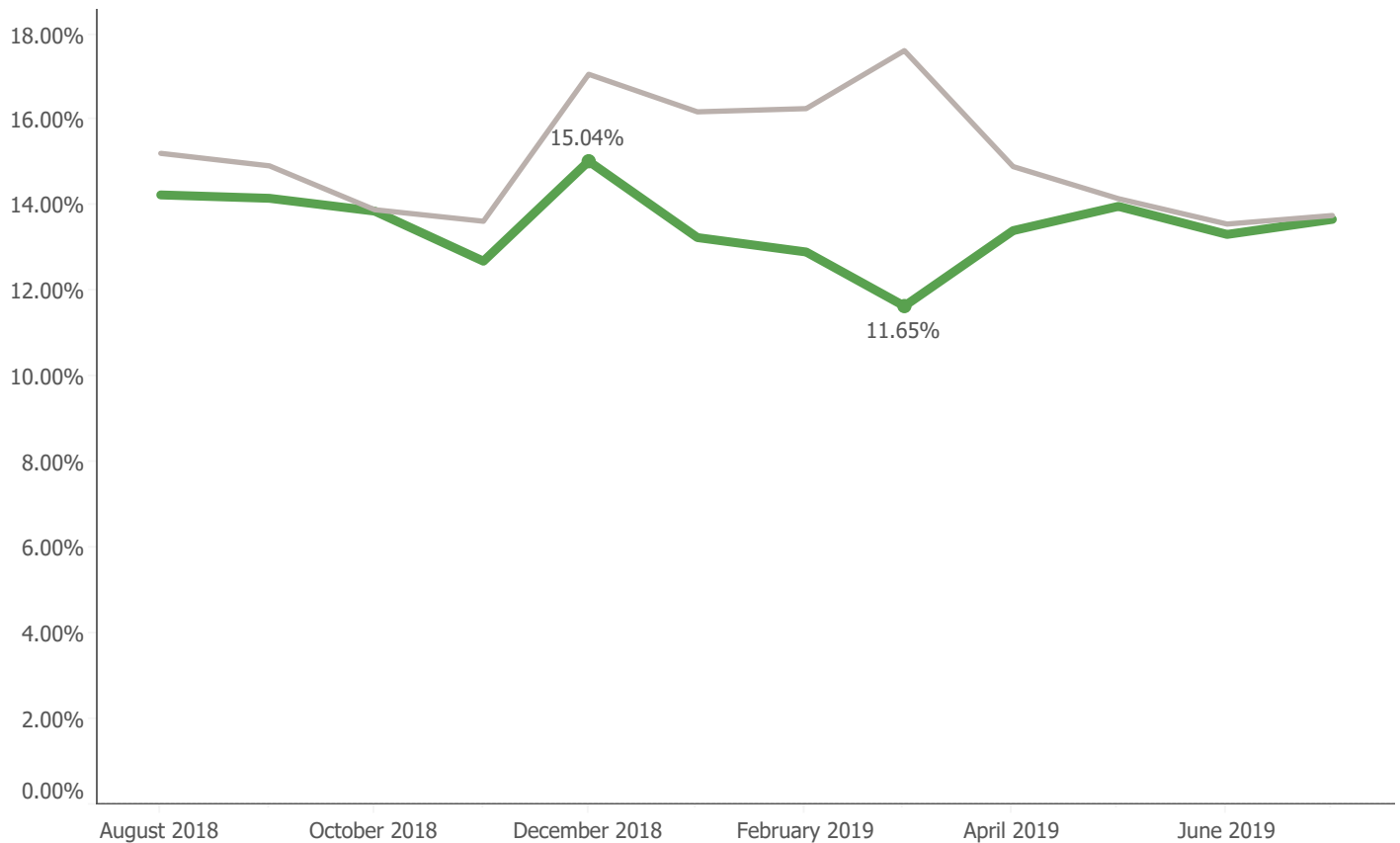
The strike rate is the total bound opportunities divided by the number of quoted opportunities and is measured at the inception date of the opportunity across all new business transactions.

Strike Rate Insurer Comparison for July 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

1,645

Declined Opportunities

14

Quoted Opportunities

1,602

Bound Opportunities

1,359

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
18	469	3	365	53	26	584	127

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	0	6	0	4	0	0	3	1

Decline Rate	0.00%	1.28%	0.00%	1.10%	0.00%	0.00%	0.51%	0.79%
--------------	-------	-------	-------	-------	-------	-------	-------	-------

Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	18	458	3	353	53	26	572	119

Quote Rate	100.00%	98.92%	100.00%	97.78%	100.00%	100.00%	98.45%	94.44%
------------	---------	--------	---------	--------	---------	---------	--------	--------

Bound Opportunities

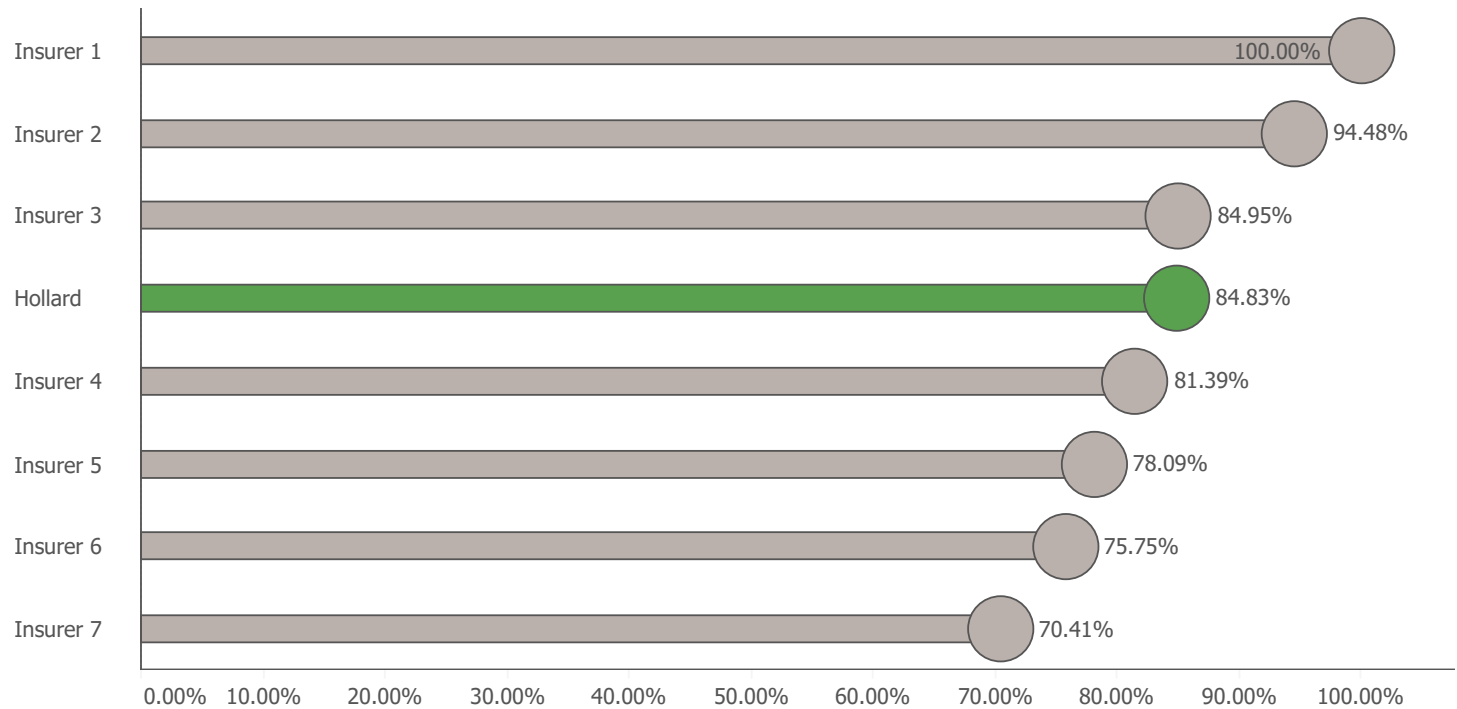
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	17	378	3	292	46	24	501	98

Retention Rate	94.44%	82.53%	100.00%	82.72%	86.79%	92.31%	87.59%	82.35%
----------------	--------	--------	---------	--------	--------	--------	--------	--------

Renewal Retention

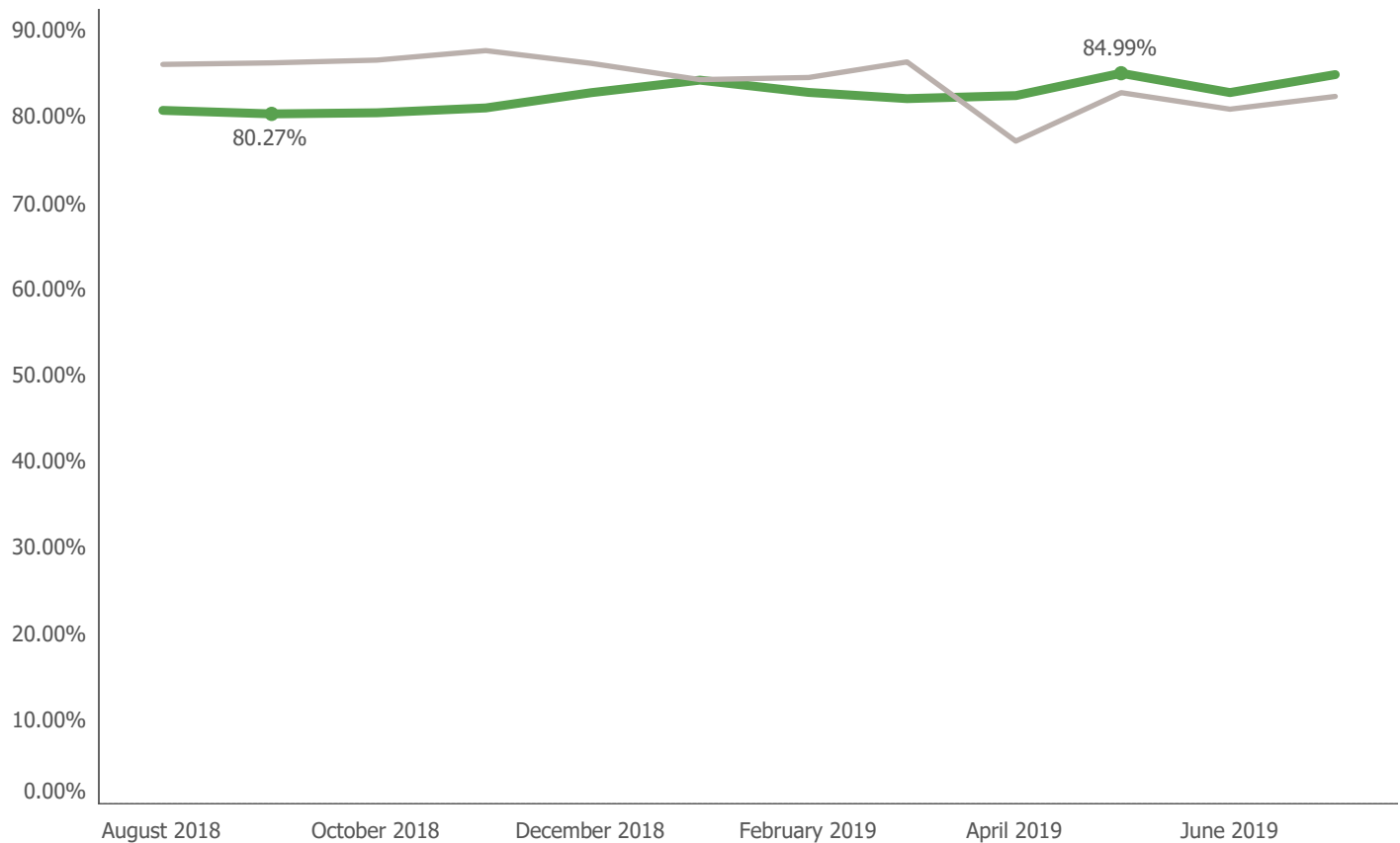
Renewal retention is based on the inception date of all renewal quotes, and is calculated as the total bound renewal opportunities divided by the number of quoted renewal opportunities.

Renewal Retention Rate Insurer Comparison for July 2019



Renewal Retention by Month

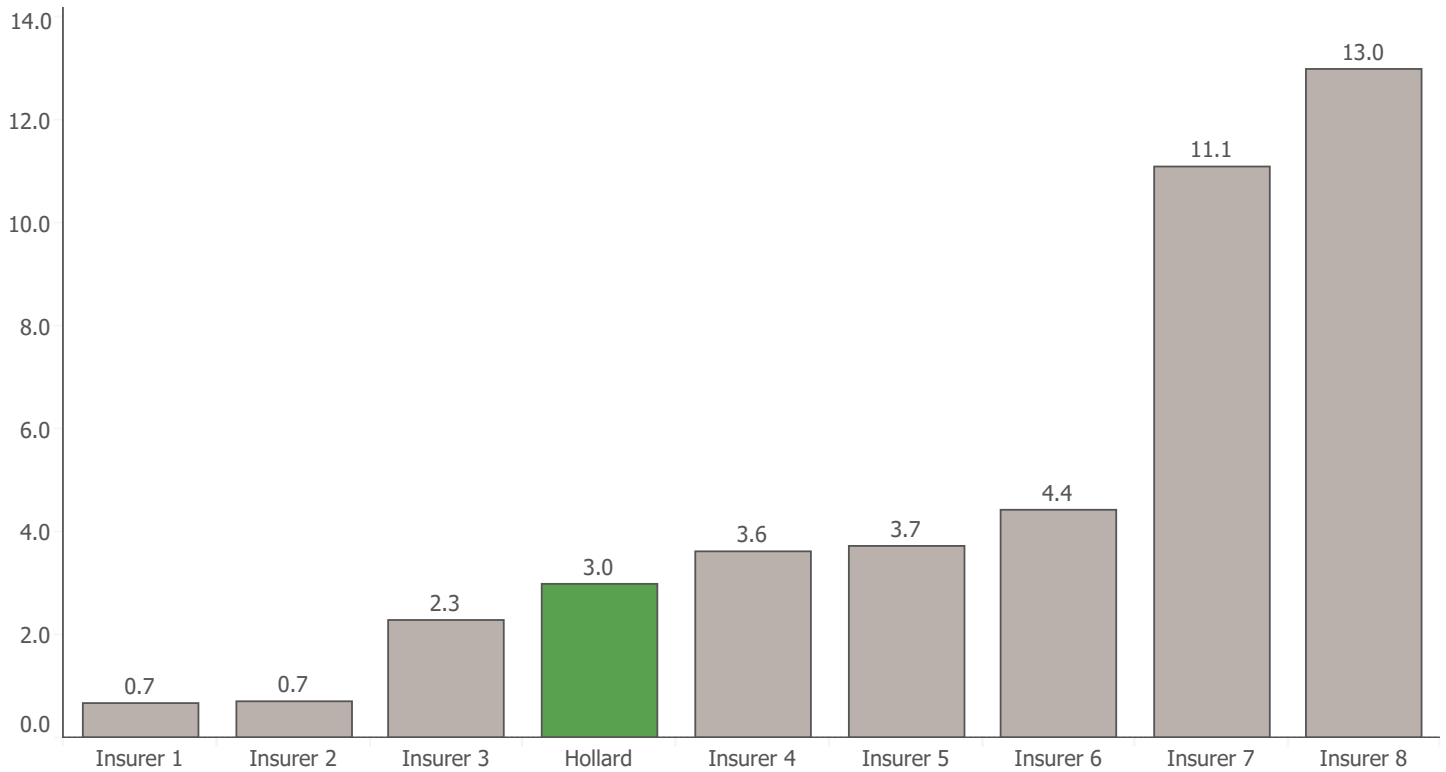
CURRENT YEAR | PRIOR YEAR



Response Times

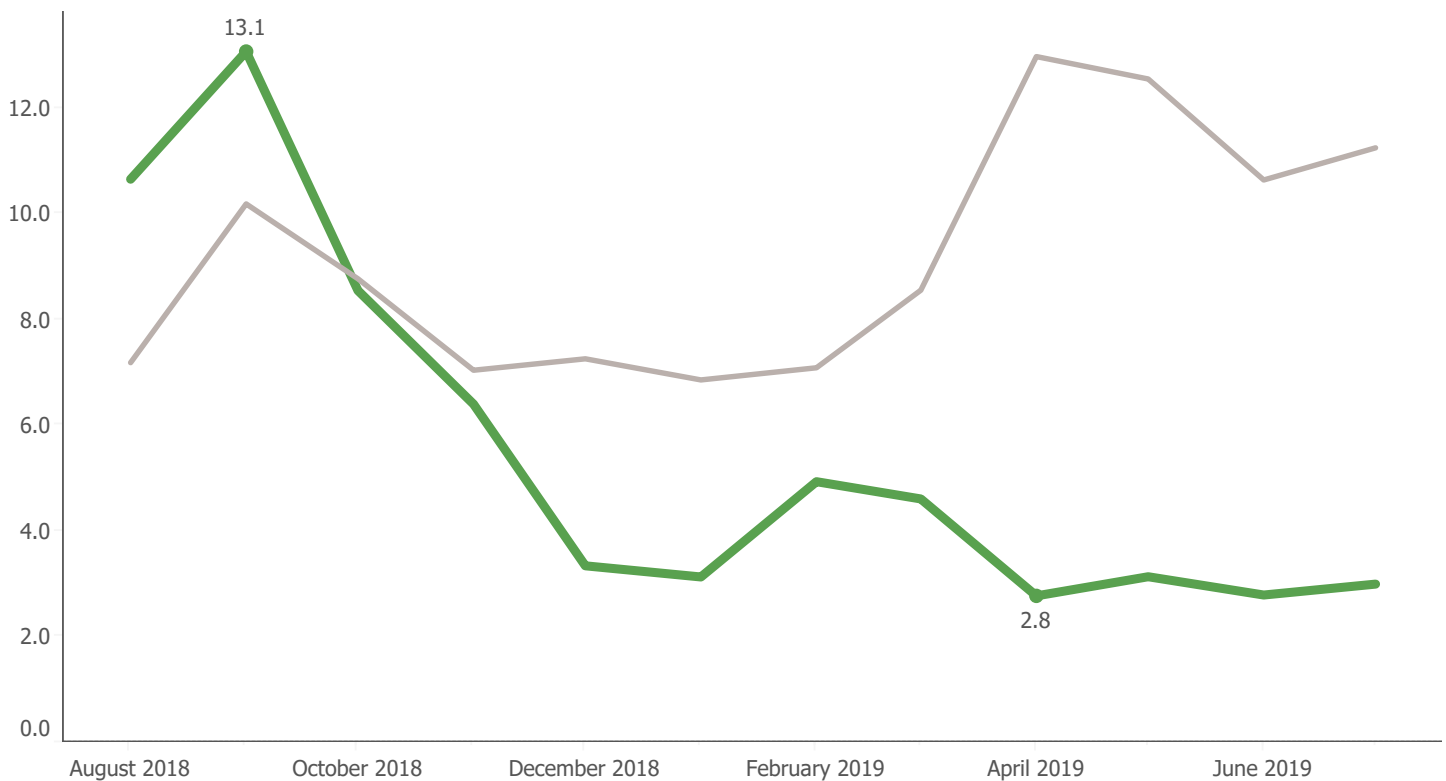
Response time is the average time between a broker sending a quote request message and the insurer responding to the message. It excludes auto rated responses where applicable. The time is calculated between the hours of 9am - 5pm AEST, Monday to Friday, inclusive of public holidays and is reported at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

Response Time (Hours) Insurer Comparison for July 2019



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)	1,846	258
Property Owner - Factory/Industrial	1,219	157
Plumber	480	33
Property Owner - Office (Single Storey)	427	66
Carpenter	425	77
Electrician	371	76
Restaurant, Licensed, With Deep Frying	344	73
Handyman / Property Maintenance	335	41
Property Owner - Warehouse	322	46
Hairdressing Service	316	89
Property Owner - Office (Multi Storey)	300	53
Cafe Operation, Not Licensed With Deep Frying	233	63
Property Owner - Noc	232	19
Earthmoving	208	1
Road Freight Transport Service - No Storage	198	5
Beauty Salon Operation	196	55
Cleaning Service Noc	184	14
Cafe Operation, Not Licensed, No Deep Frying	179	55
Cafe Operation, Licensed With Deep Frying	168	40
Real Estate Agency Service	166	46

Top 20 Presented Occupations across SCTP Portfolio

	Presented Opportunities	Bound Opportunities
Property Owner - Retail (Not arcades/Malls)	2,353	1,198
Property Owner - Factory/Industrial	1,558	795
Plumber	679	304
Property Owner - Office (Single Storey)	554	278
Carpenter	520	284
Electrician	475	268
Handyman / Property Maintenance	451	259
Restaurant, Licensed, With Deep Frying	429	187
Property Owner - Warehouse	414	207
Hairdressing Service	396	243
Property Owner - Office (Multi Storey)	381	203
Property Owner - Noc	313	130
Cafe Operation, Not Licensed With Deep Frying	283	122
Road Freight Transport Service - No Storage	269	149
Earthmoving	263	137
Beauty Salon Operation	236	131
Cleaning Service Noc	227	101
Cafe Operation, Not Licensed, No Deep Frying	224	131
Real Estate Agency Service	208	122
Cafe Operation, Licensed With Deep Frying	208	101

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	2,496	411
Ausure Insurance Brokers	2,201	318
Resilium Insurance Broking Pty Ltd	2,001	275
United Insurance Group	1,086	215
Regional Insurance Brokers Pty Ltd	513	44
Empire Insurance Services-Winbeat site	365	75
Steadfast Taswide Insurance Brokers	360	13
PSC Connect Pty Ltd (VIC)	342	54
Centrewest Insurance Brokers Pty Ltd	313	26
Consolidated Insurances Pty Ltd	270	70
Consolidated Insurance Agencies Pty Ltd	264	42
BJS Insurance Brokers Pty Ltd	255	13
Pollard Insurance Brokers Pty Ltd	253	48
Reliance Franchise Partners	230	53
Brookvale Insurance Brokers	228	31
United Insurance - Winbeat site	215	33
Network Insurance Group	215	43
Steadfast Eastern Insurance Brokers	211	51
PSC Connect Pty Ltd (QLD)	204	17
Tony Bemrose Insurance Brokers Pty Ltd	178	44
AIS Insurance Brokers	159	13
McKillops Insurance Brokers Pty Ltd	153	7
Blackburn Insurance Brokers Pty Ltd	148	32
Westlawn Insurance Brokers Pty Ltd	146	14
Phoenix Insurance Brokers Pty Ltd	146	16
Alliance Insurance Broking Services Pty Ltd	145	34
Aviso (Fitzpatrick & Company Insurance Brokers Pty Ltd)	144	6
ADK Insurance Brokers Pty Ltd	139	28
The Insurance Centre Pty Ltd	138	31
Steadfast IRS Pty Ltd	137	16
Action Insurance Brokers	132	25
Steadfast Brecknock Insurance Brokers Pty Ltd	131	14
PSC Connect Pty Ltd (NSW)	131	27
Armstrongs Insurance Brokers	129	10
Insurance Aid General Brokers Partnership Pty Ltd	128	17
HWA Insurance Brokers	126	17
Edgewise Insurance Brokers Pty Ltd	126	21
AIB Pty Ltd	126	16
Australian Insurance Solutions - NSW	118	19
Business Insurance Specialists	117	39