

SCTP Commercial Insurer Performance Report

Hollard Commercial Insurance - SCTP
Business Pack

December 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

\$3,570,512

Fiscal Year to Date Base Premium

\$29,157,676

Rolling 12 Base Premium

\$56,302,736

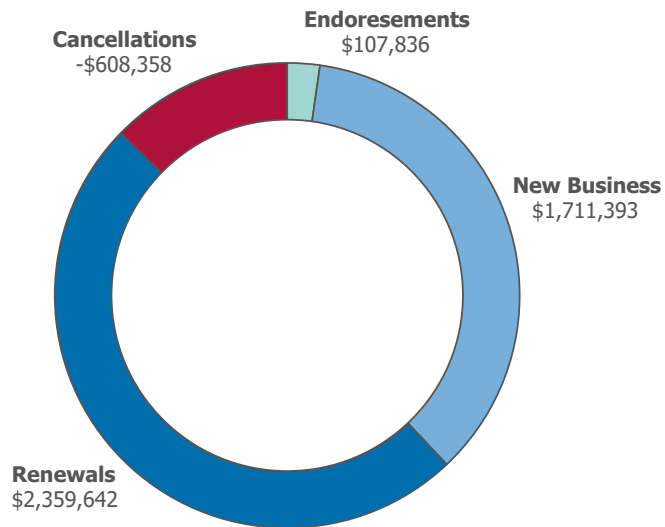
Hollard Commercial Insurance - Average Base Premium

\$1,349

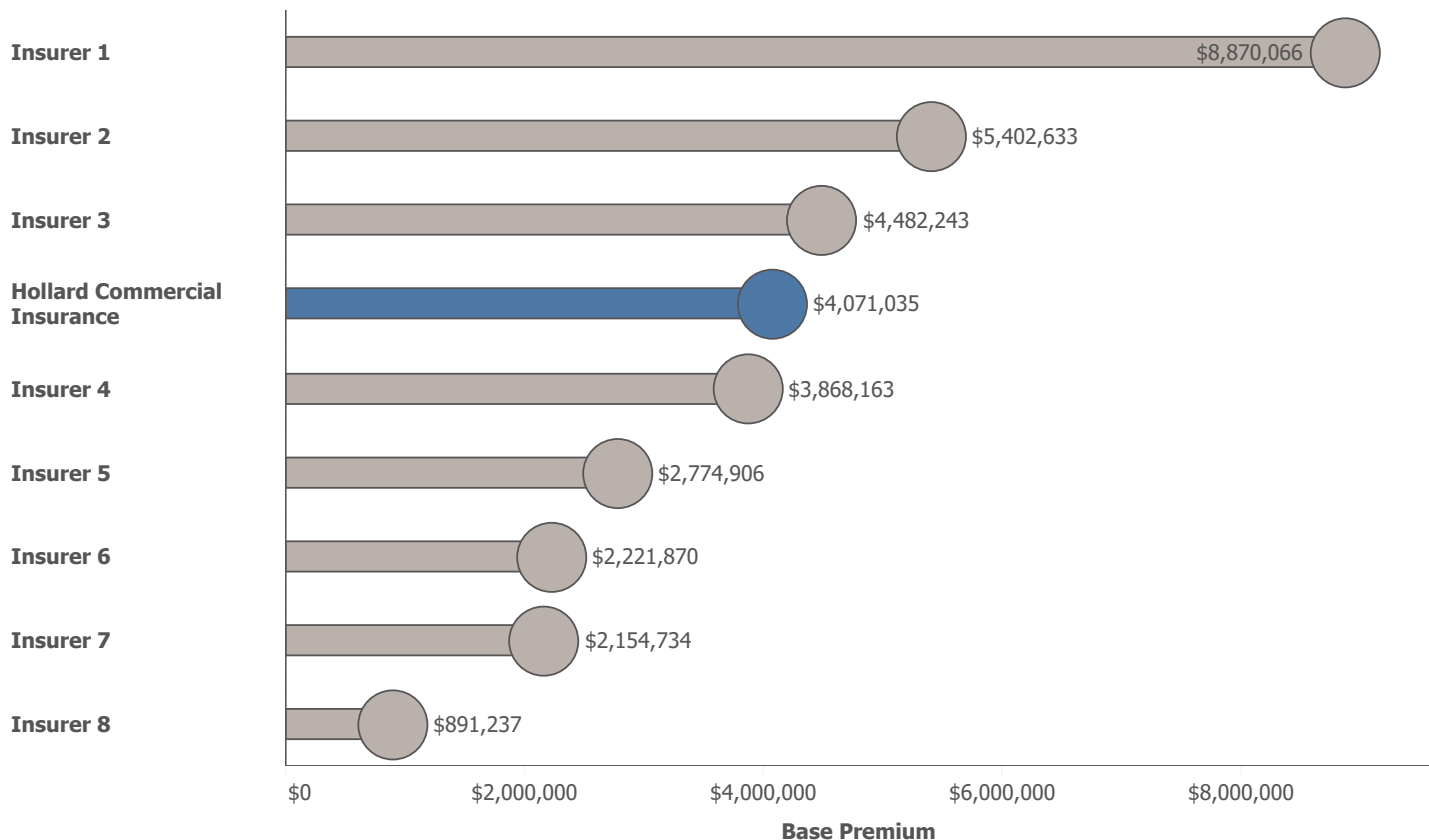
All Insurers - Average Base Premium

\$2,060

Transaction Type Breakdown



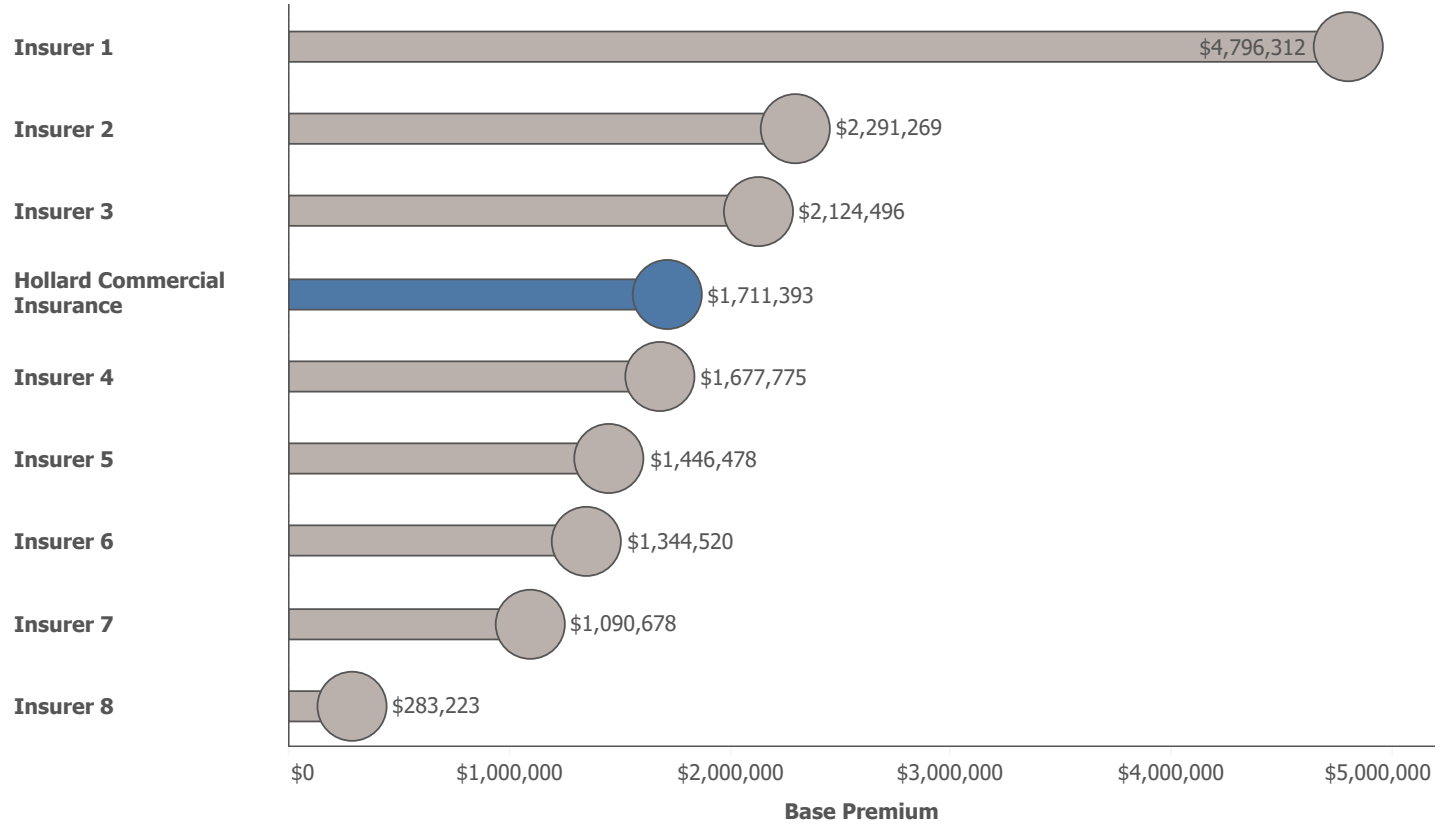
Overall Insurer Comparison



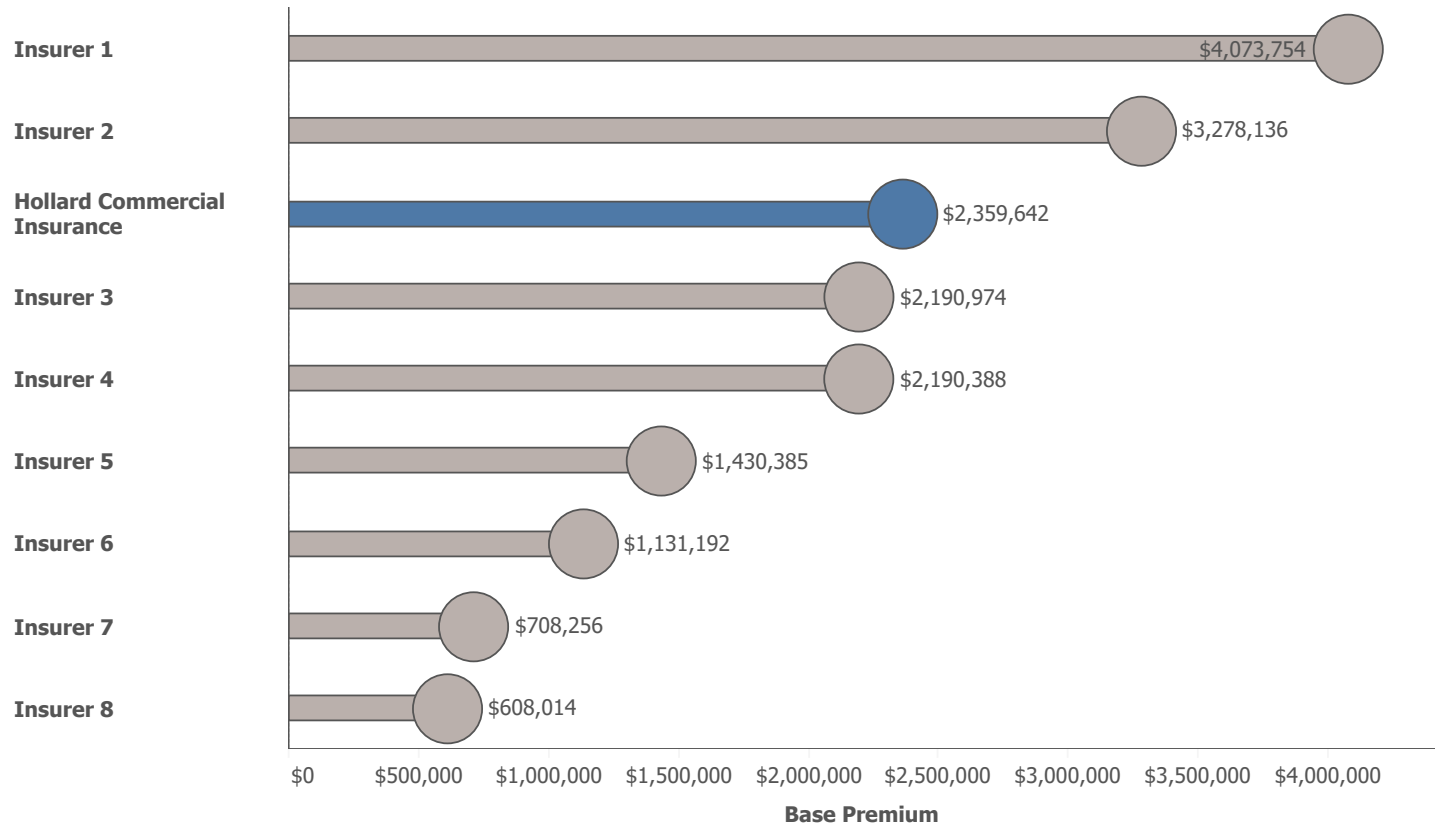
Strictly Commercial-in-Confidence

Base Premium

New Business Insurer Comparison



Renewal Insurer Comparison



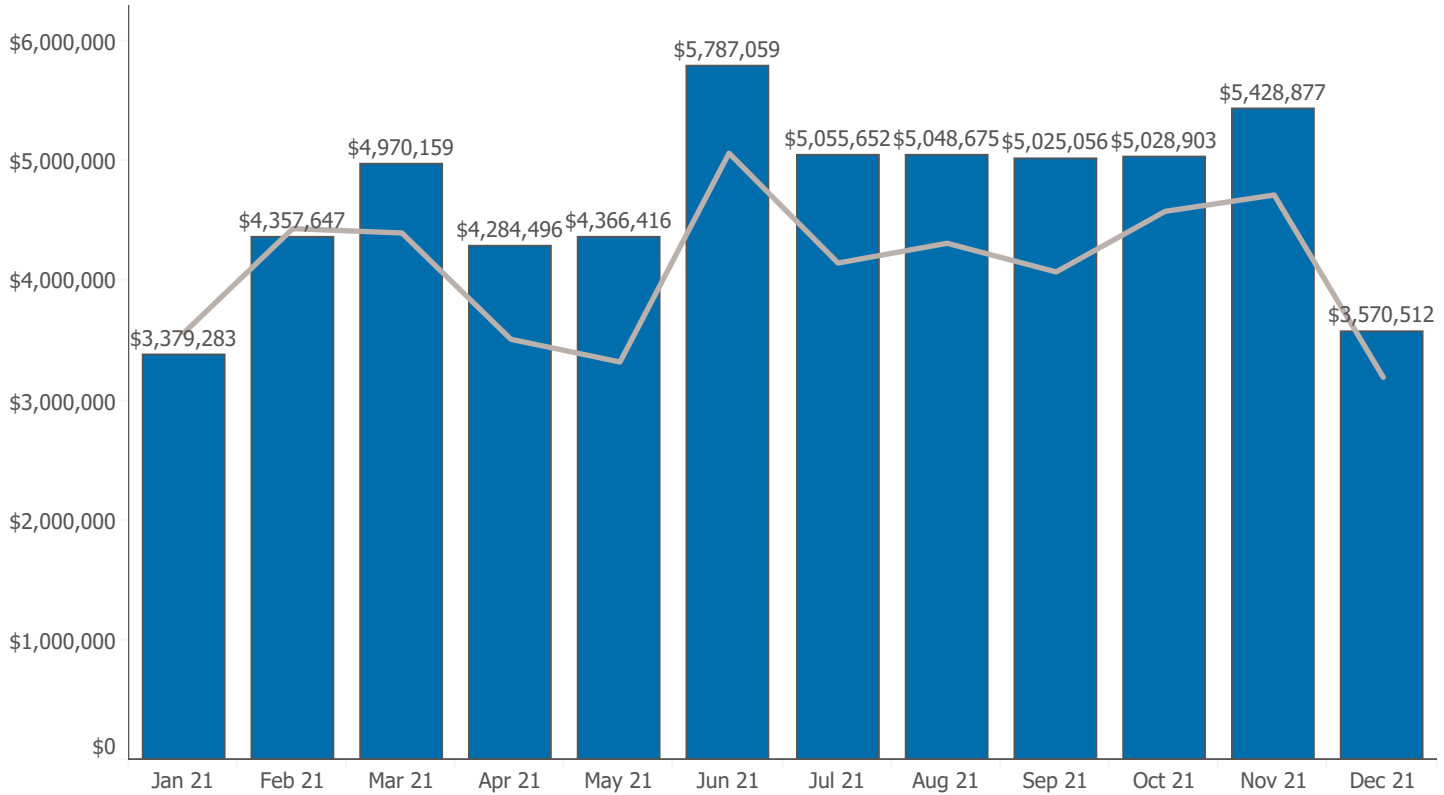
Strictly Commercial-in-Confidence

Base Premium

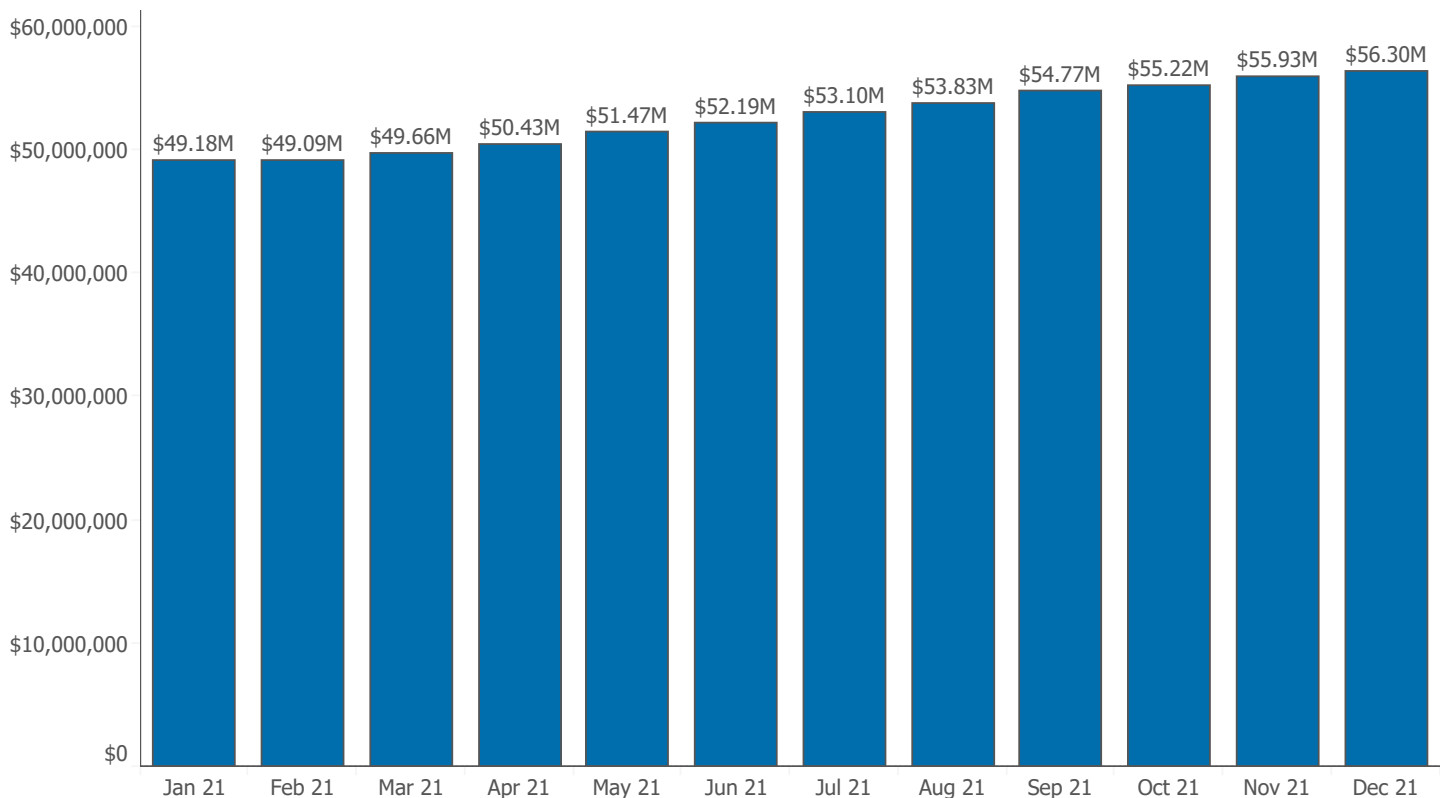
Base premium of policies bound during the reporting period includes cancellations and endorsements and is measured on the bound date of policies.

Base Premium by Month

CURRENT YEAR | **PRIOR YEAR**



Rolling 12 Months Base Premium



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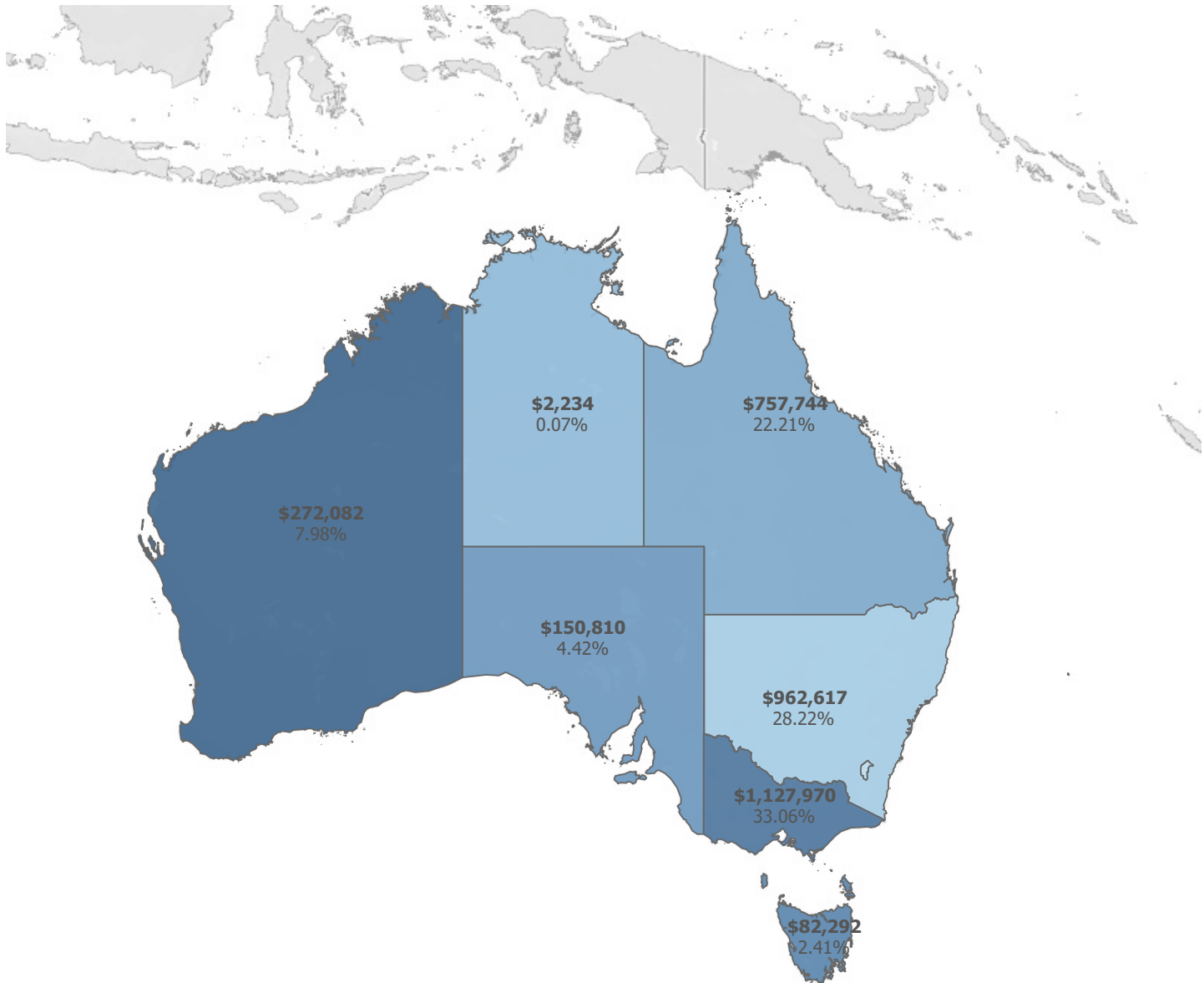
State Activity

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 01/12/2021

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Grand Total
New Business	\$13,451	\$398,762	\$565	\$307,723	\$77,860	\$39,206	\$448,997	\$127,577	\$1,414,141
Renewals	\$42,448	\$563,855	\$1,669	\$450,021	\$72,951	\$43,086	\$678,972	\$144,505	\$1,997,507
Grand Total	\$55,900	\$962,617	\$2,234	\$757,744	\$150,810	\$82,292	\$1,127,970	\$272,082	\$3,411,648

Base Premium Breakdown by State for 01/12/2021



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

22,024

Declined Opportunities

8,911

Quoted Opportunities

11,879

Bound Opportunities

1,332

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
182	6,101	66	4,568	1,003	831	7,011	2,262

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	54	2,370	47	2,210	398	419	2,494	919

Decline Rate	29.67%	38.85%	71.21%	48.38%	39.68%	50.42%	35.57%	40.63%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	121	3,389	15	2,173	553	354	4,046	1,228

Quote Rate	94.53%	90.83%	78.95%	92.15%	91.40%	85.92%	89.57%	91.44%
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Bound Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	18	393	3	306	62	37	385	128

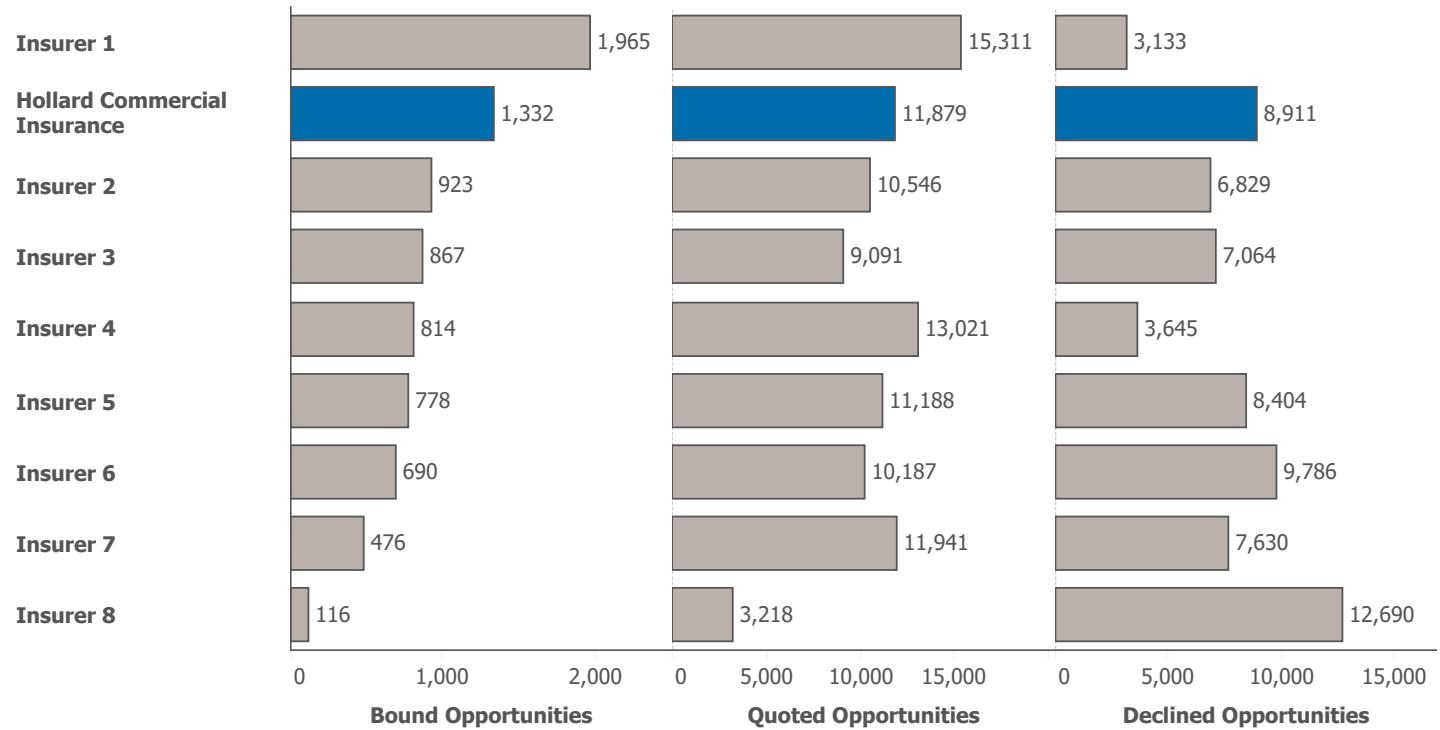
Strike Rate	14.88%	11.60%	20.00%	14.08%	11.21%	10.45%	9.52%	10.42%
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New Business Opportunities - Insurer Comparison

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



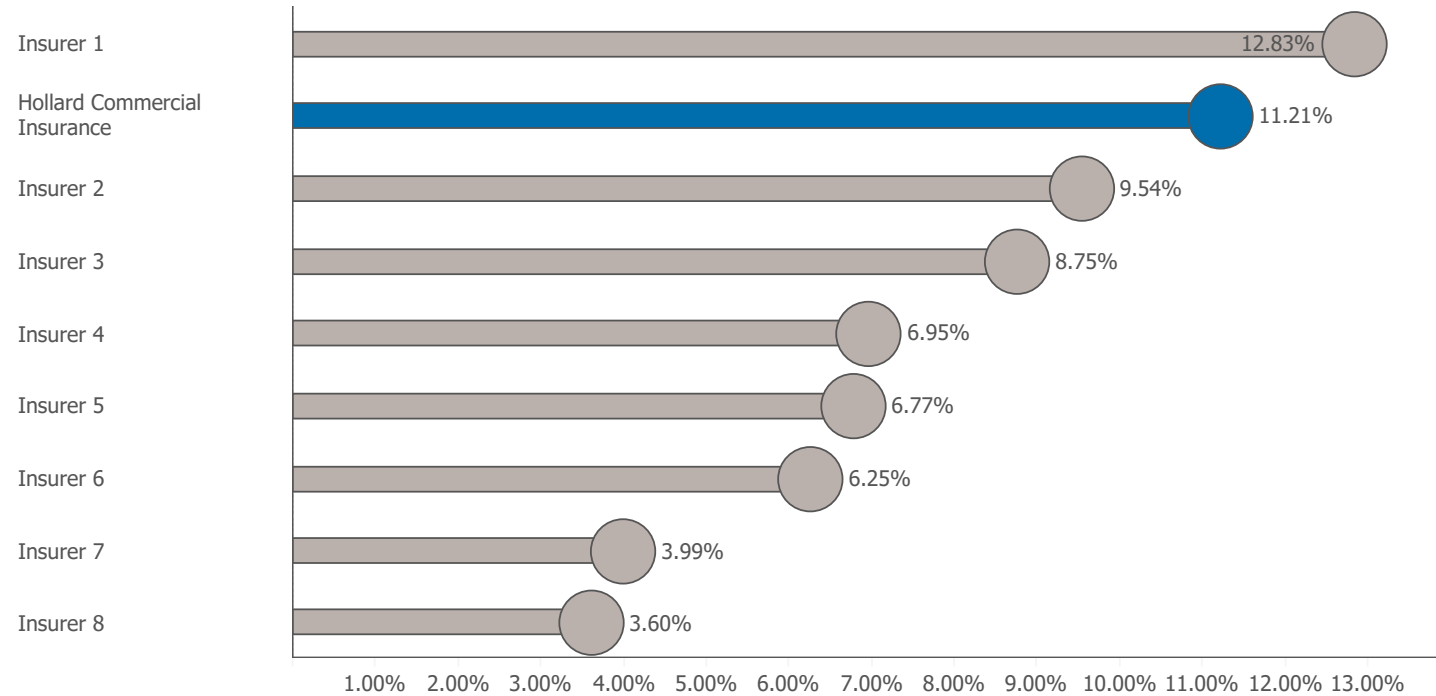
Opportunity Comparison by Insurer

	Insurer 1	Holland Commercial..	Insurer 2	Insurer 3	Insurer 4	Insurer 5	Insurer 6	Insurer 7	Insurer 8
Total Opportunities	22,599	22,024	22,711	22,216	22,989	22,277	22,752	22,152	22,688
Declined Opportunities	3,133	8,911	6,829	7,064	3,645	8,404	9,786	7,630	12,690
Decline Rate	13.86%	40.46%	30.07%	31.80%	15.86%	37.73%	43.01%	34.44%	55.93%
Quoted Opportunities	15,311	11,879	10,546	9,091	13,021	11,188	10,187	11,941	3,218
Bound Opportunities	1,965	1,332	923	867	814	778	690	476	116
Strike Rate	12.83%	11.21%	8.75%	9.54%	6.25%	6.95%	6.77%	3.99%	3.60%

Strike Rate

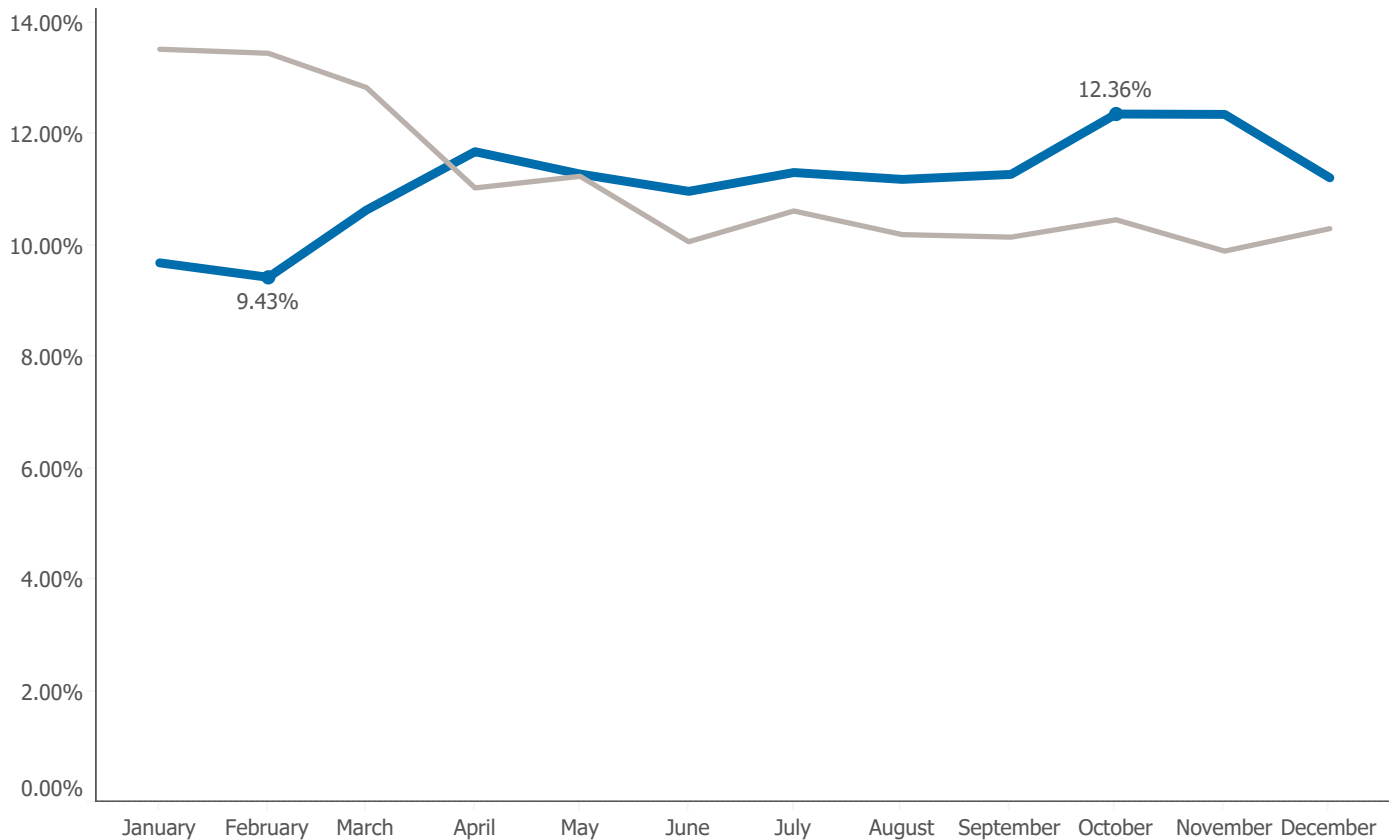
The strike rate is the total bound opportunities divided by the number of quoted opportunities and is measured at the inception date of the opportunity across all new business transactions.

Strike Rate Insurer Comparison for 01/12/2021



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

2,283

Declined Opportunities

36

Quoted Opportunities

2,183

Bound Opportunities

1,825

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
26	649	2	474	72	49	831	180

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	0	16	0	4	1	0	11	4

Decline Rate	0.00%	2.47%	0.00%	0.84%	1.39%	0.00%	1.32%	2.22%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	26	607	2	464	68	49	798	169

Quote Rate	100.00%	95.89%	100.00%	98.72%	95.77%	100.00%	97.32%	96.02%
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Bound Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	21	521	2	401	59	42	634	145

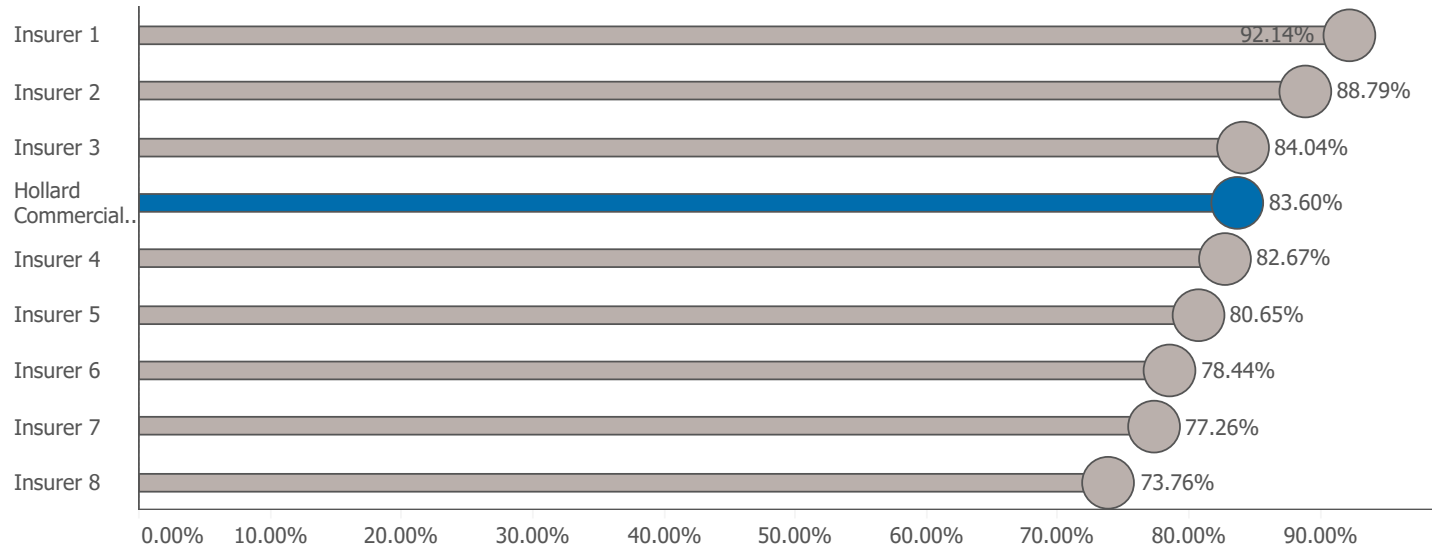
Retention Rate	80.77%	85.83%	100.00%	86.42%	86.76%	85.71%	79.45%	85.80%
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Renewal Retention

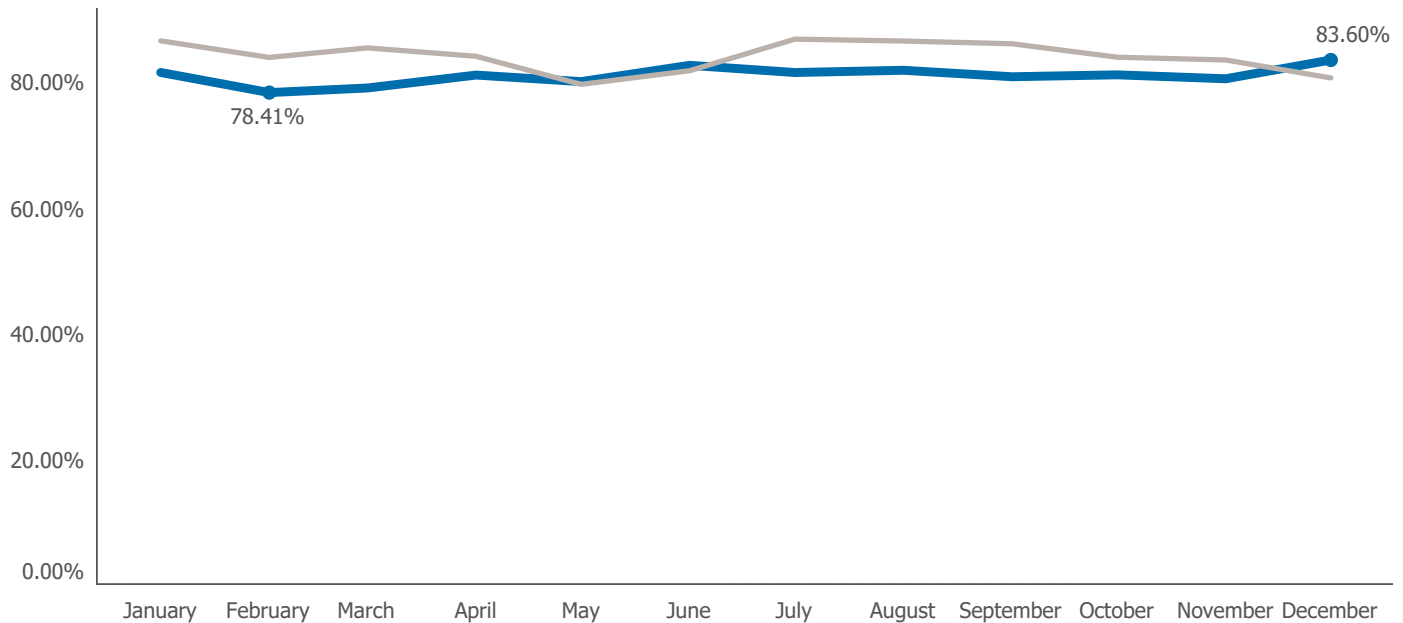
Renewal retention is based on the inception date of all renewal quotes, and is calculated as the total bound renewal opportunities divided by the number of quoted renewal opportunities.

Renewal Retention Rate Insurer Comparison for 01/12/2021

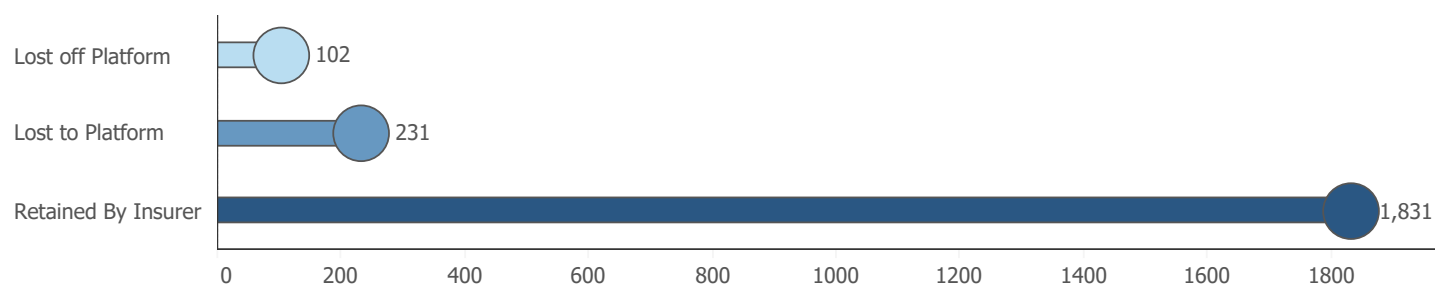


Renewal Retention by Month

CURRENT YEAR | **PRIOR YEAR**



Renewal Retention Breakdown

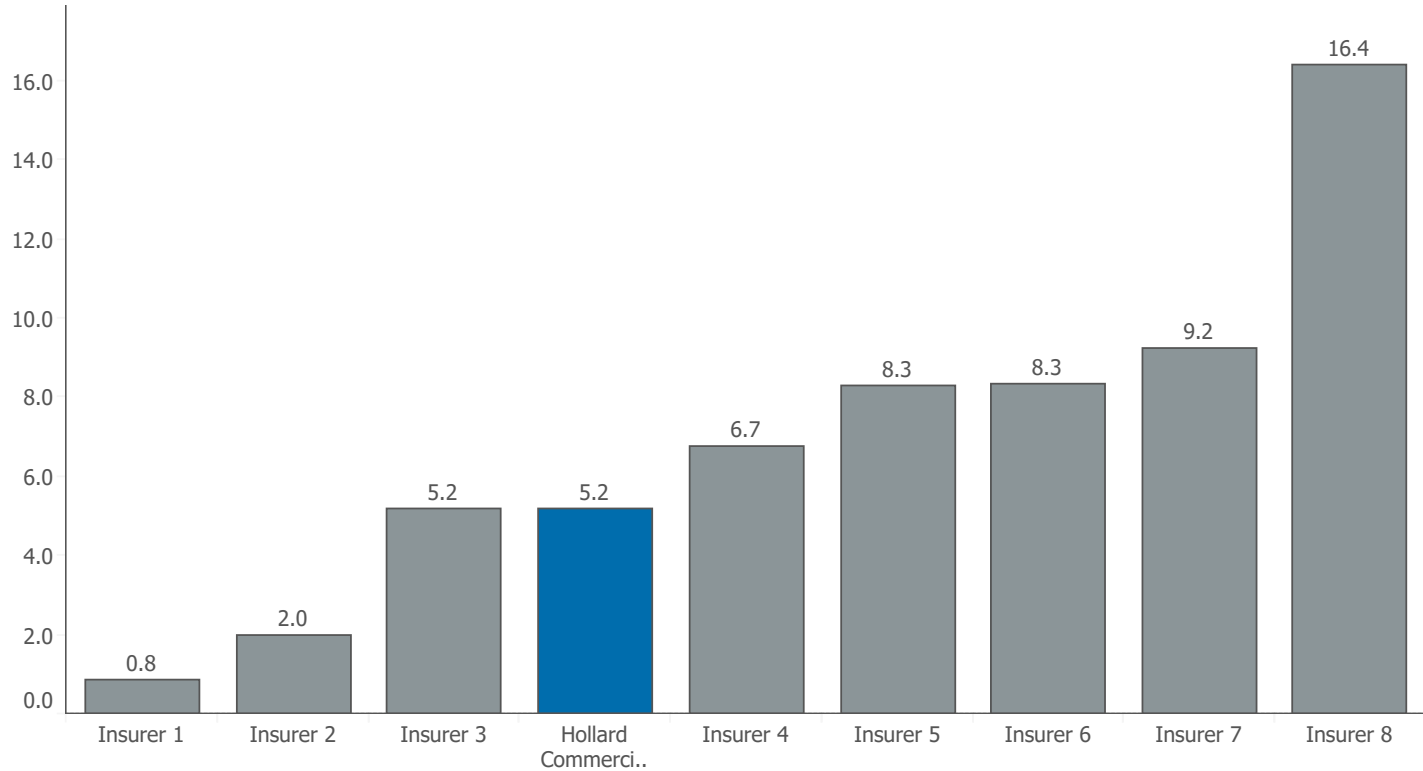


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Response Times

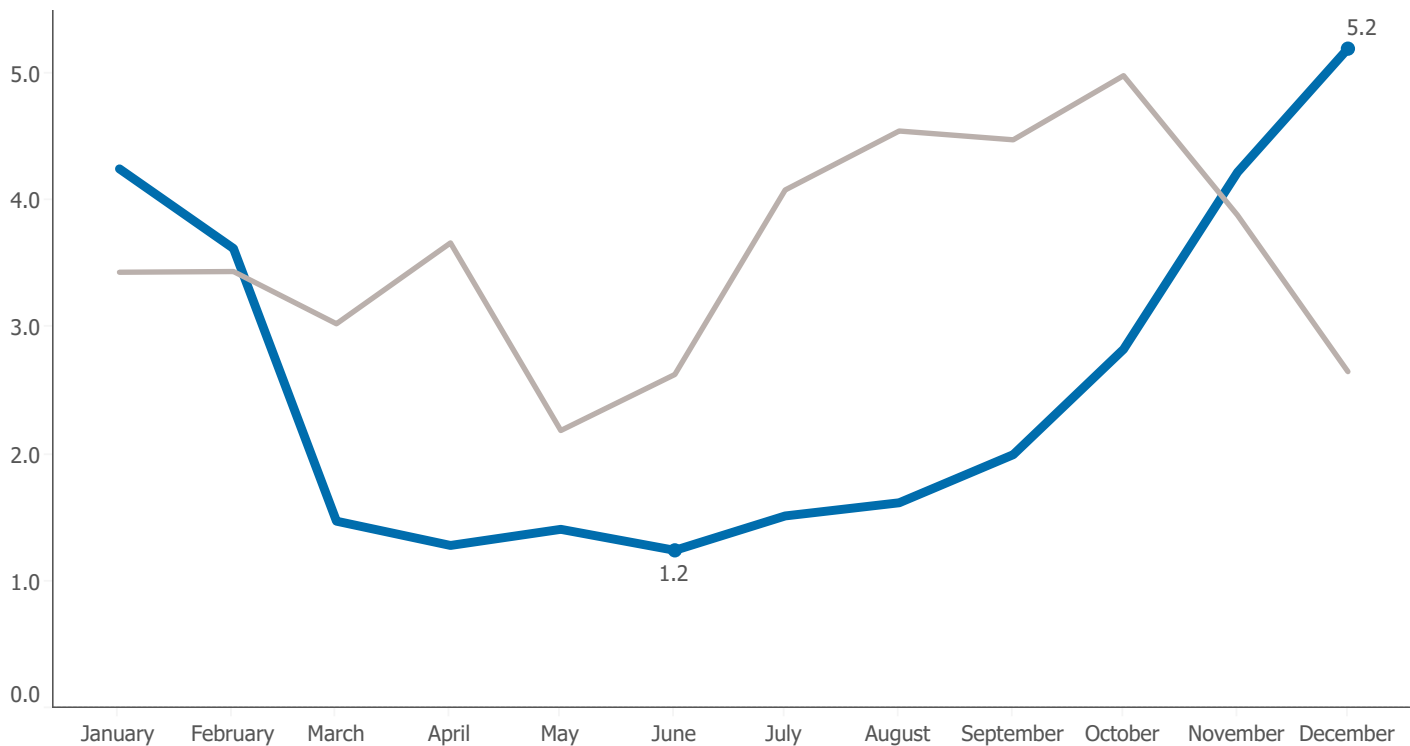
Response time is the average time between a broker sending a quote request message and the insurer responding to the message. It excludes auto rated responses where applicable. The time is calculated between the hours of 9am - 5pm AEST, Monday to Friday, inclusive of public holidays and is reported at 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)	2,298	1,354	110
Property Owner - Factory/Industrial	1,567	832	92
Property Owner - Noc	537	221	36
Restaurant, Licensed, With Deep Frying	470	311	66
Property Owner - Office (Single Storey)	468	323	26
Property Owner - Warehouse	466	250	30
Property Owner - Office (Multi Storey)	409	274	53
Plumber	380	250	75
Electrician	343	214	68
Carpenter	328	214	83
Road Freight Transport Service - No Storage	315	91	13
Handyman / Property Maintenance	309	145	33
Beauty Salon Operation	266	232	81
Cafe Operation, Not Licensed With Deep Frying	240	179	38
Real Estate Agency Service	216	192	67
Cafe Operation, Licensed With Deep Frying	210	140	31
Earthmoving	207	46	9
Hairdressing Service	204	181	66
Cafe Operation, Not Licensed, No Deep Frying	189	160	59
Take Away Foods Retailing (With Deep Fryer)	184	131	20

Top 20 Presented Occupations across SCTP Portfolio

	Presented Opportunities	Quoted Opportunities	Bound Opportunities
Property Owner - Retail (Not arcades/Malls)	3,032	2,884	1,770
Property Owner - Factory/Industrial	2,160	2,026	1,351
Property Owner - Noc	707	612	334
Property Owner - Office (Single Storey)	685	661	481
Property Owner - Warehouse	646	598	402
Restaurant, Licensed, With Deep Frying	556	520	279
Property Owner - Office (Multi Storey)	538	509	348
Plumber	490	474	247
Road Freight Transport Service - No Storage	426	421	289
Electrician	417	408	254
Handyman / Property Maintenance	415	411	262
Carpenter	376	375	207
Beauty Salon Operation	343	335	231
Cafe Operation, Not Licensed With Deep Frying	296	289	153
Earthmoving	282	275	182
Hairdressing Service	282	281	207
Real Estate Agency Service	272	269	200
Cafe Operation, Licensed With Deep Frying	249	245	146
Take Away Foods Retailing (With Deep Fryer)	241	237	152

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	2,337	1,414	400
Resilium Insurance Broking Pty Ltd	2,171	1,315	339
Ausure Insurance Brokers	1,646	997	205
United Insurance Group	824	521	126
CBN	606	410	136
McLardy McShane Partners Pty Ltd	506	313	85
Insurance House Advance	431	248	54
PSC Connect Pty Ltd (VIC)	380	238	56
QIB Group	368	134	34
Steadfast Taswide Insurance Brokers	293	126	16
Insurance House Pty Ltd	289	172	36
Consolidated Insurances Pty Ltd	283	152	43
Oracle Group (Australia) Pty Ltd	281	156	36
Steadfast IRS Pty Ltd	255	155	44
PSC Connect Pty Ltd (NSW)	254	136	26
Aviso EIA Pty Ltd	253	140	41
Pollard Insurance Brokers Pty Ltd	228	134	14
Consolidated Insurance Agencies Pty Ltd	219	154	41
United Insurance - Winbeat site	212	142	43
PSC Connect Pty Ltd (QLD)	207	108	33
Brookvale Insurance Brokers	196	121	29
Steadfast Eastern Insurance Brokers	183	133	29
BJS Insurance Brokers Pty Ltd	179	96	19
Macey Insurance Brokers Pty Ltd	179	85	11
Reliance Franchise Partners	178	111	29
Centrewest Insurance Brokers Pty Ltd	177	95	16
Tony Bemrose Insurance Brokers Pty Ltd	175	133	35
Midland Insurance Brokers Australia Pty Ltd	157	82	10
Coverforce Insurance Broking Pty Ltd (NSW)	153	72	21
Coverforce Insurance Broking Pty Ltd (ARs)	146	87	17
Dunk Insurance	142	80	23
PSC Insurance Brokers (Eastern)	141	95	24
PSC Connect Pty Ltd (SA)	140	88	10
Apollo Risk Services	138	81	24
BJS Insurance Brokers (Gippsland) Pty Ltd	138	70	13
Blackburn Insurance Brokers Pty Ltd	133	94	34
Elliott Insurance Brokers	129	81	28
ADK Insurance Brokers Pty Ltd	128	77	15
Aviso (Fitzpatrick & Company Insurance Brokers Pty Ltd)	127	65	6
Edgewise Insurance Brokers Pty Ltd	119	67	17

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