

SCTP Commercial Insurer Performance Report

Hollard Commercial Insurance - SCTP
Business Pack

November 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

\$5,428,877

Fiscal Year to Date Base Premium

\$25,587,164

Rolling 12 Base Premium

\$55,929,250

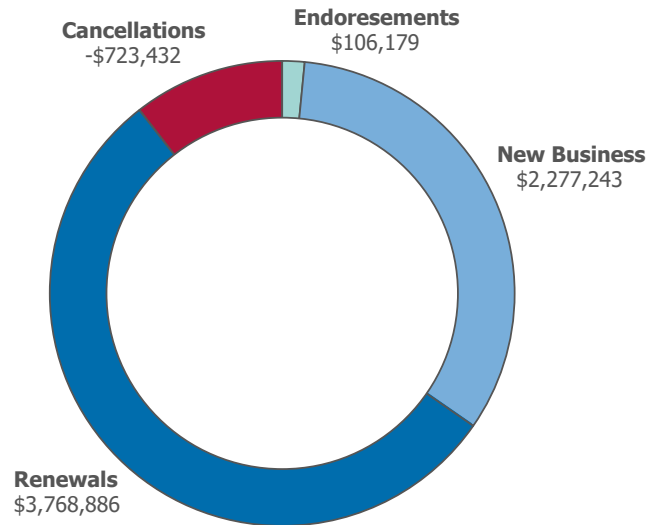
Hollard Commercial Insurance - Average Base Premium

\$1,379

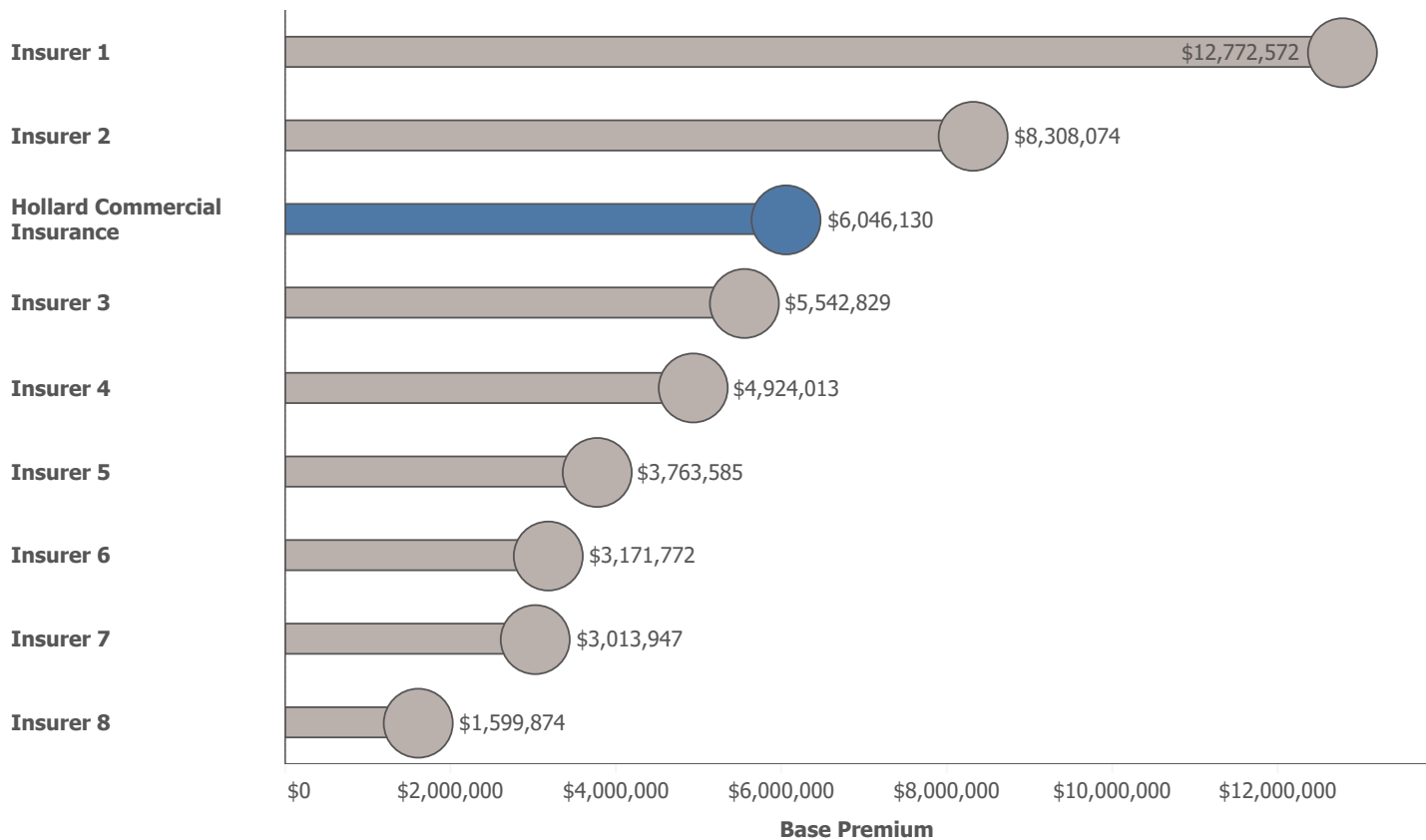
All Insurers - Average Base Premium

\$2,105

Transaction Type Breakdown



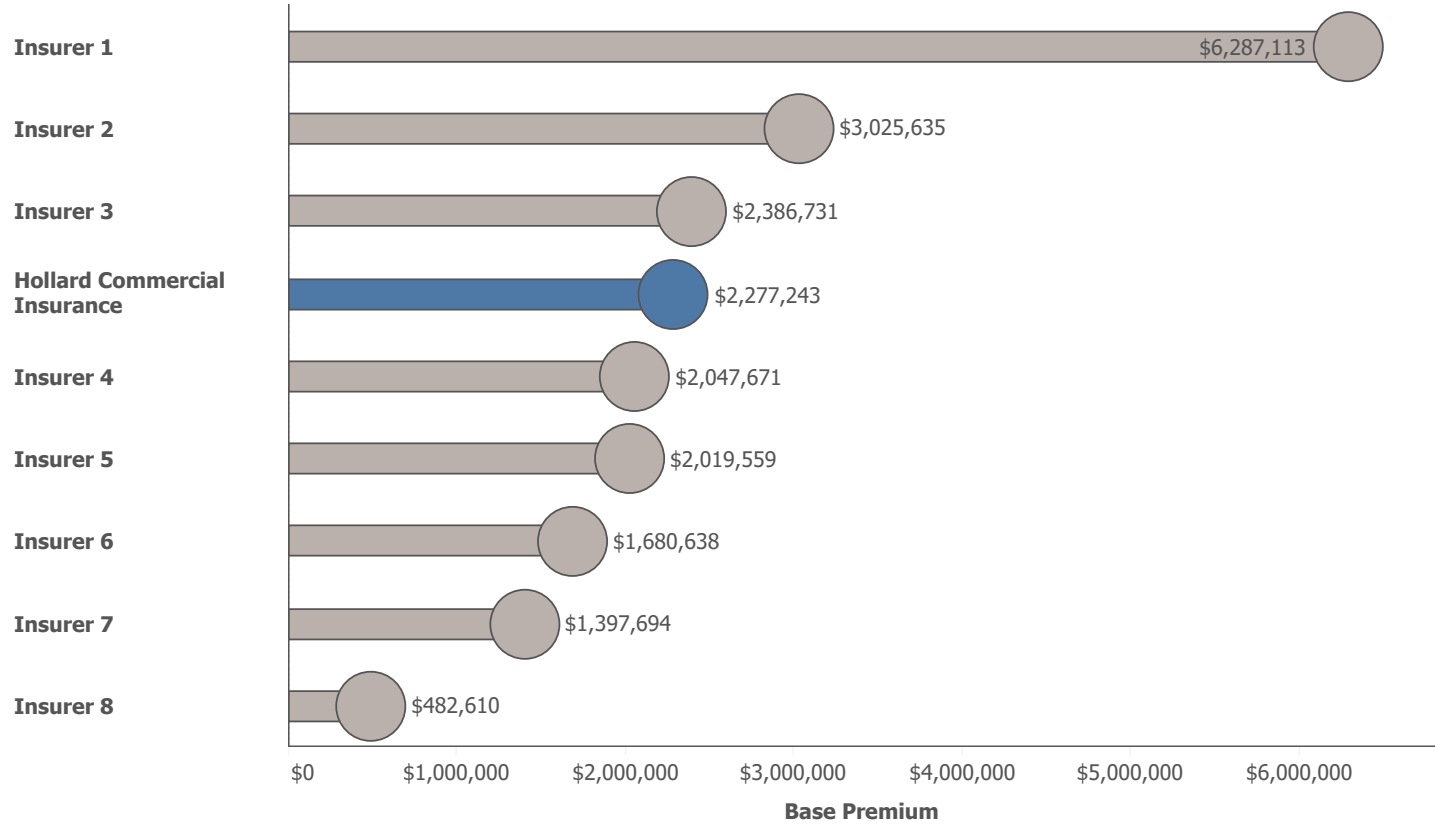
Overall Insurer Comparison



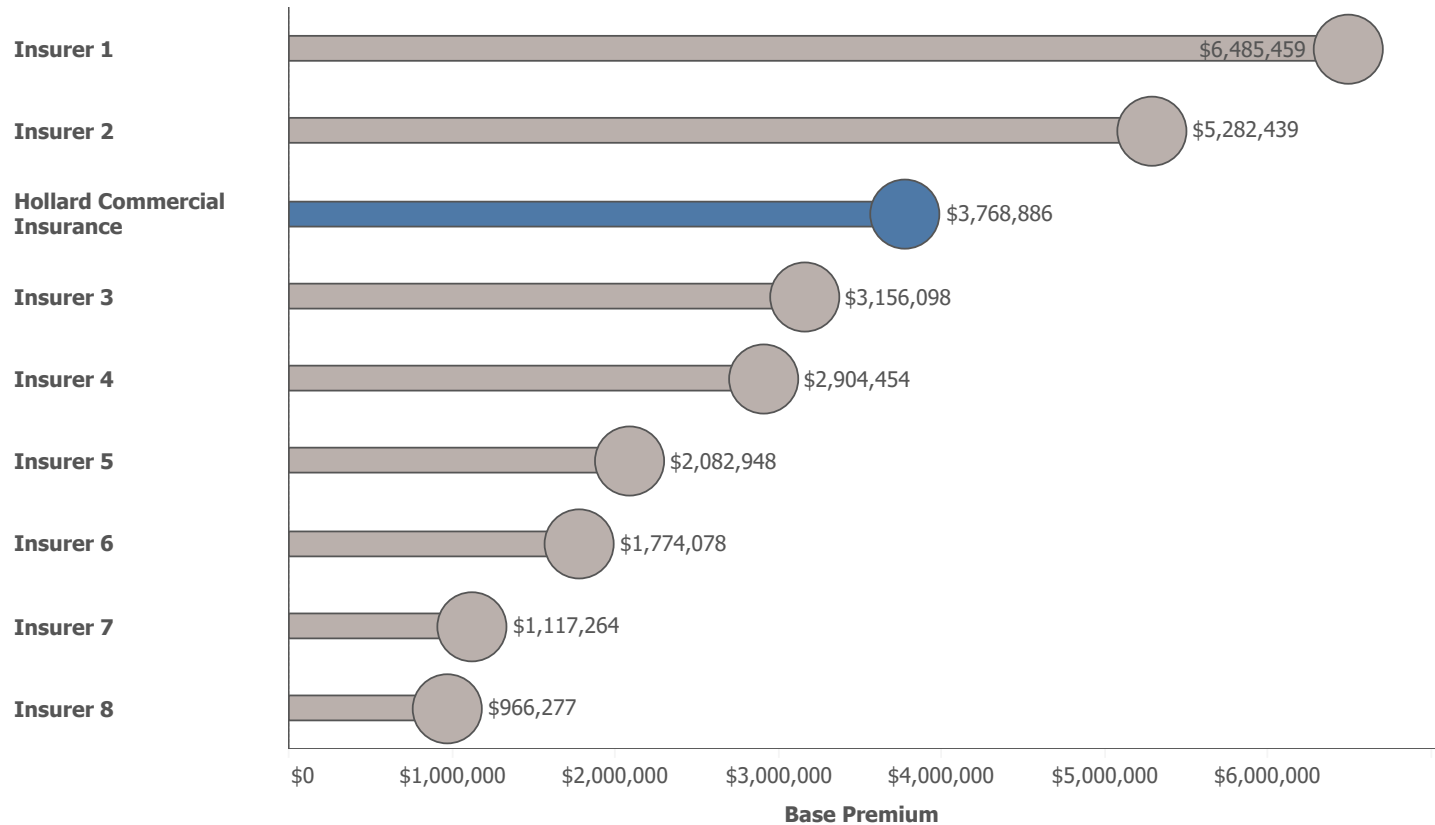
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Base Premium

New Business Insurer Comparison



Renewal Insurer Comparison



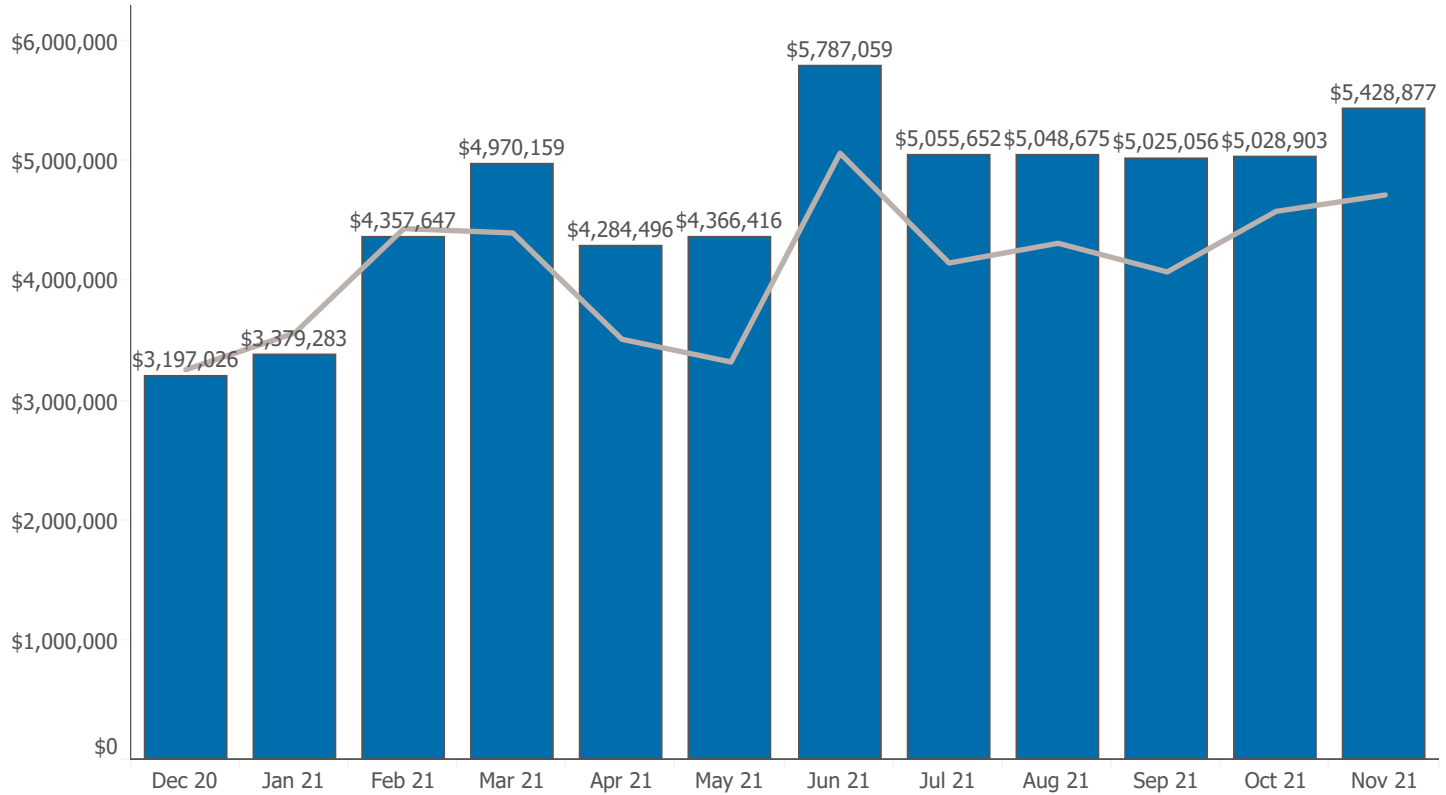
Strictly Commercial-in-Confidence

Base Premium

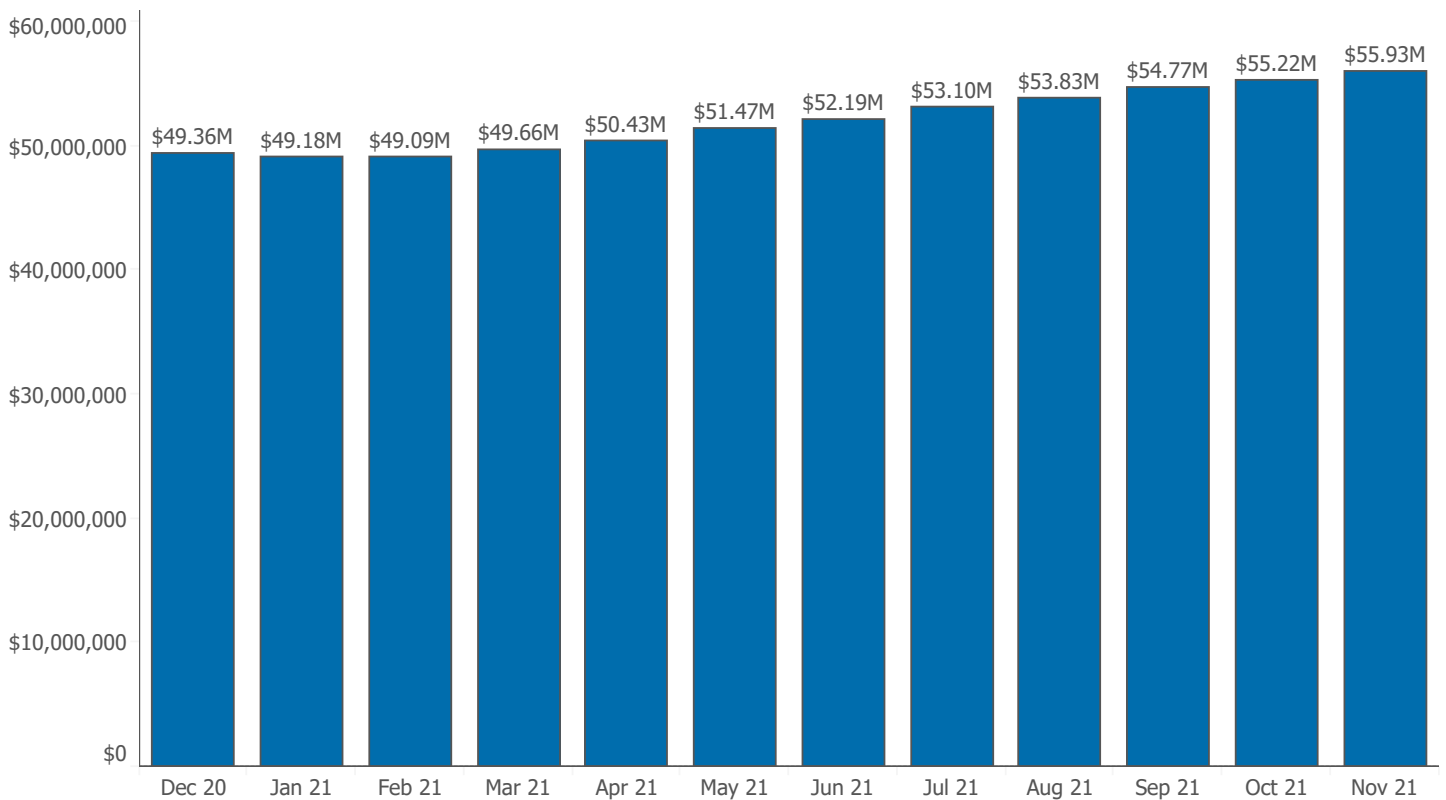
Base premium of policies bound during the reporting period includes cancellations and endorsements and is measured on the bound date of policies.

Base Premium by Month

CURRENT YEAR | **PRIOR YEAR**



Rolling 12 Months Base Premium



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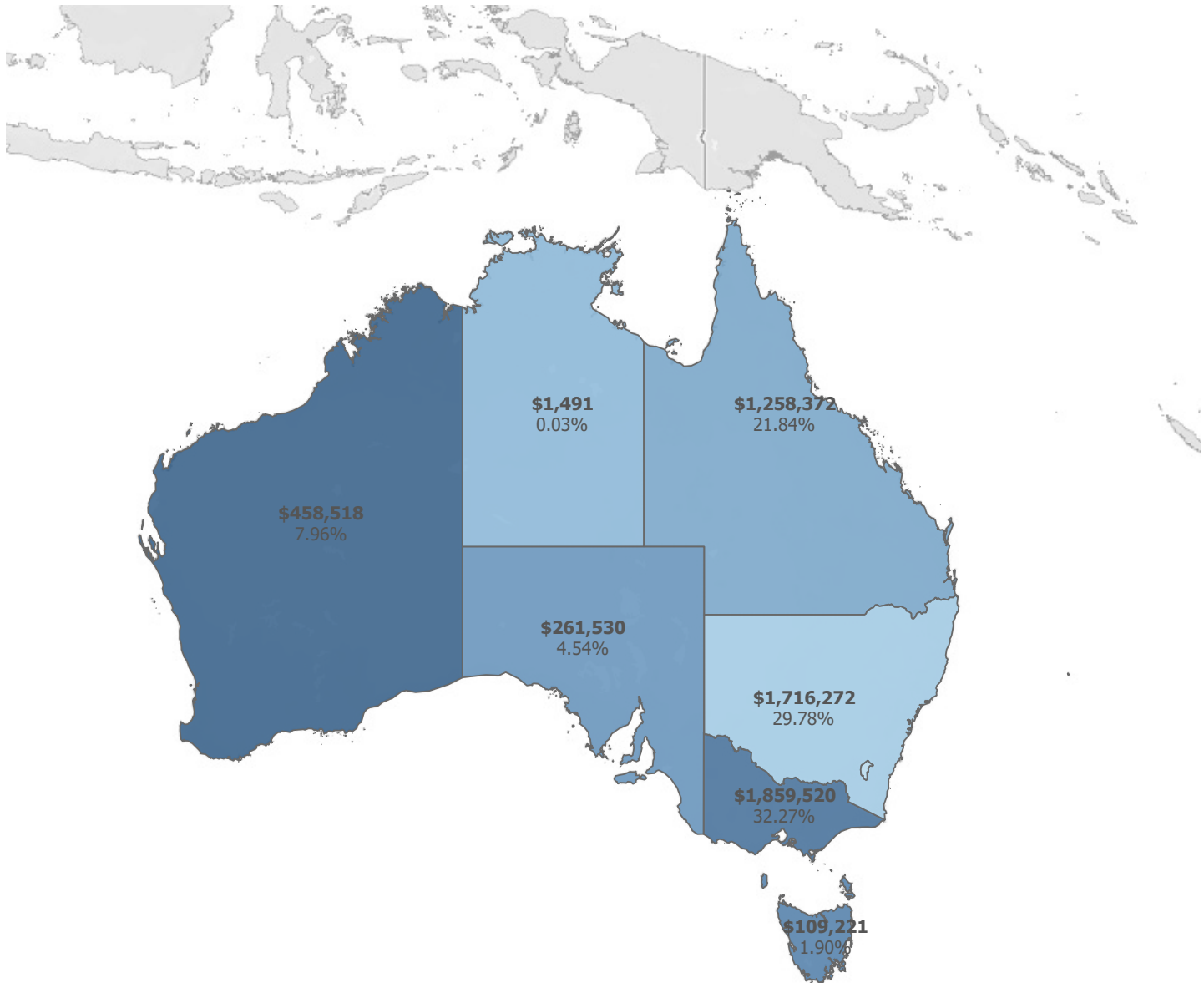
State Activity

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 01/11/2021

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Grand Total
New Business	\$36,702	\$718,618	\$1,288	\$450,832	\$102,578	\$38,752	\$641,836	\$190,139	\$2,180,746
Renewals	\$60,856	\$997,654	\$202	\$807,540	\$158,952	\$70,469	\$1,217,684	\$268,379	\$3,581,735
Grand Total	\$97,558	\$1,716,272	\$1,491	\$1,258,372	\$261,530	\$109,221	\$1,859,520	\$458,518	\$5,762,480

Base Premium Breakdown by State for 01/11/2021



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

30,835

Declined Opportunities

12,497

Quoted Opportunities

16,630

Bound Opportunities

2,024

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
302	8,908	133	6,783	1,328	1,107	8,721	3,553

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	93	3,384	75	3,255	543	546	3,157	1,444

Decline Rate	30.79%	37.99%	56.39%	47.99%	40.89%	49.32%	36.20%	40.64%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	201	4,996	46	3,241	690	485	5,063	1,908

Quote Rate	96.17%	90.44%	79.31%	91.87%	87.90%	86.45%	91.00%	90.47%
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Bound Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	38	645	2	447	79	40	574	199

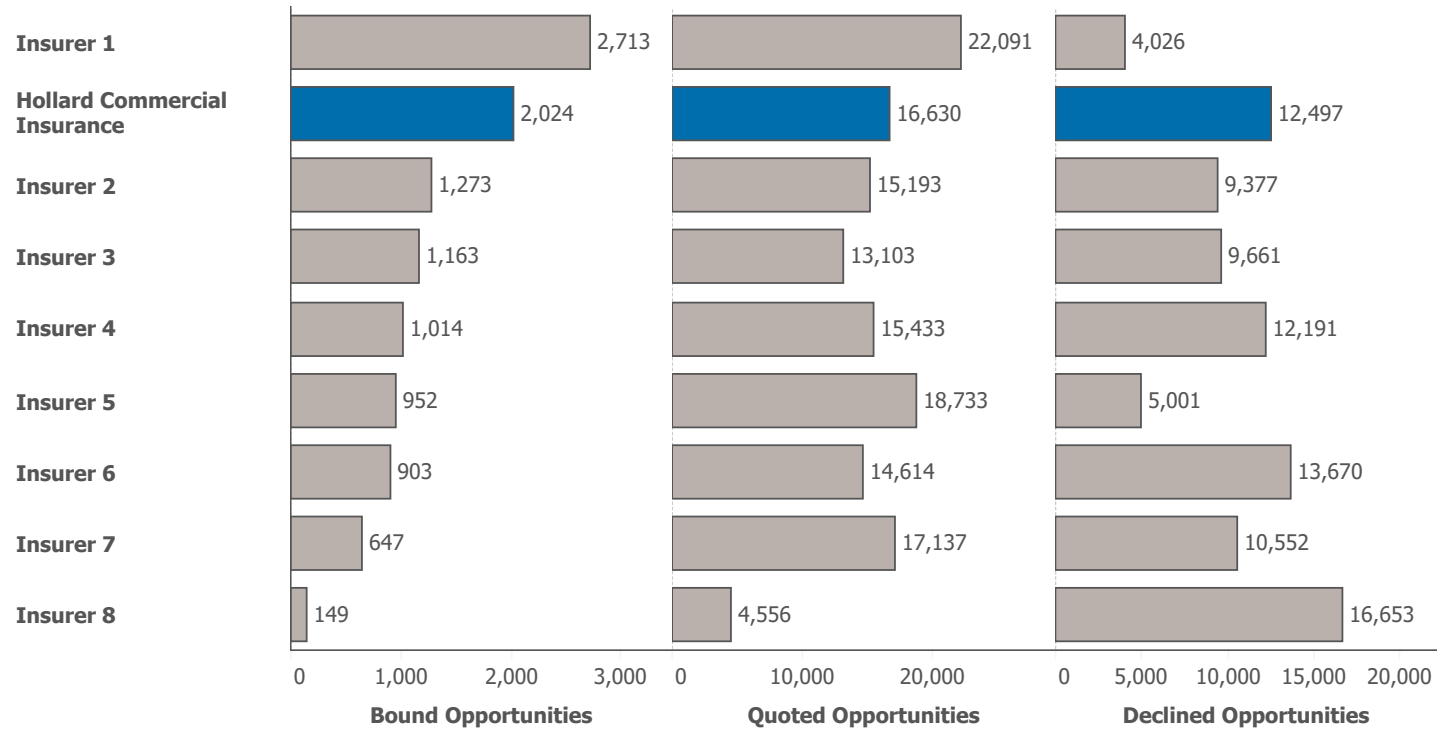
Strike Rate	18.91%	12.91%	4.35%	13.79%	11.45%	8.25%	11.34%	10.43%
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New Business Opportunities - Insurer Comparison

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



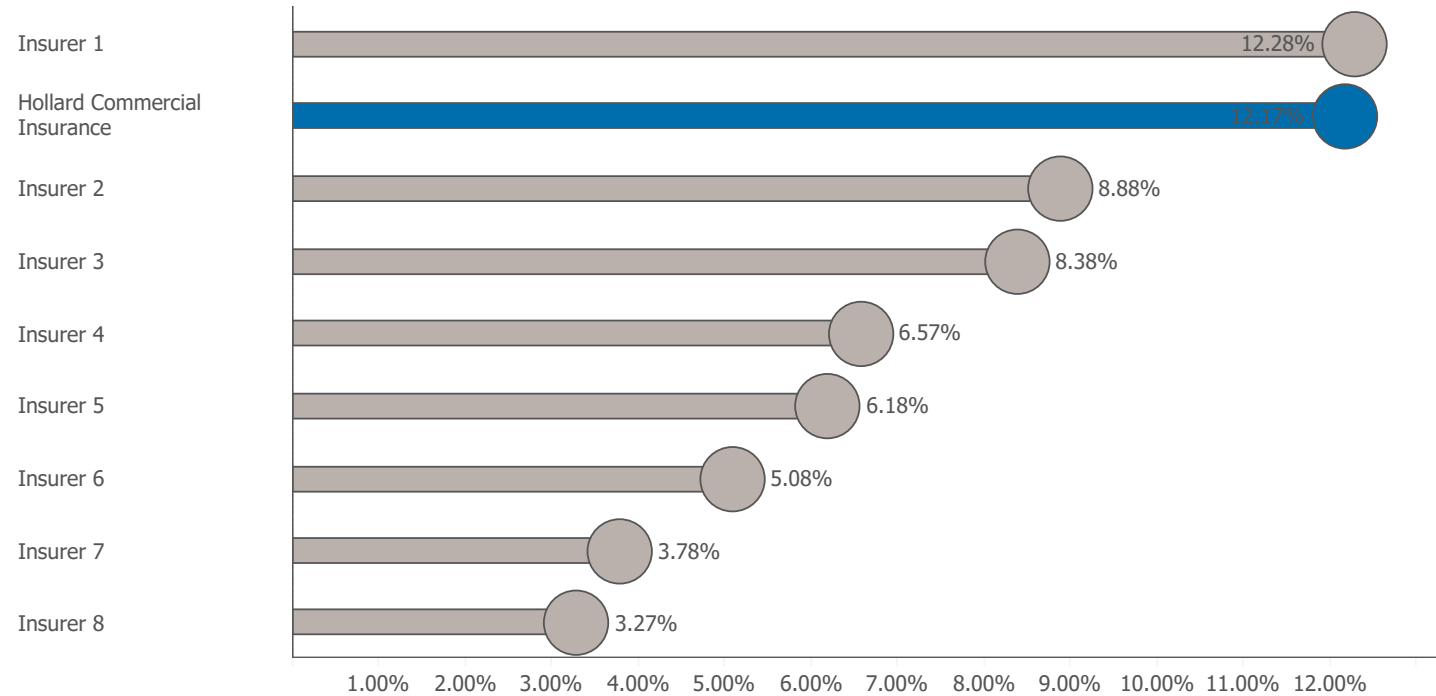
Opportunity Comparison by Insurer

	Insurer 1	Holland Commercial..	Insurer 2	Insurer 3	Insurer 4	Insurer 5	Insurer 6	Insurer 7	Insurer 8
Total Opportunities	31,626	30,835	32,010	31,288	31,234	32,209	31,961	31,069	31,986
Declined Opportunities	4,026	12,497	9,377	9,661	12,191	5,001	13,670	10,552	16,653
Decline Rate	12.73%	40.53%	29.29%	30.88%	39.03%	15.53%	42.77%	33.96%	52.06%
Quoted Opportunities	22,091	16,630	15,193	13,103	15,433	18,733	14,614	17,137	4,556
Bound Opportunities	2,713	2,024	1,273	1,163	1,014	952	903	647	149
Strike Rate	12.28%	12.17%	8.38%	8.88%	6.57%	5.08%	6.18%	3.78%	3.27%

Strike Rate

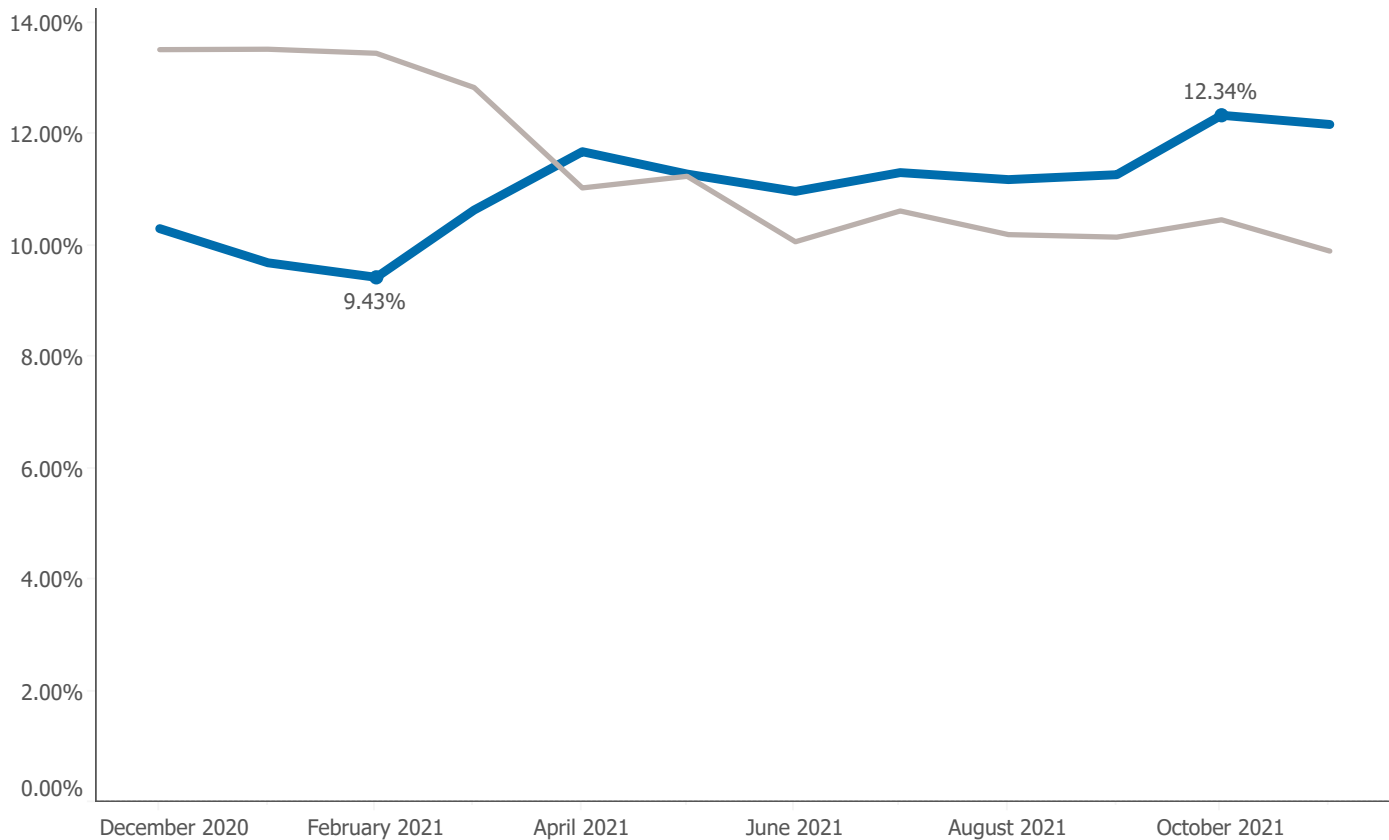
The strike rate is the total bound opportunities divided by the number of quoted opportunities and is measured at the inception date of the opportunity across all new business transactions.

Strike Rate Insurer Comparison for 01/11/2021



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

2,998

Declined Opportunities

68

Quoted Opportunities

2,857

Bound Opportunities

2,298

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
52	906	2	624	139	58	963	254

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	2	15	0	13	7	0	25	6

Decline Rate	3.85%	1.66%	0.00%	2.08%	5.04%	0.00%	2.60%	2.36%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	50	861	2	599	127	57	920	241

Quote Rate	100.00%	96.63%	100.00%	98.04%	96.21%	98.28%	98.08%	97.18%
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Bound Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	35	701	2	508	111	45	710	186

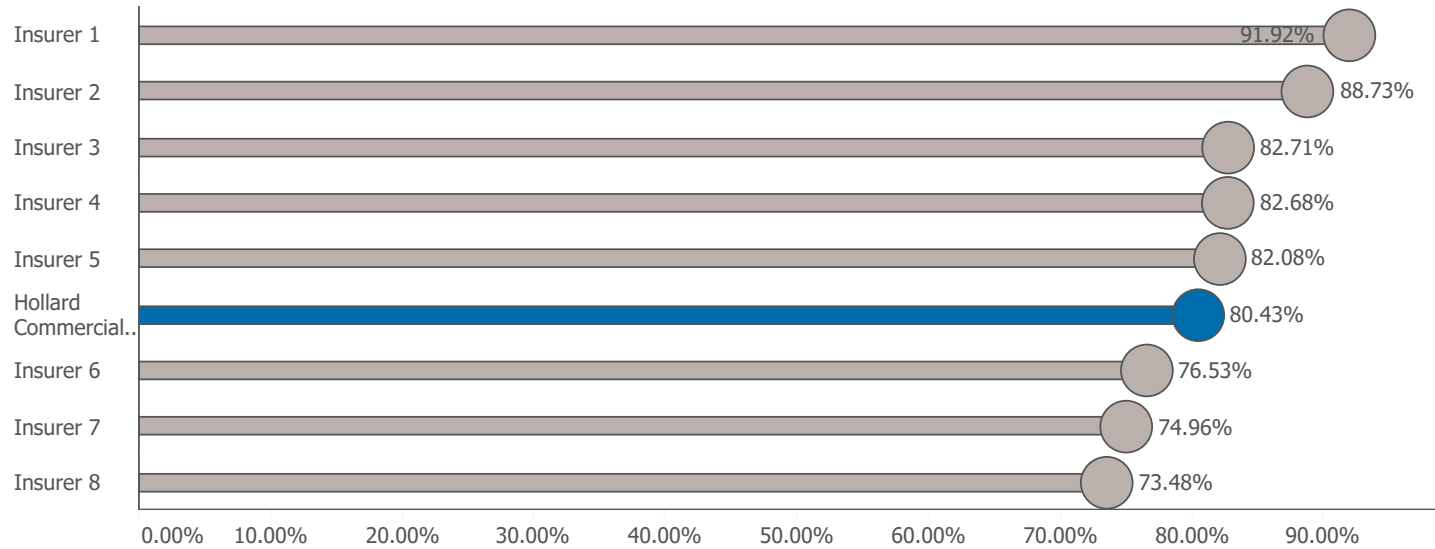
Retention Rate	70.00%	81.42%	100.00%	84.81%	87.40%	78.95%	77.17%	77.18%
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Renewal Retention

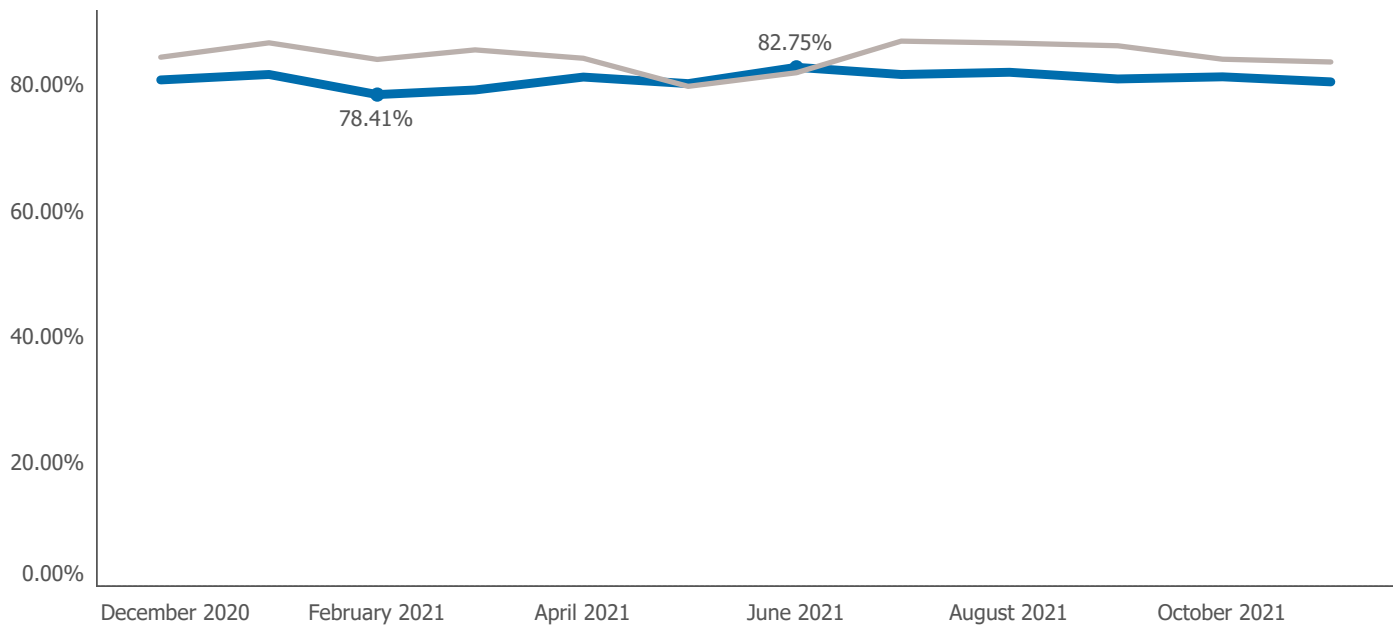
Renewal retention is based on the inception date of all renewal quotes, and is calculated as the total bound renewal opportunities divided by the number of quoted renewal opportunities.

Renewal Retention Rate Insurer Comparison for 01/11/2021

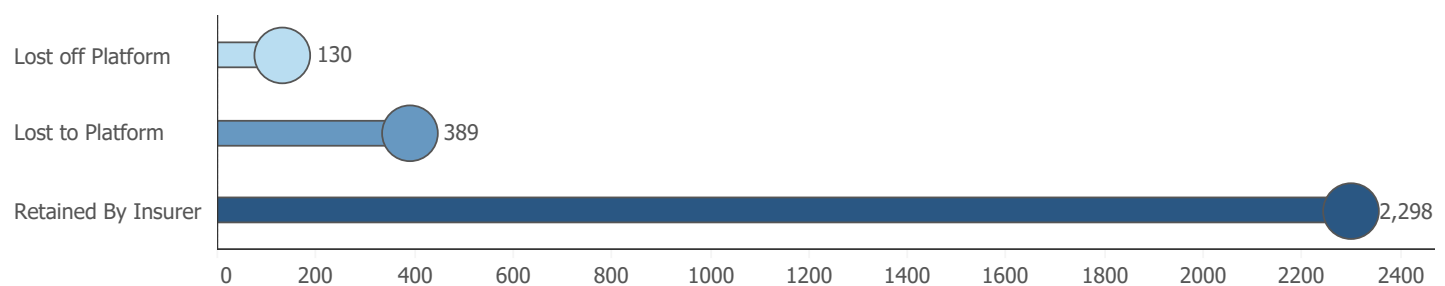


Renewal Retention by Month

CURRENT YEAR | **PRIOR YEAR**



Renewal Retention Breakdown

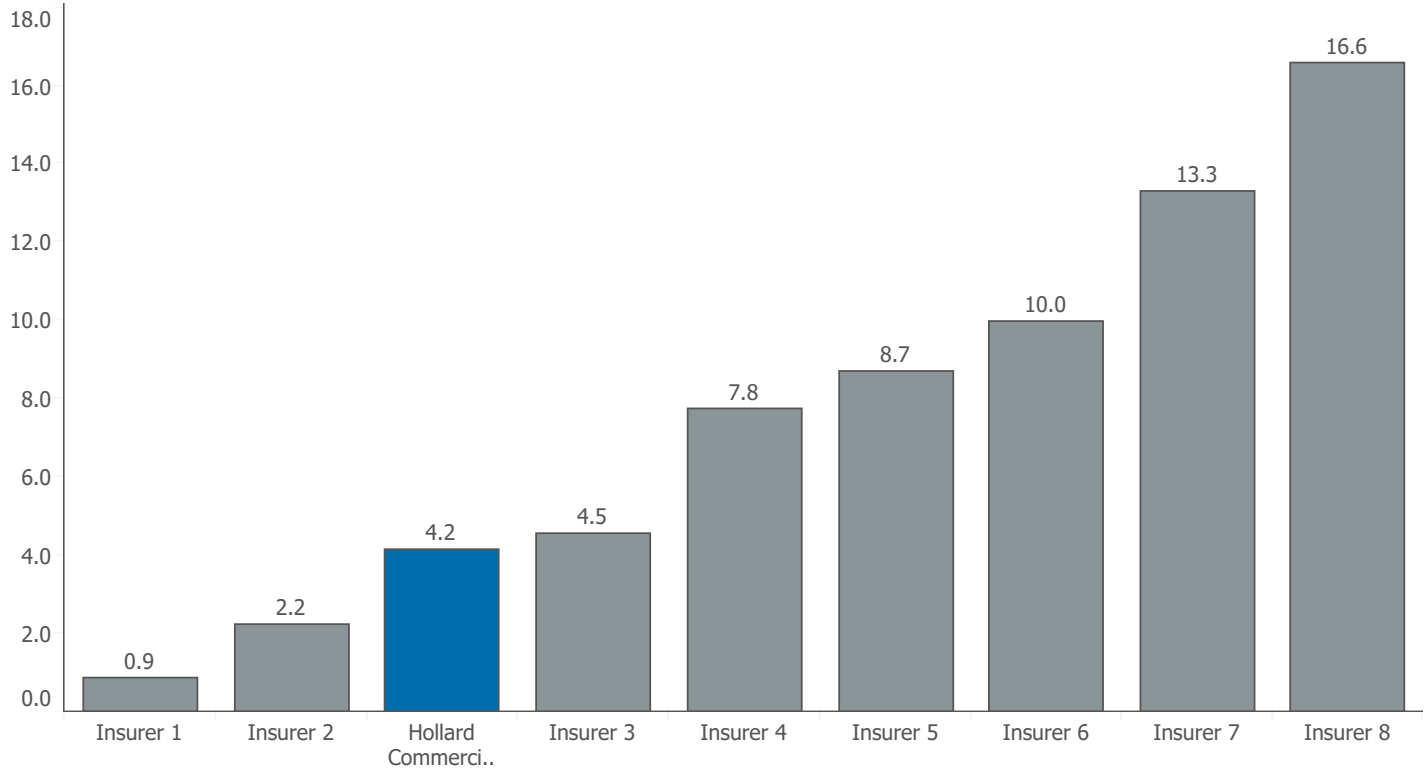


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Response Times

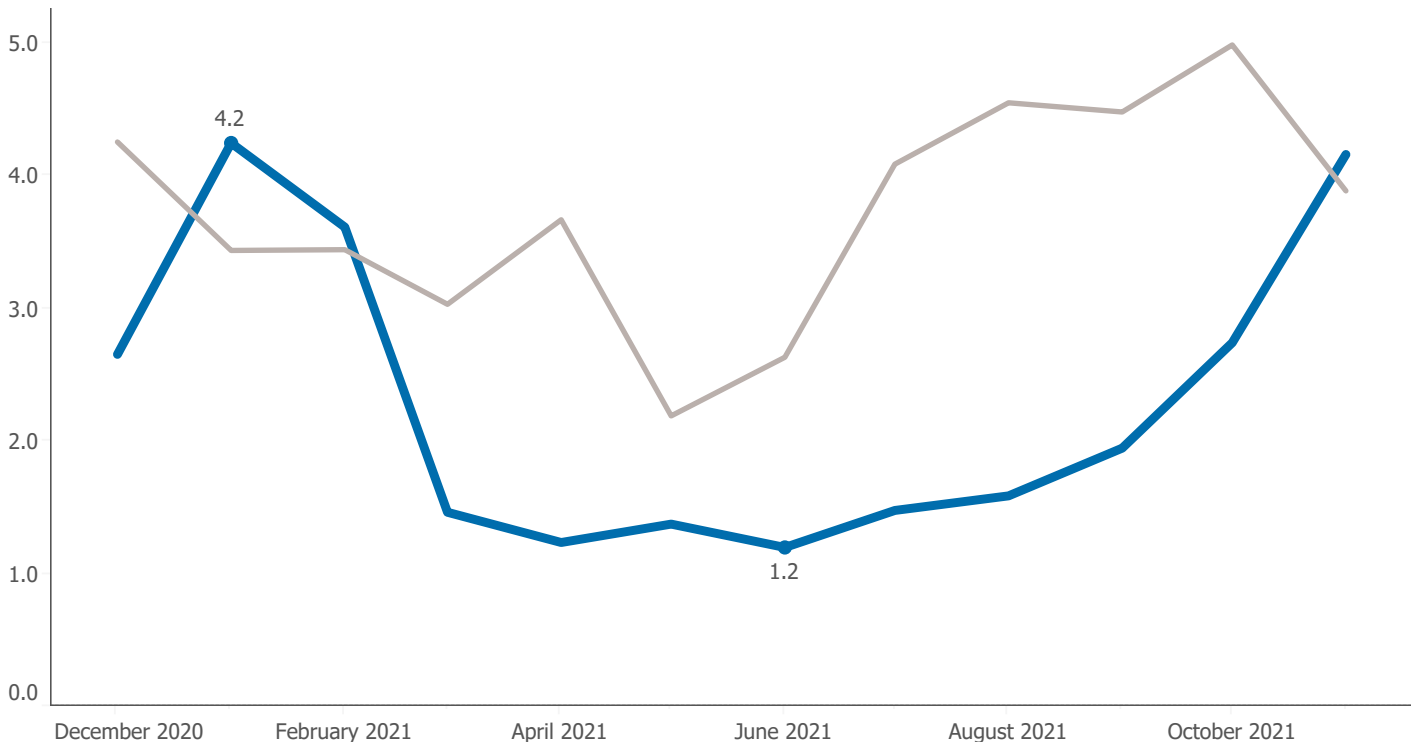
Response time is the average time between a broker sending a quote request message and the insurer responding to the message. It excludes auto rated responses where applicable. The time is calculated between the hours of 9am - 5pm AEST, Monday to Friday, inclusive of public holidays and is reported at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

Response Time (Hours) Insurer Comparison



Response Time (Hours) by Month

CURRENT YEAR | **PRIOR YEAR**



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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)	2,567	1,536	114
Property Owner - Factory/Industrial	1,746	966	117
Property Owner - Noc	610	276	43
Restaurant, Licensed, With Deep Frying	608	388	90
Property Owner - Office (Single Storey)	557	390	34
Property Owner - Warehouse	554	295	38
Carpenter	553	322	123
Electrician	553	335	107
Plumber	546	360	122
Handyman / Property Maintenance	535	238	44
Road Freight Transport Service - No Storage	507	106	10
Property Owner - Office (Multi Storey)	454	290	51
Beauty Salon Operation	413	344	138
Earthmoving	329	71	9
Hairdressing Service	327	298	114
Cafe Operation, Not Licensed With Deep Frying	307	215	53
Real Estate Agency Service	280	239	45
Cafe Operation, Licensed With Deep Frying	258	170	48
Cleaning Service Noc	219	157	45
Motor Mechanics	214	160	10

Top 20 Presented Occupations across SCTP Portfolio

	Presented Opportunities	Quoted Opportunities	Bound Opportunities
Property Owner - Retail (Not arcades/Malls)	3,457	3,273	1,971
Property Owner - Factory/Industrial	2,359	2,206	1,442
Property Owner - Office (Single Storey)	821	790	530
Property Owner - Warehouse	793	743	484
Property Owner - Noc	791	701	391
Restaurant, Licensed, With Deep Frying	758	719	392
Handyman / Property Maintenance	742	732	443
Electrician	724	716	471
Road Freight Transport Service - No Storage	713	707	460
Carpenter	666	658	369
Plumber	664	649	335
Property Owner - Office (Multi Storey)	614	585	377
Beauty Salon Operation	535	527	337
Earthmoving	429	411	231
Hairdressing Service	428	422	309
Cafe Operation, Not Licensed With Deep Frying	383	370	216
Real Estate Agency Service	376	371	231
Cafe Operation, Licensed With Deep Frying	321	309	174
Cleaning Service Noc	278	272	145

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	3,357	2,038	571
Resilium Insurance Broking Pty Ltd	2,559	1,546	462
Ausure Insurance Brokers	2,306	1,446	299
United Insurance Group	1,244	774	181
CBN	765	547	167
McLardy McShane Partners Pty Ltd	695	417	101
QIB Group	588	251	70
PSC Connect Pty Ltd (VIC)	507	330	84
Insurance House Advance	497	287	65
Aviso EIA Pty Ltd	446	252	79
Oracle Group (Australia) Pty Ltd	433	248	56
Insurance House Pty Ltd	422	245	56
Steadfast Taswide Insurance Brokers	383	191	23
PSC Connect Pty Ltd (NSW)	373	211	63
Steadfast IRS Pty Ltd	354	226	69
Consolidated Insurances Pty Ltd	343	182	38
PSC Connect Pty Ltd (QLD)	334	168	52
Pollard Insurance Brokers Pty Ltd	329	188	34
Centrewest Insurance Brokers Pty Ltd	285	158	16
United Insurance - Winbeat site	280	178	49
Steadfast Eastern Insurance Brokers	250	171	56
Elliott Insurance Brokers	231	142	48
Brookvale Insurance Brokers	228	136	54
Apollo Risk Services	225	120	30
Coverforce Insurance Broking Pty Ltd (NSW)	214	110	30
BJS Insurance Brokers Pty Ltd	202	121	19
Tony Bemrose Insurance Brokers Pty Ltd	201	150	47
Consolidated Insurance Agencies Pty Ltd	200	125	30
Reliance Franchise Partners	199	125	30
Bruce Insurance Brokers Pty Ltd	196	125	26
Coverforce Insurance Broking Pty Ltd (ARs)	190	121	16
PSC Insurance Brokers (Eastern)	185	111	22
Australian Broker Network	180	110	24
Dunk Insurance	179	110	23
Midland Insurance Brokers Australia Pty Ltd	174	115	11
Aviso (Fitzpatrick & Company Insurance Brokers Pty Ltd)	171	95	16
AIS Insurance Brokers	169	83	10
ADK Insurance Brokers Pty Ltd	168	110	30
PSC Alliance Insurance Broking Services Pty Ltd	167	108	16
Macey Insurance Brokers Pty Ltd	157	86	10

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