

SCTP Commercial Insurer Performance Report

Hollard - Business Pack

August 2020



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

\$4,316,810

Fiscal Year to Date Base Premium

\$8,468,595

Rolling 12 Base Premium

\$48,516,729

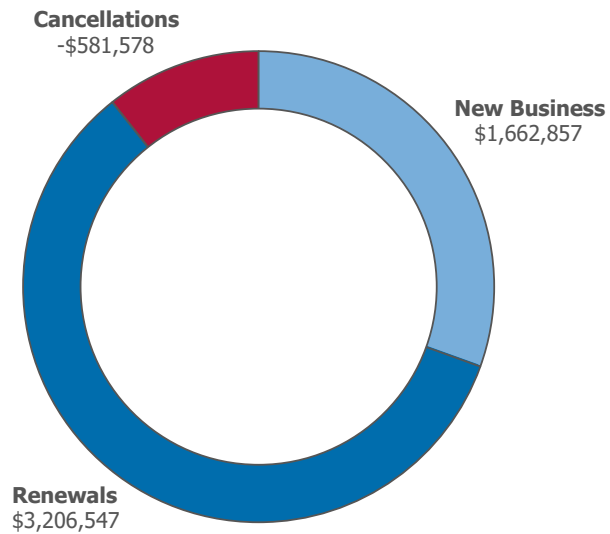
Hollard - Average Base Premium

\$1,396

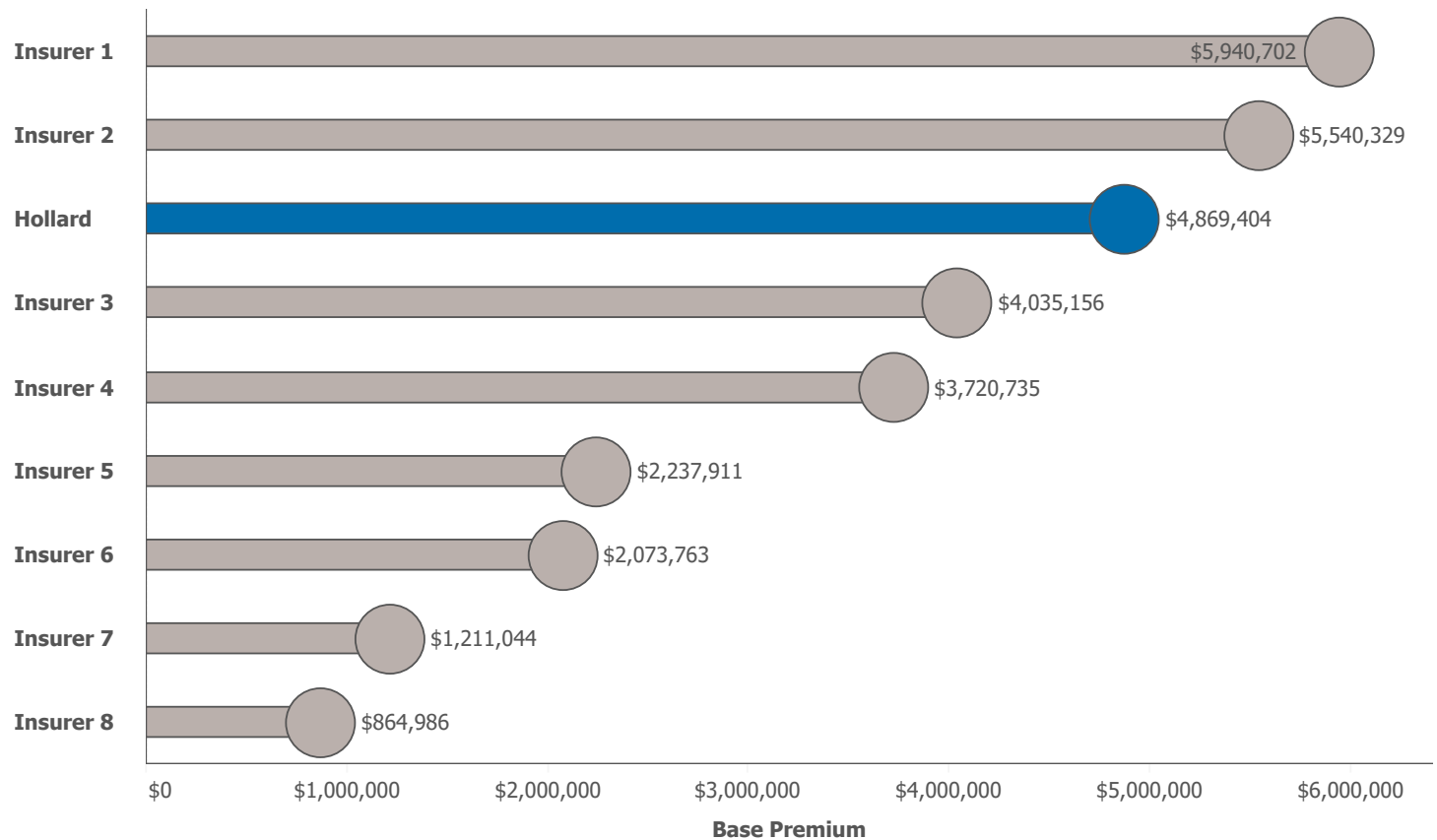
All Insurers - Average Base Premium

\$1,802

Transaction Type Breakdown



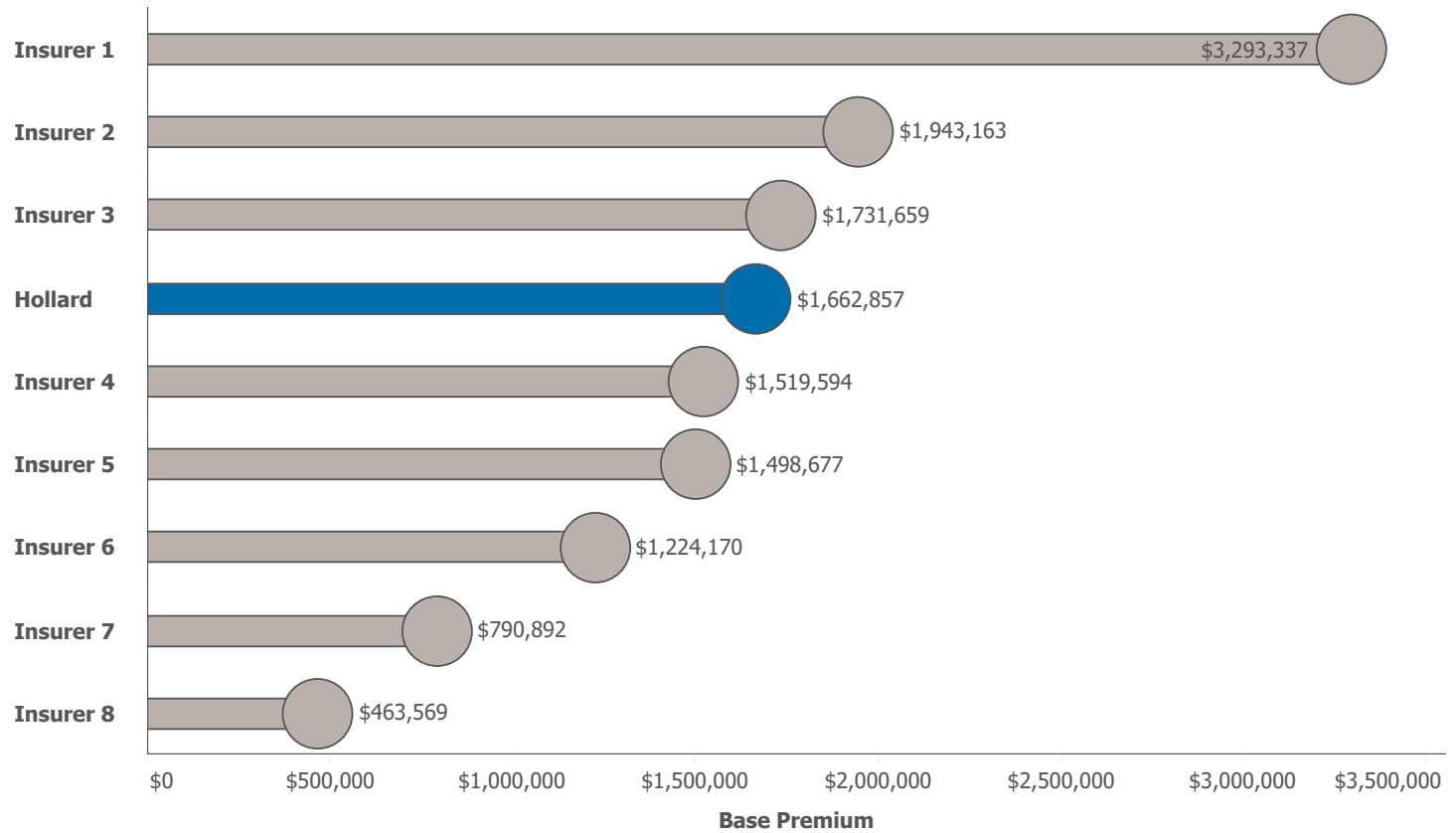
Overall Insurer Comparison



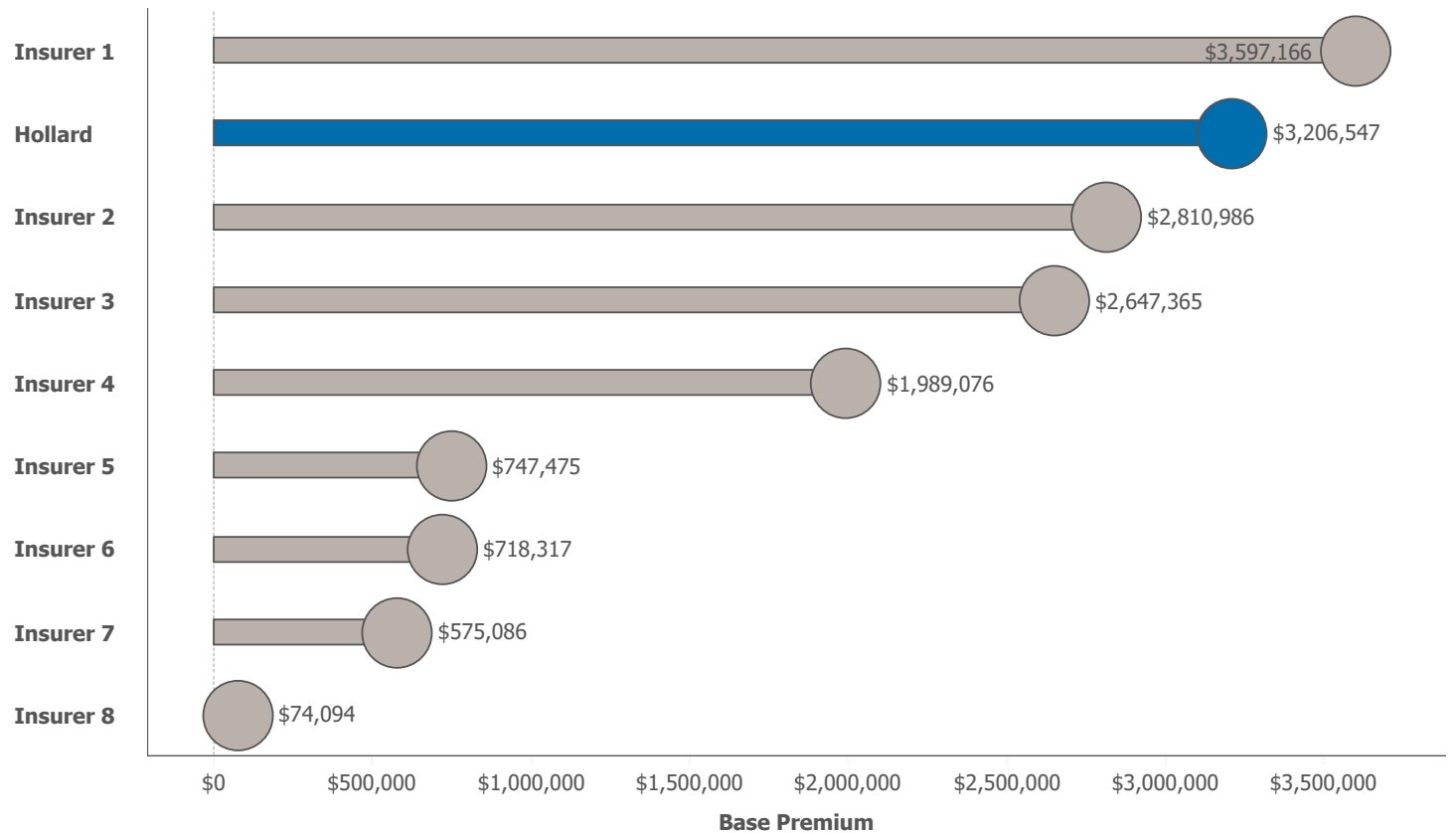
Strictly Commercial-in-Confidence

Base Premium

New Business Insurer Comparison



Renewal Insurer Comparison



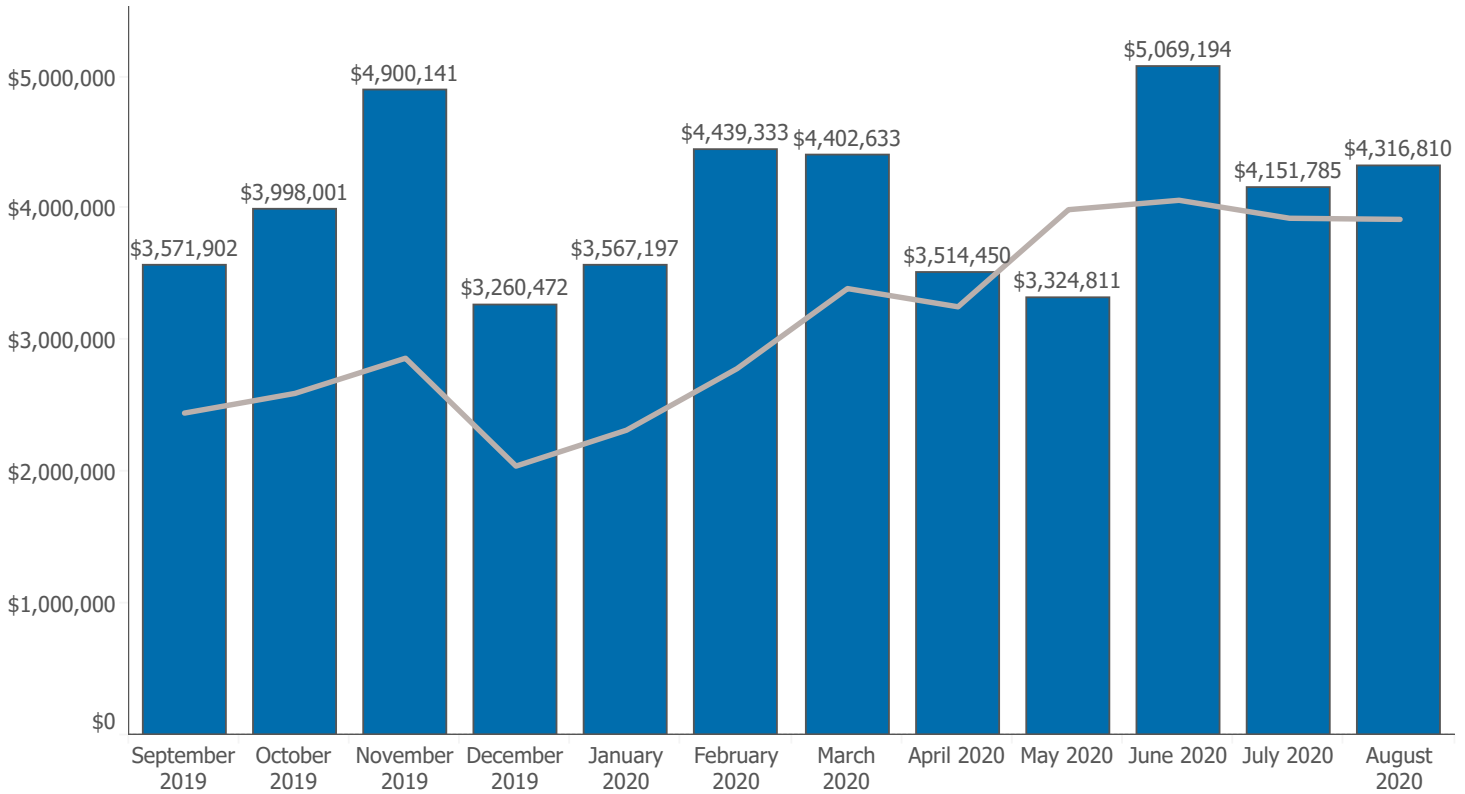
Strictly Commercial-in-Confidence

Base Premium

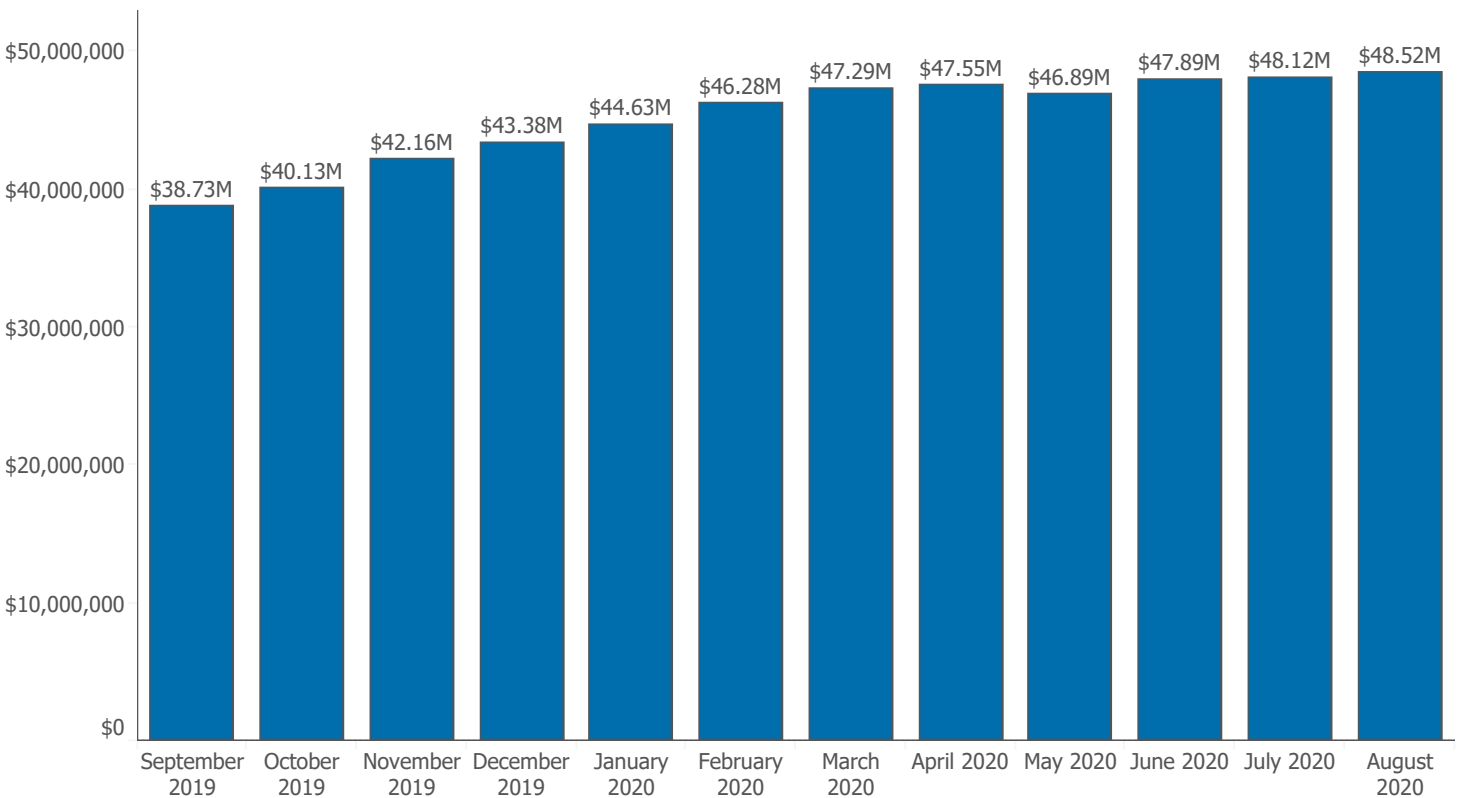
Base premium of policies bound during the reporting period includes cancellations and endorsements and is measured on the bound date of policies.

Base Premium by Month

CURRENT YEAR | **PRIOR YEAR**



Rolling 12 Months Base Premium



Strictly Commercial-in-Confidence

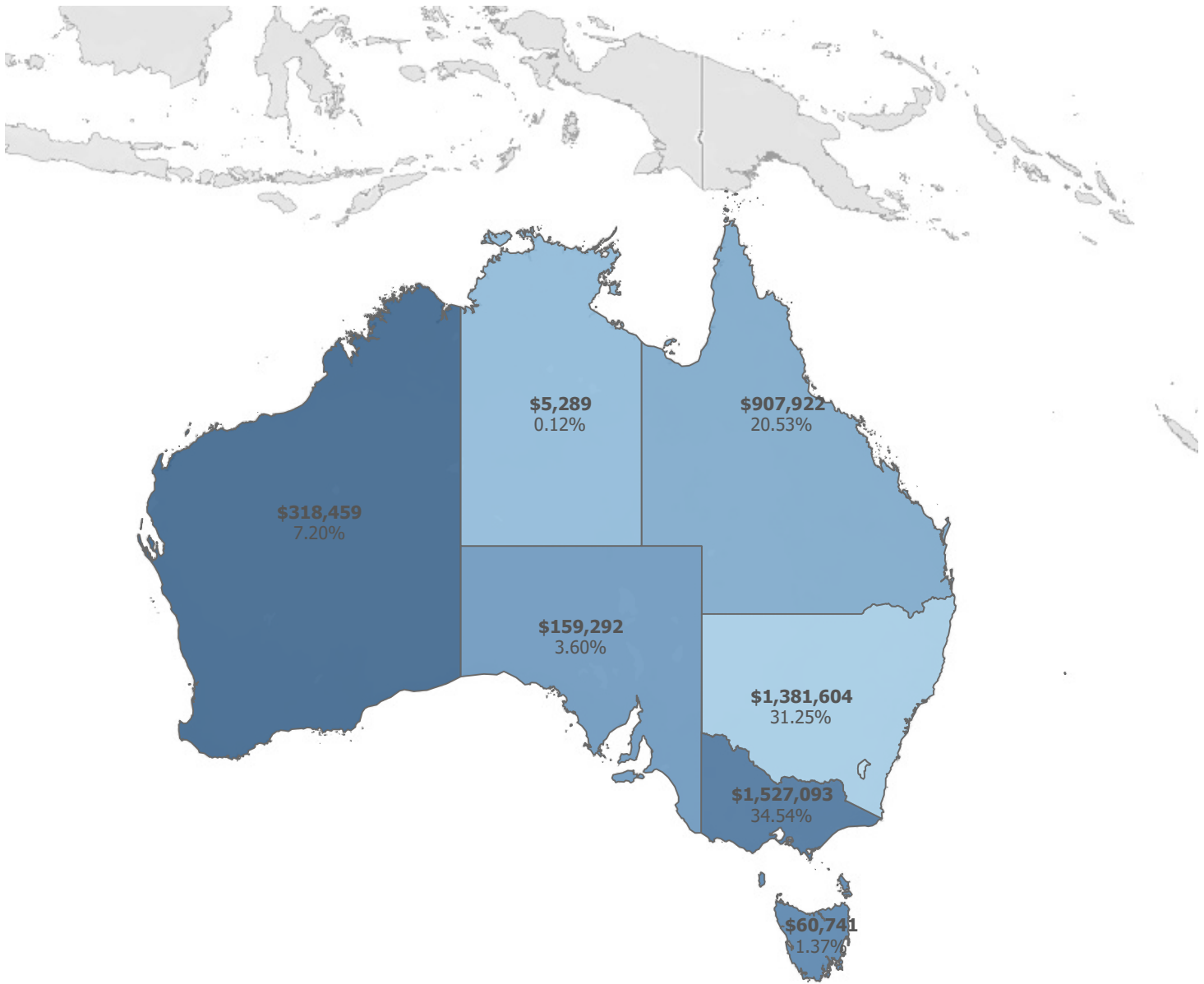
State Activity

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 01/08/2020

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Grand Total
New Business	\$32,296	\$483,865	\$0	\$345,832	\$61,008	\$26,682	\$461,413	\$130,838	\$1,541,934
Renewals	\$28,718	\$897,739	\$5,289	\$562,089	\$98,284	\$34,059	\$1,065,680	\$187,622	\$2,879,479
Grand Total	\$61,014	\$1,381,604	\$5,289	\$907,922	\$159,292	\$60,741	\$1,527,093	\$318,459	\$4,421,414

Base Premium Breakdown by State for 01/08/2020



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	Declined Opportunities	Quoted Opportunities	Bound Opportunities
25,875	10,376	14,100	1,374

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
259	7,699	113	5,565	1,208	914	7,028	3,089

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	90	2,886	67	2,573	447	441	2,671	1,201

Decline Rate	34.75%	37.49%	59.29%	46.24%	37.00%	48.25%	38.01%	38.88%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	158	4,368	42	2,790	696	432	3,909	1,705

Quote Rate	93.49%	90.75%	91.30%	93.25%	91.46%	91.33%	89.72%	90.31%
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Bound Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	24	448	0	302	63	37	352	148

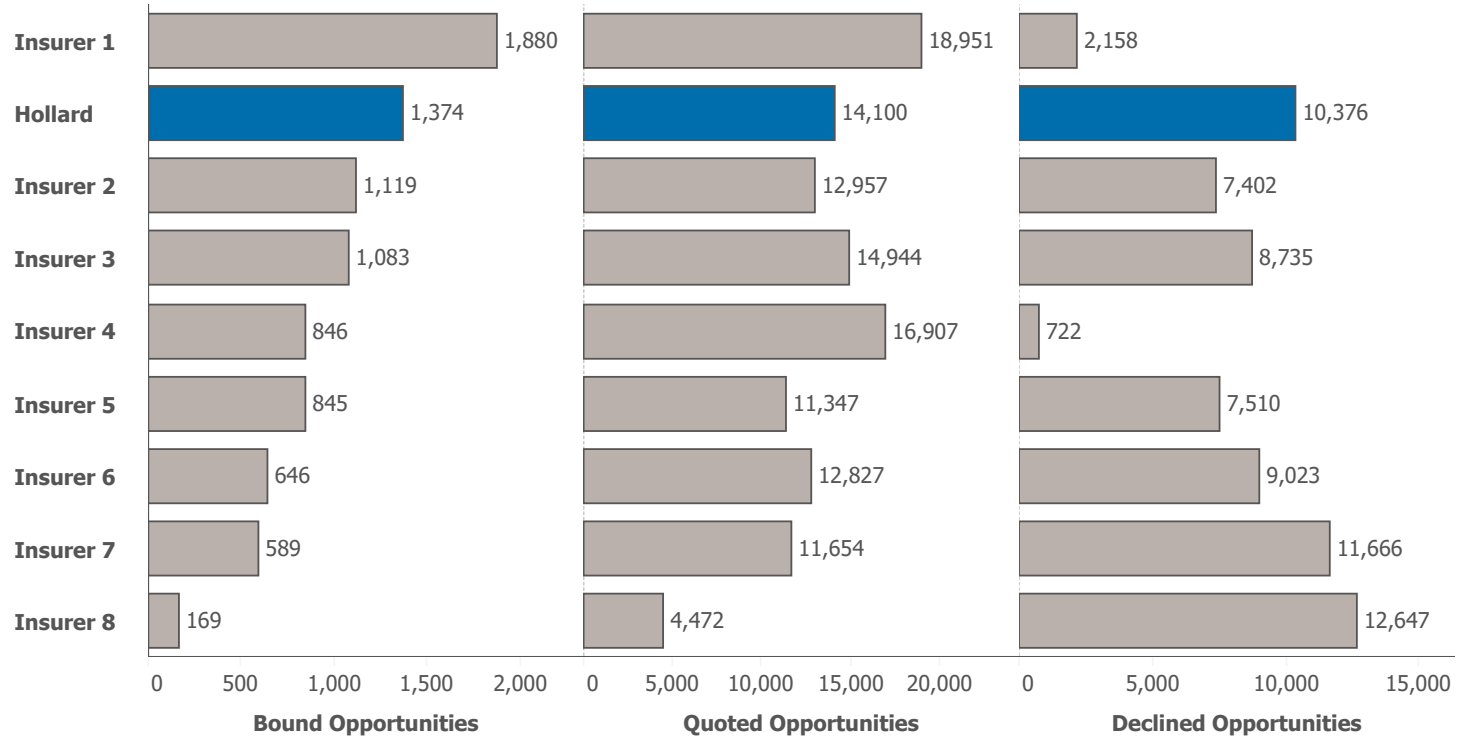
Strike Rate	15.19%	10.26%	0.00%	10.82%	9.05%	8.56%	9.00%	8.68%
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New Business Opportunities - Insurer Comparison

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



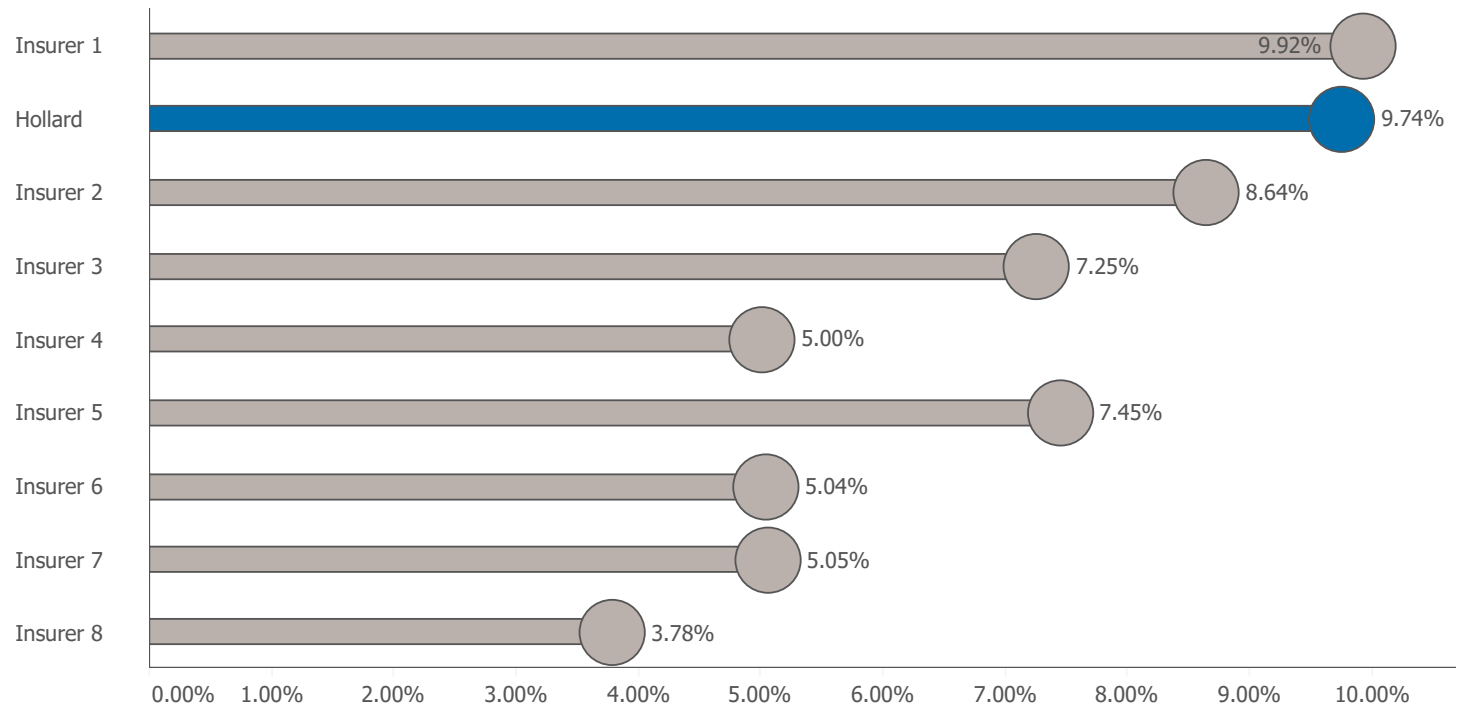
Opportunity Comparison by Insurer

	Insurer 1	Hollard	Insurer 2	Insurer 3	Insurer 4	Insurer 5	Insurer 6	Insurer 7	Insurer 8
Total Opportunities	26,946	25,875	27,216	26,589	27,017	26,047	26,718	26,630	26,742
Declined Opportunities	2,158	10,376	7,402	8,735	722	7,510	9,023	11,666	12,647
Decline Rate	8.01%	40.10%	27.20%	32.85%	2.67%	28.83%	33.77%	43.81%	47.29%
Quoted Opportunities	18,951	14,100	12,957	14,944	16,907	11,347	12,827	11,654	4,472
Bound Opportunities	1,880	1,374	1,119	1,083	846	845	646	589	169
Strike Rate	9.92%	9.74%	8.64%	7.25%	5.00%	7.45%	5.04%	5.05%	3.78%

Strike Rate

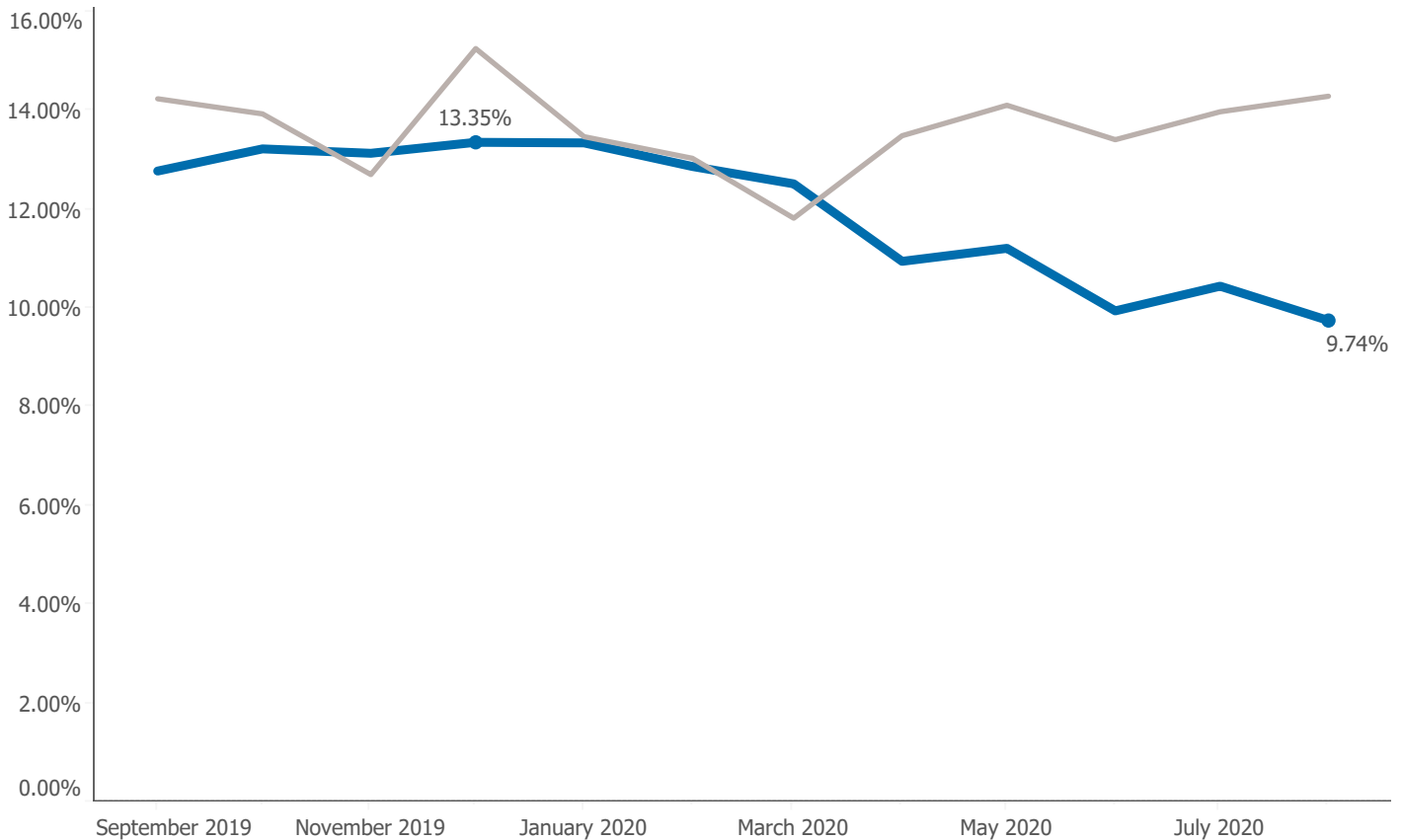
The strike rate is the total bound opportunities divided by the number of quoted opportunities and is measured at the inception date of the opportunity across all new business transactions.

Strike Rate Insurer Comparison for 01/08/2020



Strike Rate by Month

CURRENT YEAR | **PRIOR YEAR**



Strictly Commercial-in-Confidence

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

2,439

Declined Opportunities

17

Quoted Opportunities

2,365

Bound Opportunities

2,026

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
30	740	5	508	76	35	827	218

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	0	2	0	6	3	0	4	2

Decline Rate	0.00%	0.27%	0.00%	1.18%	3.95%	0.00%	0.48%	0.92%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	29	725	5	493	72	35	799	207

Quote Rate	96.67%	98.24%	100.00%	98.21%	98.63%	100.00%	97.08%	95.83%
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Bound Opportunities

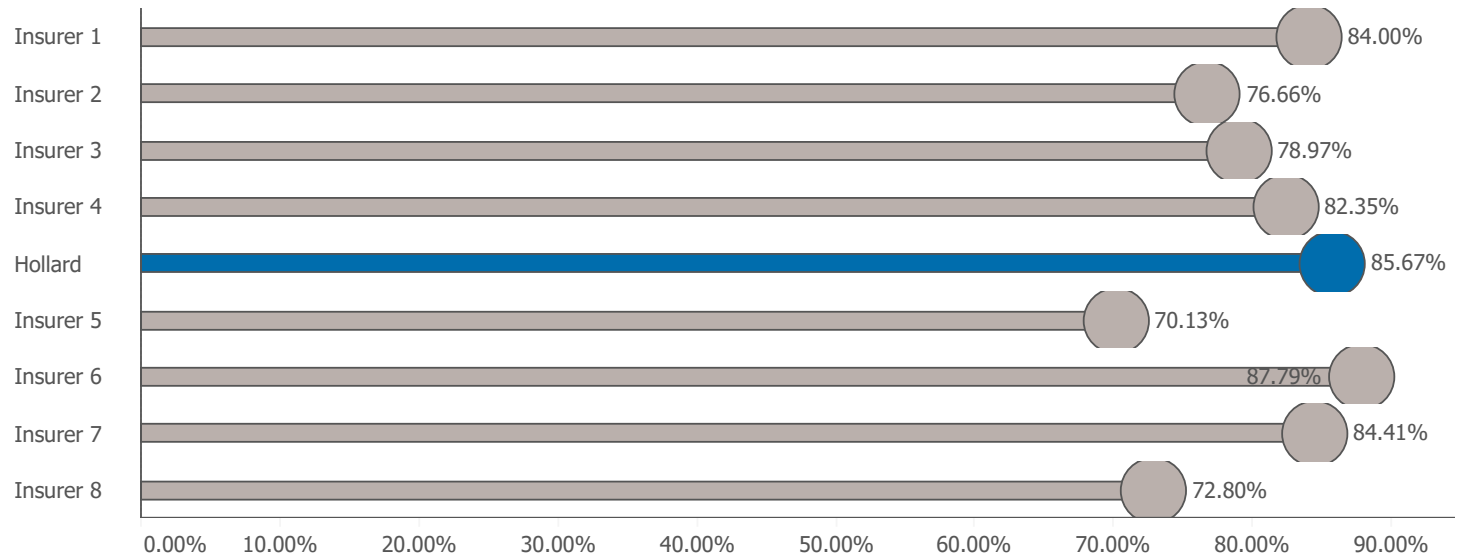
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	25	619	3	420	62	33	689	175

Retention Rate	86.21%	85.38%	60.00%	85.19%	86.11%	94.29%	86.23%	84.54%
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Renewal Retention

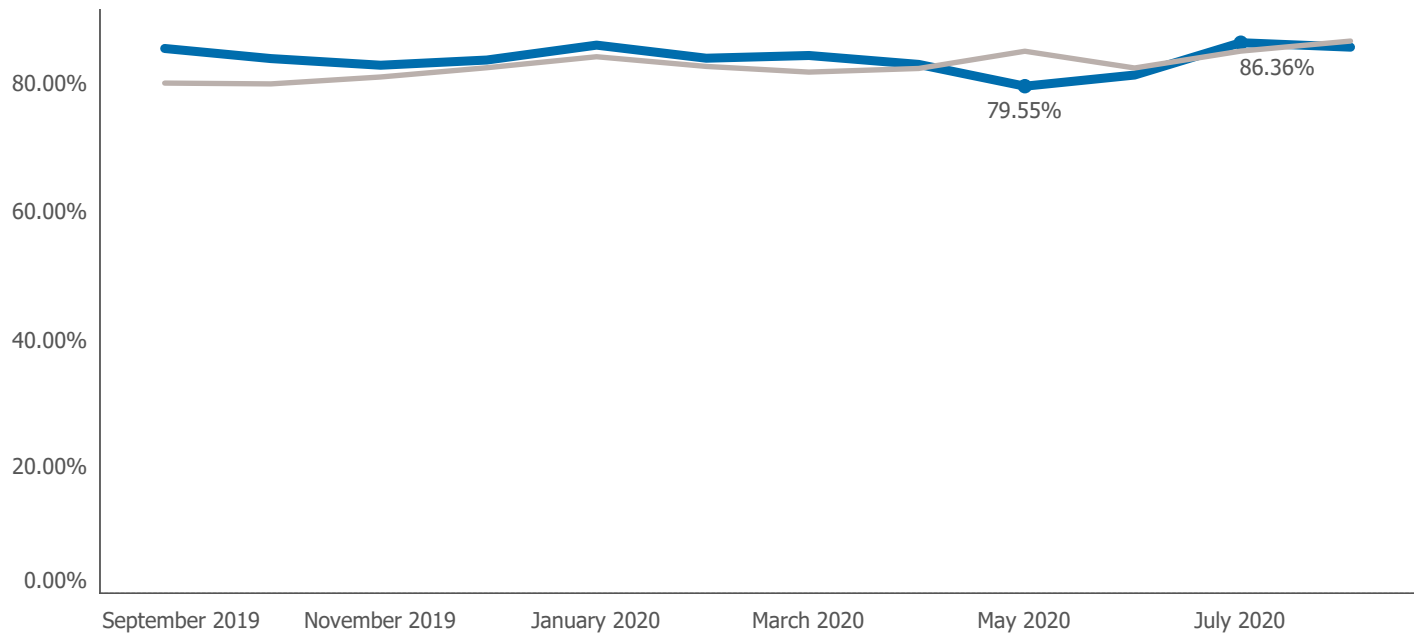
Renewal retention is based on the inception date of all renewal quotes, and is calculated as the total bound renewal opportunities divided by the number of quoted renewal opportunities.

Renewal Retention Rate Insurer Comparison for 01/08/2020



Renewal Retention by Month

CURRENT YEAR | **PRIOR YEAR**

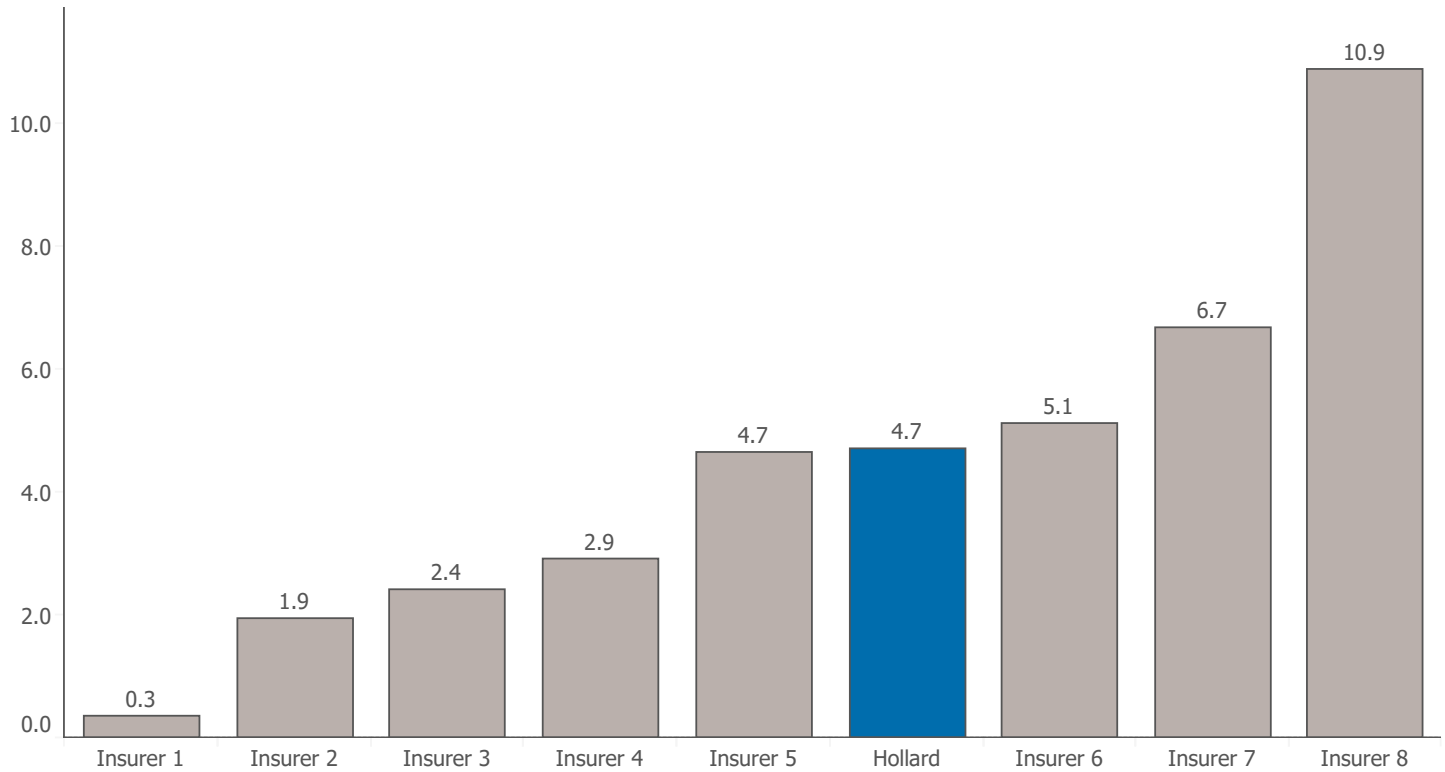


Renewal Retention Breakdown

Response Times

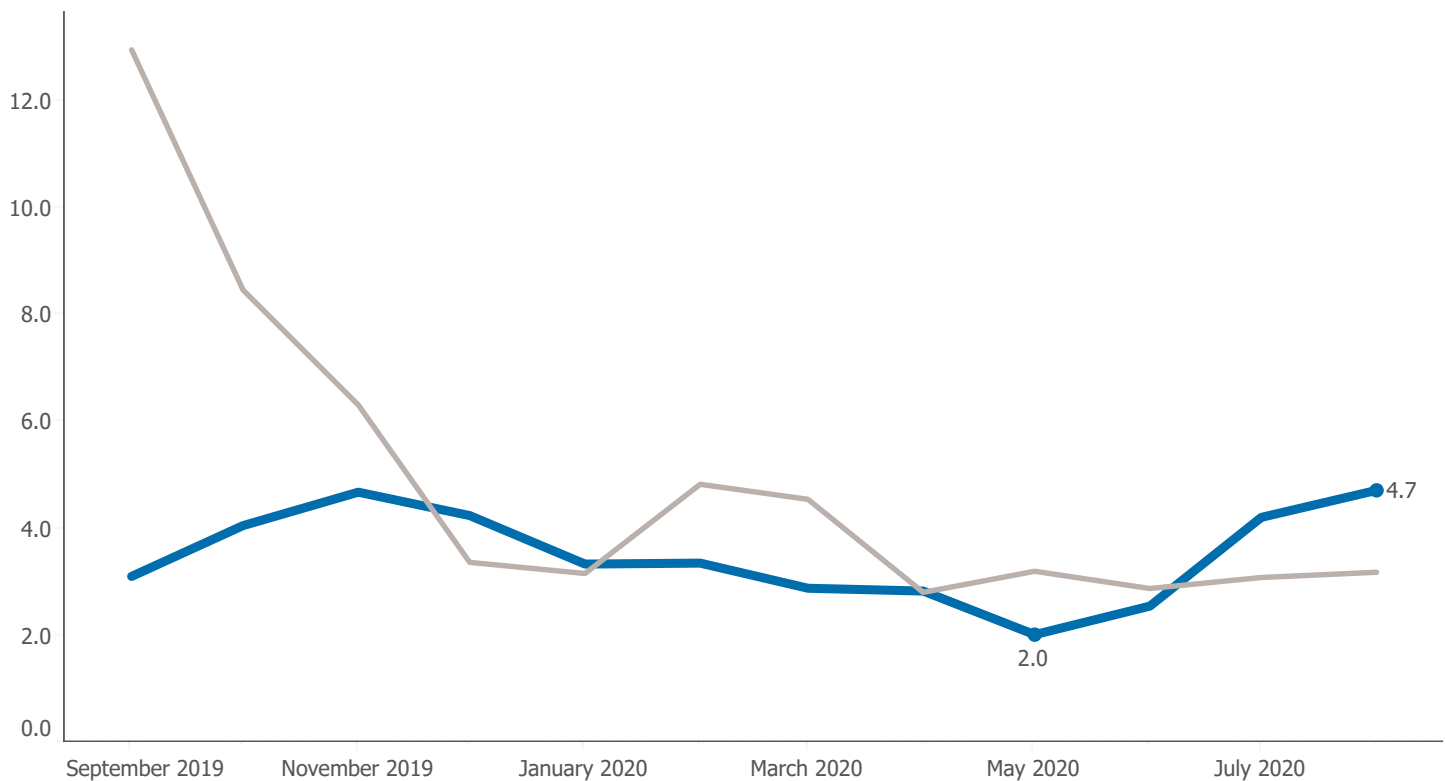
Response time is the average time between a broker sending a quote request message and the insurer responding to the message. It excludes auto rated responses where applicable. The time is calculated between the hours of 9am - 5pm AEST, Monday to Friday, inclusive of public holidays and is reported at 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's Top 20 Presented Occupations

	Presented Opportunities	Quoted Opportunities	Bound Opportunities
Property Owner - Retail (Not arcades/Malls)	118	78	6
Property Owner - Factory/Industrial	83	59	5
Property Owner - Office (Single Storey)	37	26	3
Restaurant, Licensed, With Deep Frying	35	29	4
Hairdressing Service	32	31	4
Property Owner - Warehouse	30	20	6
Cafe Operation, Not Licensed With Deep Frying	28	23	2
Property Owner - Noc	25	14	2
Accountant	24	22	2
Electrician	23	20	0
Carpenter	22	22	2
Real Estate Agency Service	18	17	1
Beauty Salon Operation	18	18	1
Plumber	17	12	2
Gardening Service Noc	17	16	3
Property Owner - Office (Multi Storey)	14	9	1
Cafe Operation, Not Licensed, No Deep Frying	14	11	0
Plasterer / Gyprocker	13	13	1
Handyman / Property Maintenance	13	11	0
Restaurant, Unlicensed, With Deep Fry	12	10	0

Top 20 Presented Occupations across SCTP Portfolio

	Presented Opportu..	Quoted Opportuniti..	Bound Opportuniti..
Property Owner - Retail (Not arcades/Malls)	266	247	29
Property Owner - Factory/Industrial	217	206	23
Property Owner - Office (Single Storey)	72	69	17
Property Owner - Warehouse	67	61	9
Electrician	59	57	8
Property Owner - Noc	58	53	7
Restaurant, Licensed, With Deep Frying	52	49	6
Carpenter	52	52	5
Plumber	50	48	8
Hairdressing Service	47	47	13
Cafe Operation, Not Licensed With Deep Frying	39	38	7
Property Owner - Office (Multi Storey)	38	37	1
Accountant	38	34	4
Handyman / Property Maintenance	36	36	4
Earthmoving	33	33	2
Cleaning Service Noc	31	28	2
Grocery Supermarket Operation, Unlicensed	21	20	2
Gardening Service Noc	21	20	5
Electricians - Commercial	17	17	2
Motor Mechanics	16	15	2

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	Quoted Opportunities	Bound Opportunities
Resilium Insurance Broking Pty Ltd	127	86	5
CBN	122	104	11
United Insurance Group	95	89	6
Ausure Insurance Brokers	73	57	9
Consolidated Insurances Pty Ltd	50	46	1
Community Broker Network	36	26	1
Pollard Insurance Brokers Pty Ltd	29	19	0
Regional Insurance Brokers Pty Ltd	27	20	4
Ian Hewitt & Associates	27	23	11
PSC Connect Pty Ltd (VIC)	24	20	2
Consolidated Insurance Agencies Pty Ltd	22	19	0
Steadfast Eastern Insurance Brokers	21	19	2
Steadfast Taswide Insurance Brokers	20	9	1
BJS Insurance Brokers (Gippsland) Pty Ltd	19	10	0
PSC Coast Wide (QLD)	17	8	0
Action Insurance Brokers	17	15	0
Australian Insurance Solutions - NSW	16	13	3
Blackburn Insurance Brokers Pty Ltd	15	14	2
BJS Insurance Brokers Pty Ltd	15	13	2
The Insurance Centre Pty Ltd	14	13	0
Business Insurance Specialists	14	9	4
Brookvale Insurance Brokers	14	13	0
AIS Insurance Brokers	14	5	1
United Insurance - Winbeat site	13	13	1
The One Stop Insurance Brokers Pty Ltd	13	4	0
McLardy McShane Partners Pty Ltd	13	9	1
Tony Bemrose Insurance Brokers Pty Ltd	12	8	1
MCI Insurance Brokers Pty Ltd	12	8	1
Great Wall Insurance Services Pty Ltd	12	11	0
Simplex Insurance Solutions	11	10	1
RSM Insurance Brokers	11	7	2
Australian Insurance Solutions Pty Ltd	11	9	4
Steadfast NSG Insurance Brokers	10	7	2
CN Botting & Associates Pty Ltd	10	9	5
Westlawn Insurance Brokers Pty Ltd	9	8	2
Allsafe Insurance Brokers Pty Ltd	9	7	0
Insurance Vision Pty Ltd	8	6	1
ADK Insurance Brokers Pty Ltd	7	7	1
Reliance Franchise Partners	6	4	1
Alliance Insurance Broking Services Pty Ltd	6	6	0