

SCTP Commercial Insurer Performance Report

Hollard - Business Pack

December 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

\$3,197,026

Fiscal Year to Date Base Premium

\$25,046,268

Rolling 12 Base Premium

\$49,363,886

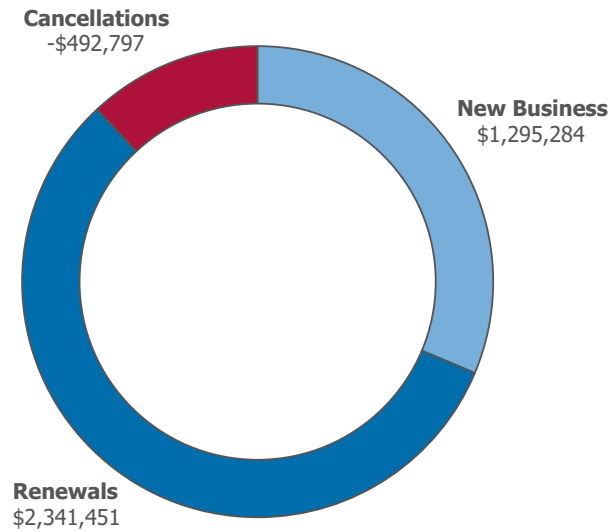
Hollard - Average Base Premium

\$1,419

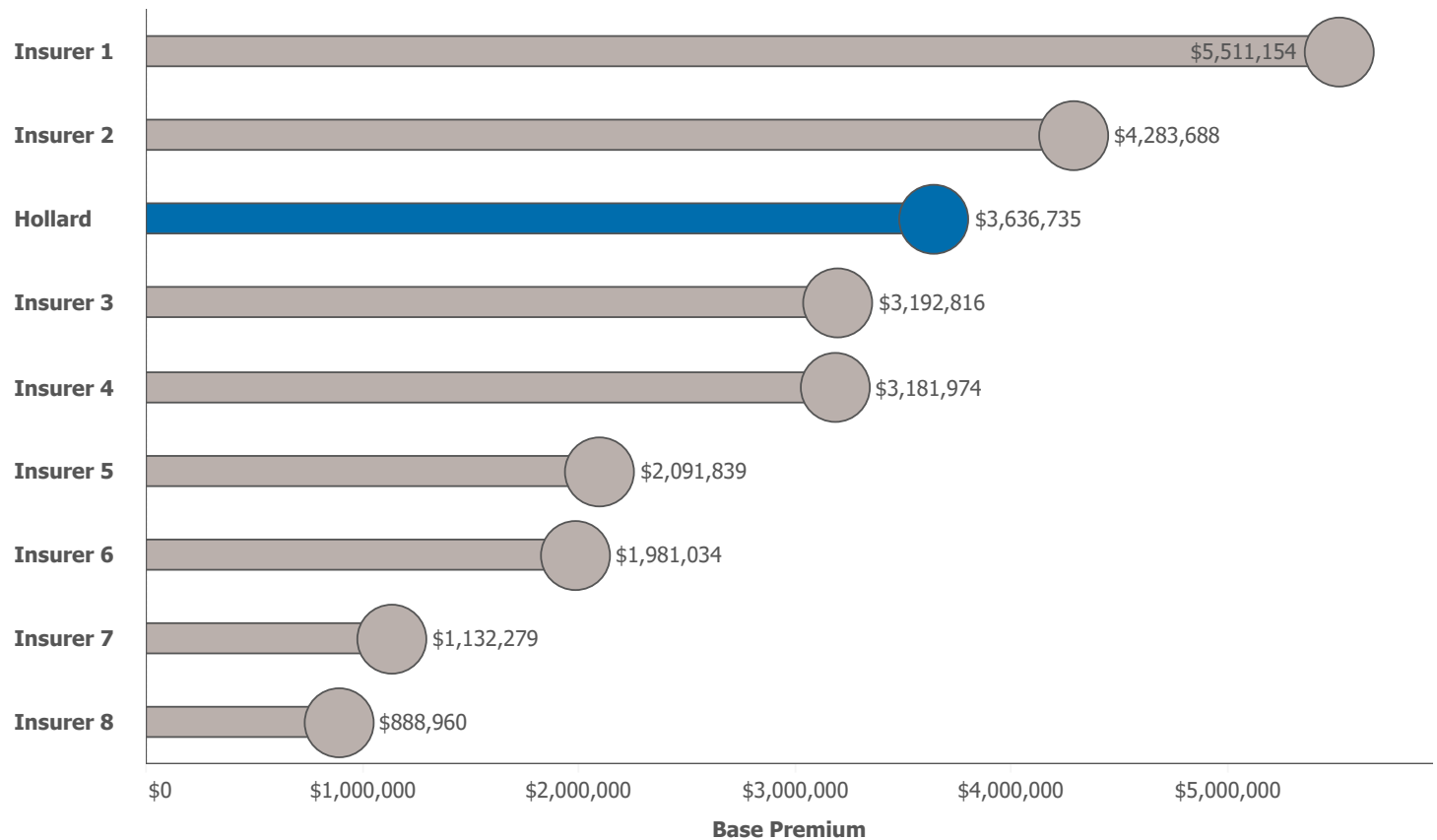
All Insurers - Average Base Premium

\$1,928

Transaction Type Breakdown



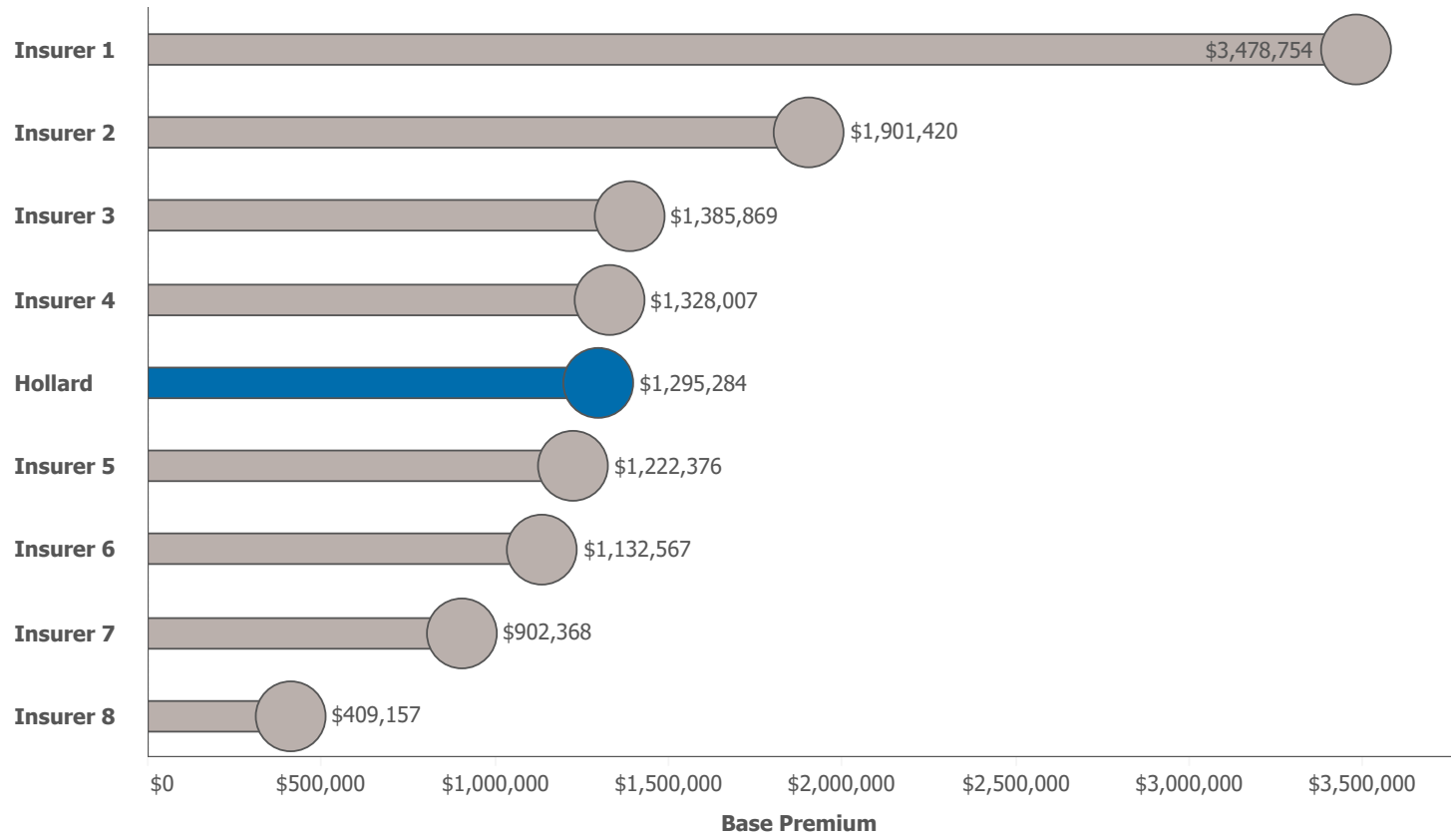
Overall Insurer Comparison



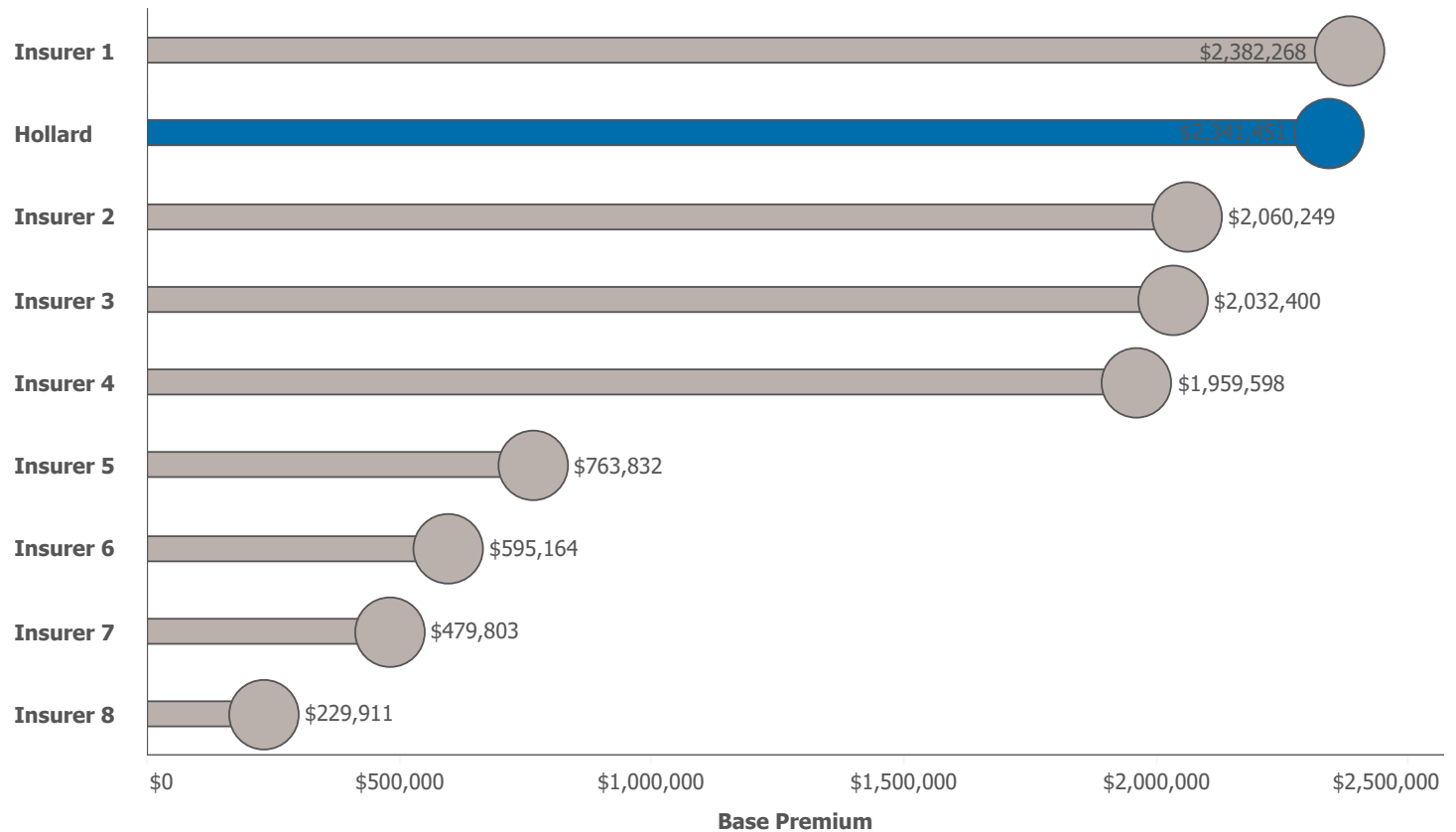
Strictly Commercial-in-Confidence

Base Premium

New Business Insurer Comparison



Renewal Insurer Comparison



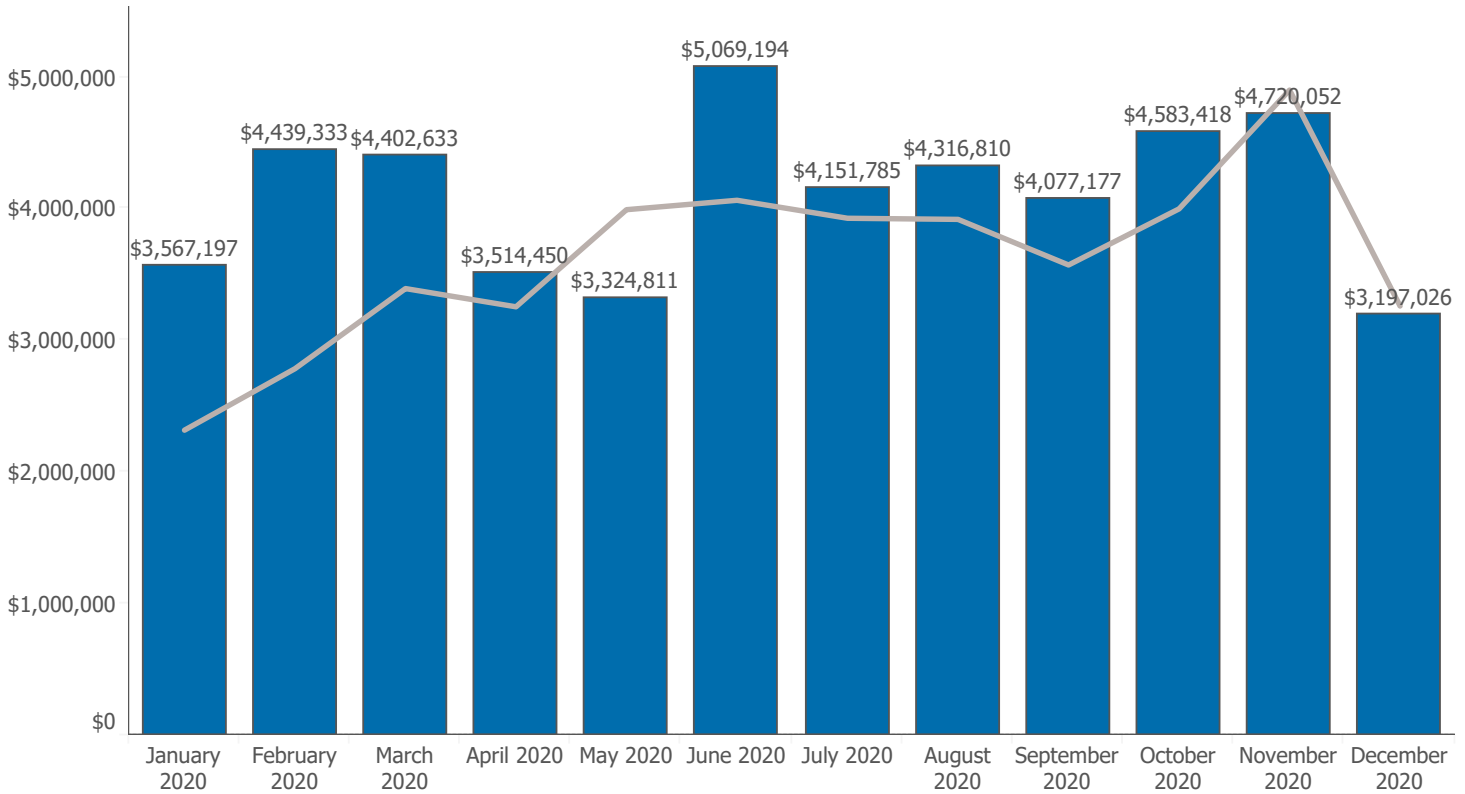
Strictly Commercial-in-Confidence

Base Premium

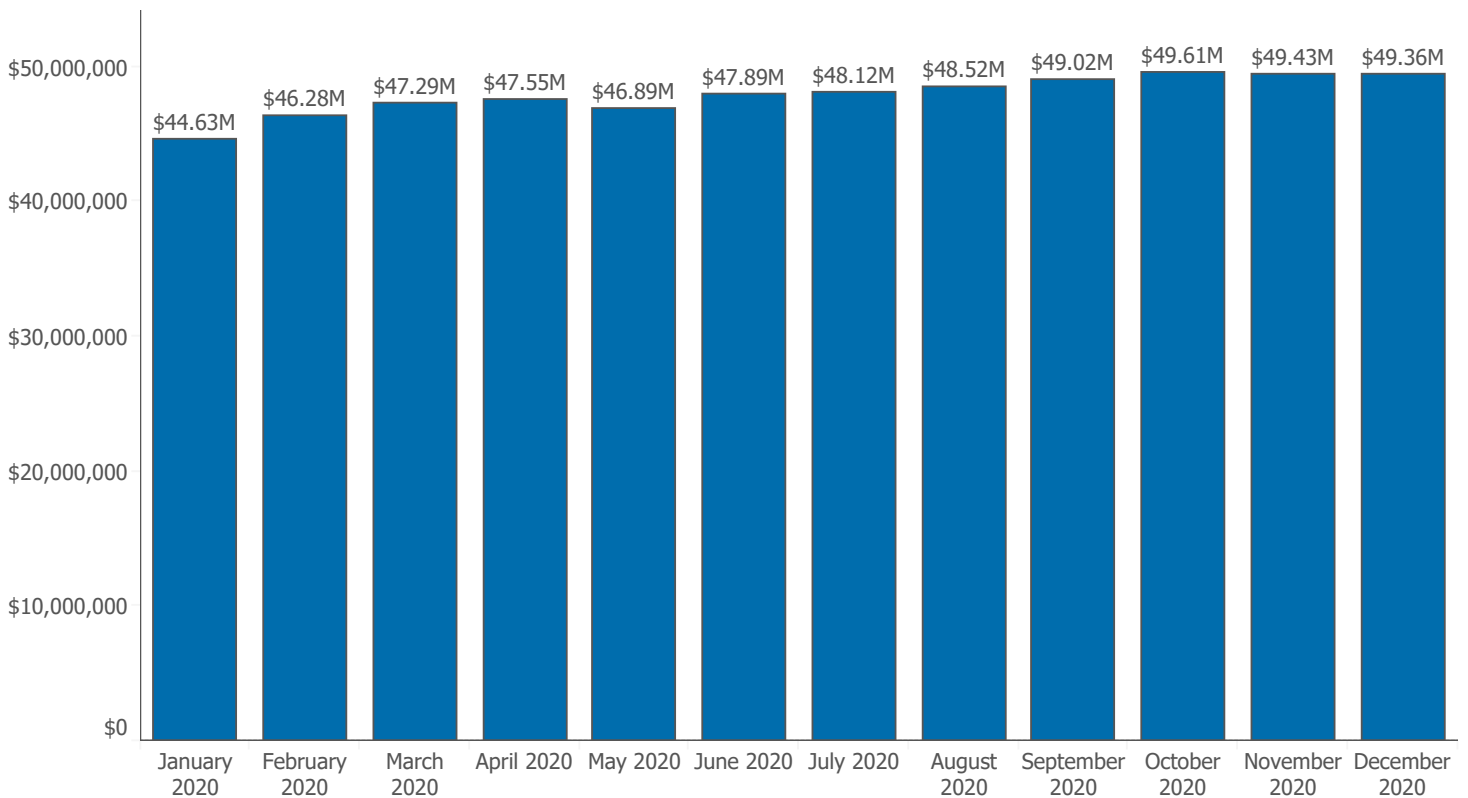
Base premium of policies bound during the reporting period includes cancellations and endorsements and is measured on the bound date of policies.

Base Premium by Month

CURRENT YEAR | **PRIOR YEAR**



Rolling 12 Months Base Premium



Strictly Commercial-in-Confidence

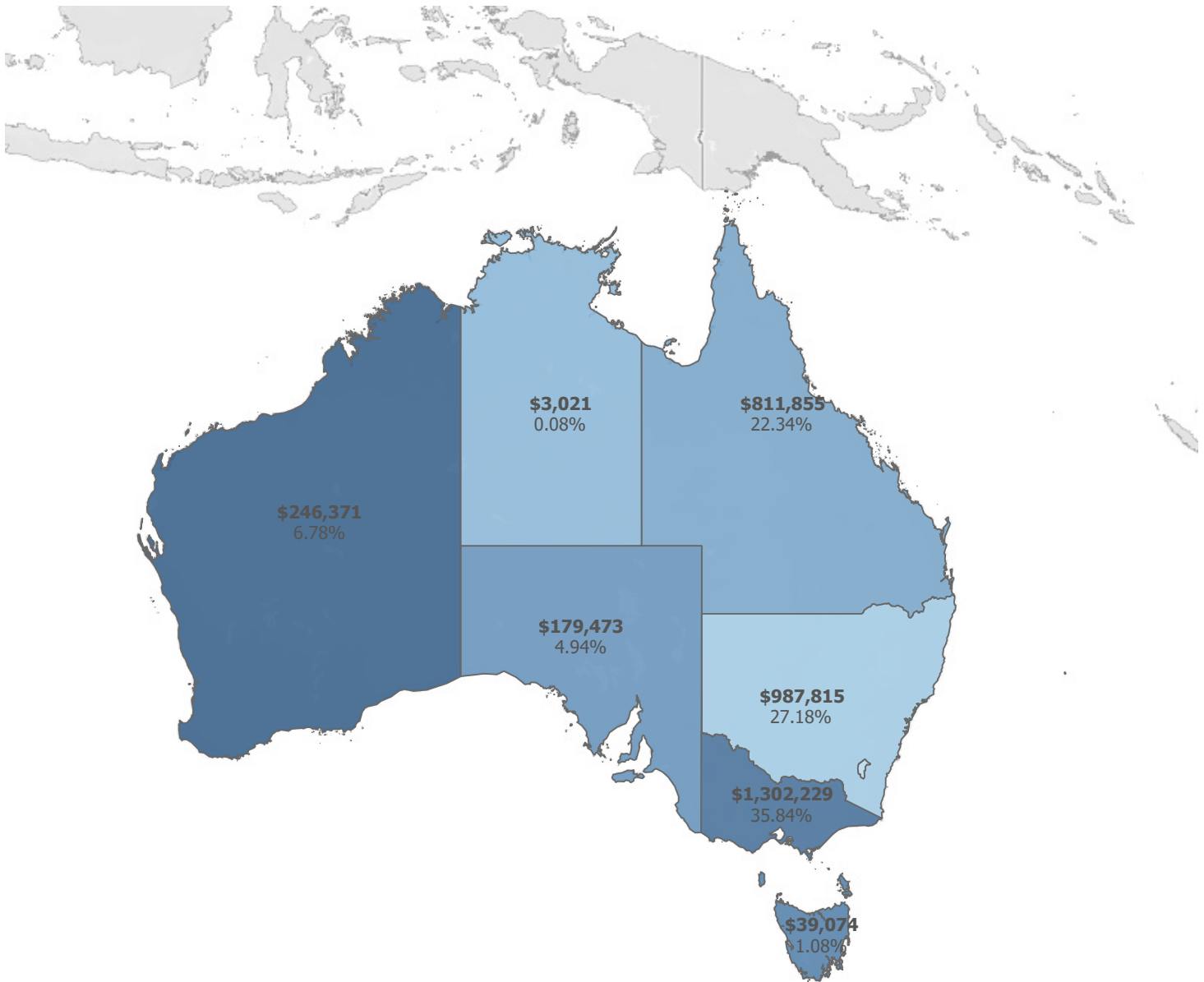
State Activity

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 01/12/2020

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Grand Total
New Business	\$36,937	\$359,886	\$3,021	\$312,468	\$65,655	\$13,312	\$403,919	\$98,626	\$1,293,823
Renewals	\$26,923	\$627,929	\$0	\$499,387	\$113,818	\$25,763	\$898,310	\$147,745	\$2,339,876
Grand Total	\$63,861	\$987,815	\$3,021	\$811,855	\$179,473	\$39,074	\$1,302,229	\$246,371	\$3,633,699

Base Premium Breakdown by State for 01/12/2020



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
20,967	8,507	11,288	1,145

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
200	6,184	61	4,401	871	748	6,400	2,102

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	72	2,387	33	2,056	351	379	2,395	834

Decline Rate	36.00%	38.60%	54.10%	46.72%	40.30%	50.67%	37.42%	39.68%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	120	3,456	23	2,150	475	318	3,606	1,140

Quote Rate	93.75%	91.02%	82.14%	91.68%	91.35%	86.18%	90.04%	89.91%
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Bound Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	18	371	2	258	41	24	337	94

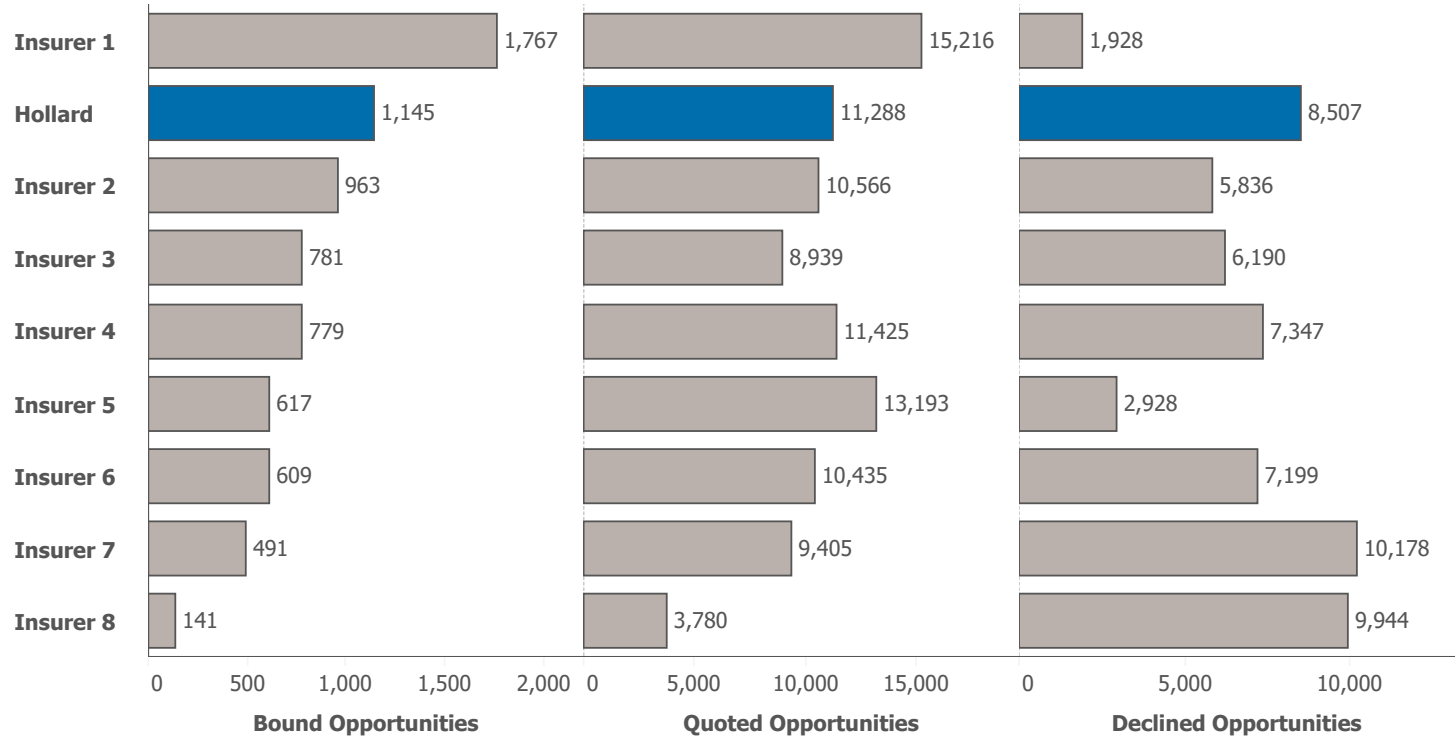
Strike Rate	15.00%	10.73%	8.70%	12.00%	8.63%	7.55%	9.35%	8.25%
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New Business Opportunities - Insurer Comparison

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



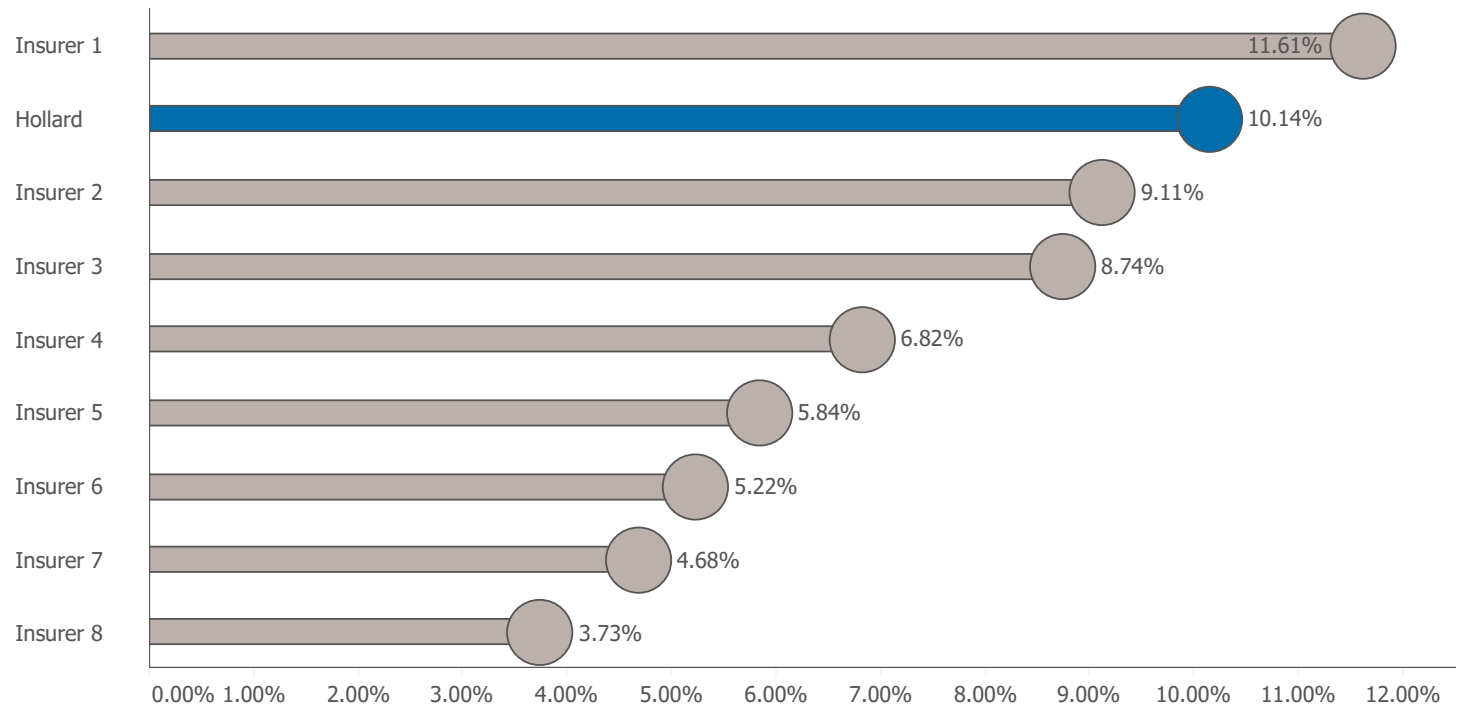
Opportunity Comparison by Insurer

	Insurer 1	Hollard	Insurer 2	Insurer 3	Insurer 4	Insurer 5	Insurer 6	Insurer 7	Insurer 8
Total Opportunities	21,896	20,967	22,315	21,304	21,650	22,044	21,563	22,001	21,816
Declined Opportunities	1,928	8,507	5,836	6,190	7,347	2,928	7,199	10,178	9,944
Decline Rate	8.81%	40.57%	26.15%	29.06%	33.94%	13.28%	33.39%	46.26%	45.58%
Quoted Opportunities	15,216	11,288	10,566	8,939	11,425	13,193	10,435	9,405	3,780
Bound Opportunities	1,767	1,145	963	781	779	617	609	491	141
Strike Rate	11.61%	10.14%	9.11%	8.74%	6.82%	4.68%	5.84%	5.22%	3.73%

Strike Rate

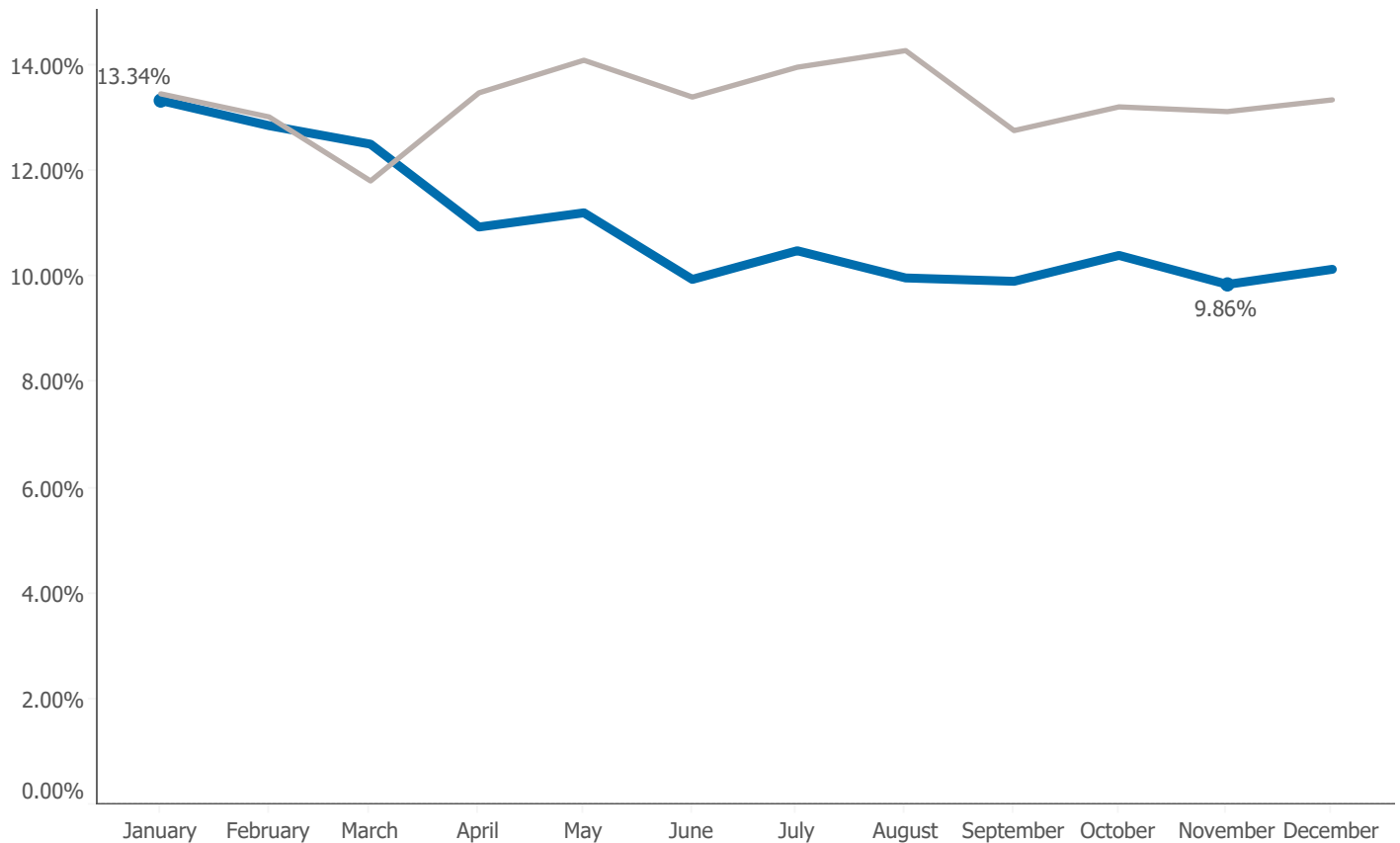
The strike rate is the total bound opportunities divided by the number of quoted opportunities and is measured at the inception date of the opportunity across all new business transactions.

Strike Rate Insurer Comparison for 01/12/2020



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

2,057

Declined Opportunities

20

Quoted Opportunities

1,989

Bound Opportunities

1,606

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
21	544	0	419	62	38	812	161

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	0	6	0	5	1	0	5	3

Decline Rate	0.00%	1.10%	0.00%	1.19%	1.61%	0.00%	0.62%	1.86%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	18	523	0	406	60	38	792	152

Quote Rate	85.71%	97.21%	0.00%	98.07%	98.36%	100.00%	98.14%	96.20%
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Bound Opportunities

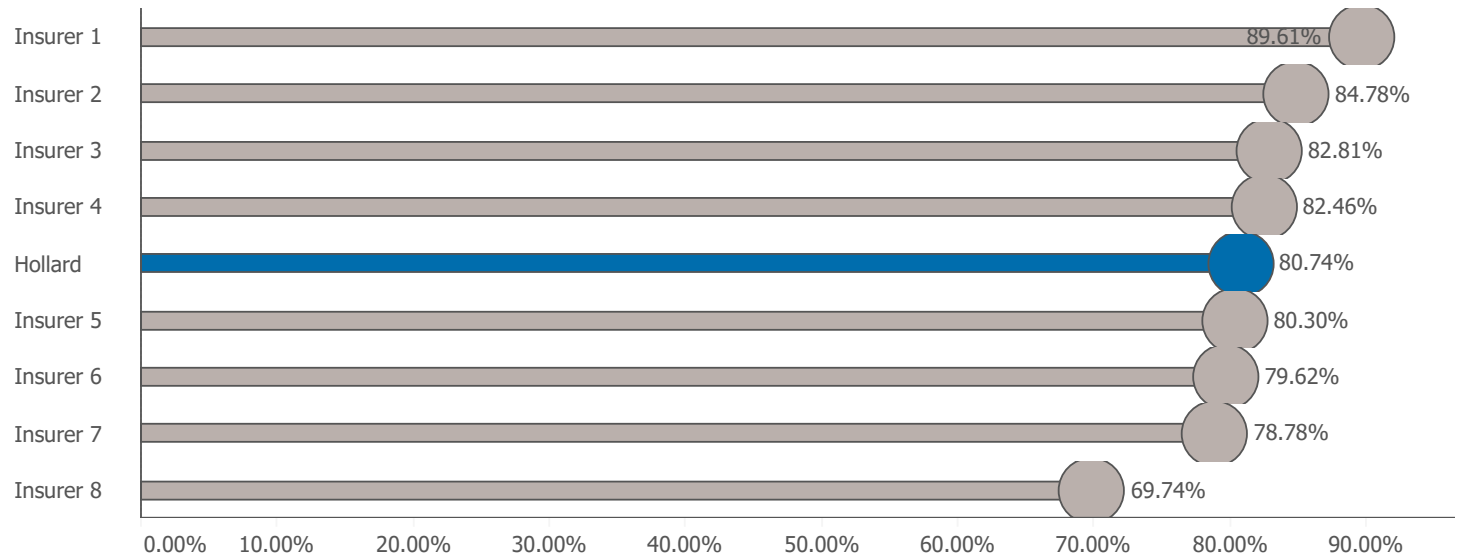
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	13	398	0	334	48	33	657	123

Retention Rate	72.22%	76.10%	0.00%	82.27%	80.00%	86.84%	82.95%	80.92%
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Renewal Retention

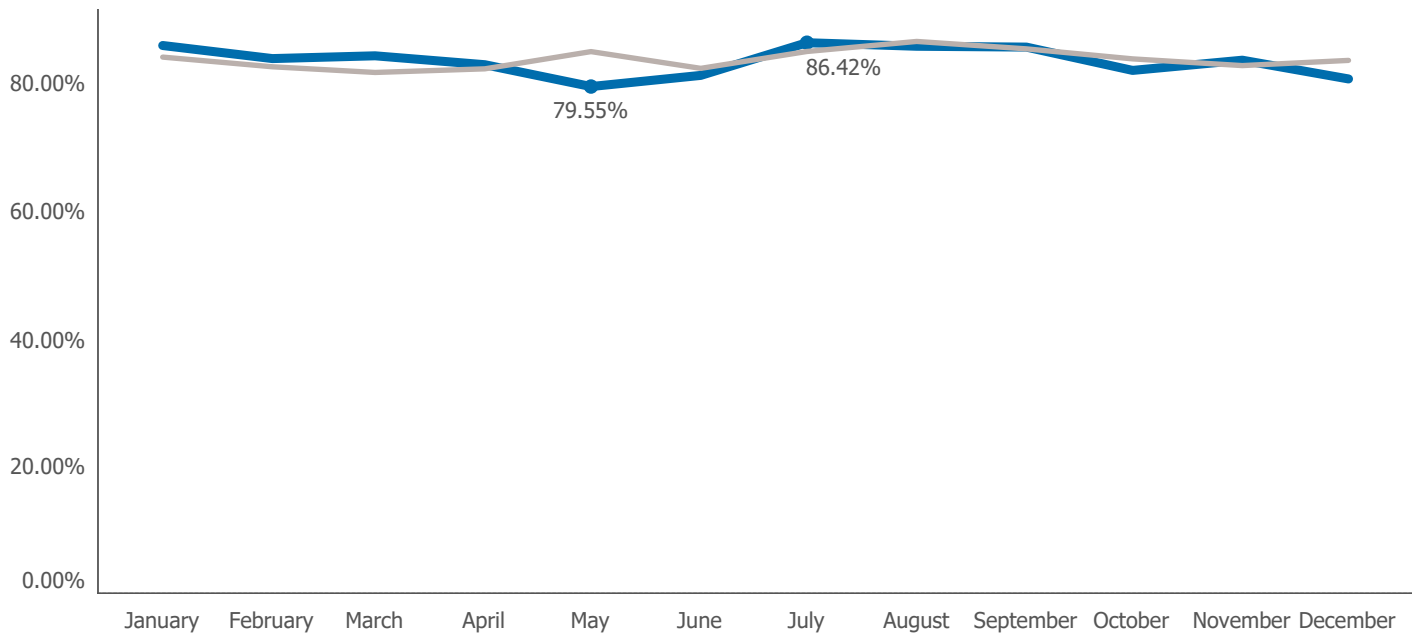
Renewal retention is based on the inception date of all renewal quotes, and is calculated as the total bound renewal opportunities divided by the number of quoted renewal opportunities.

Renewal Retention Rate Insurer Comparison for 01/12/2020



Renewal Retention by Month

CURRENT YEAR | PRIOR YEAR

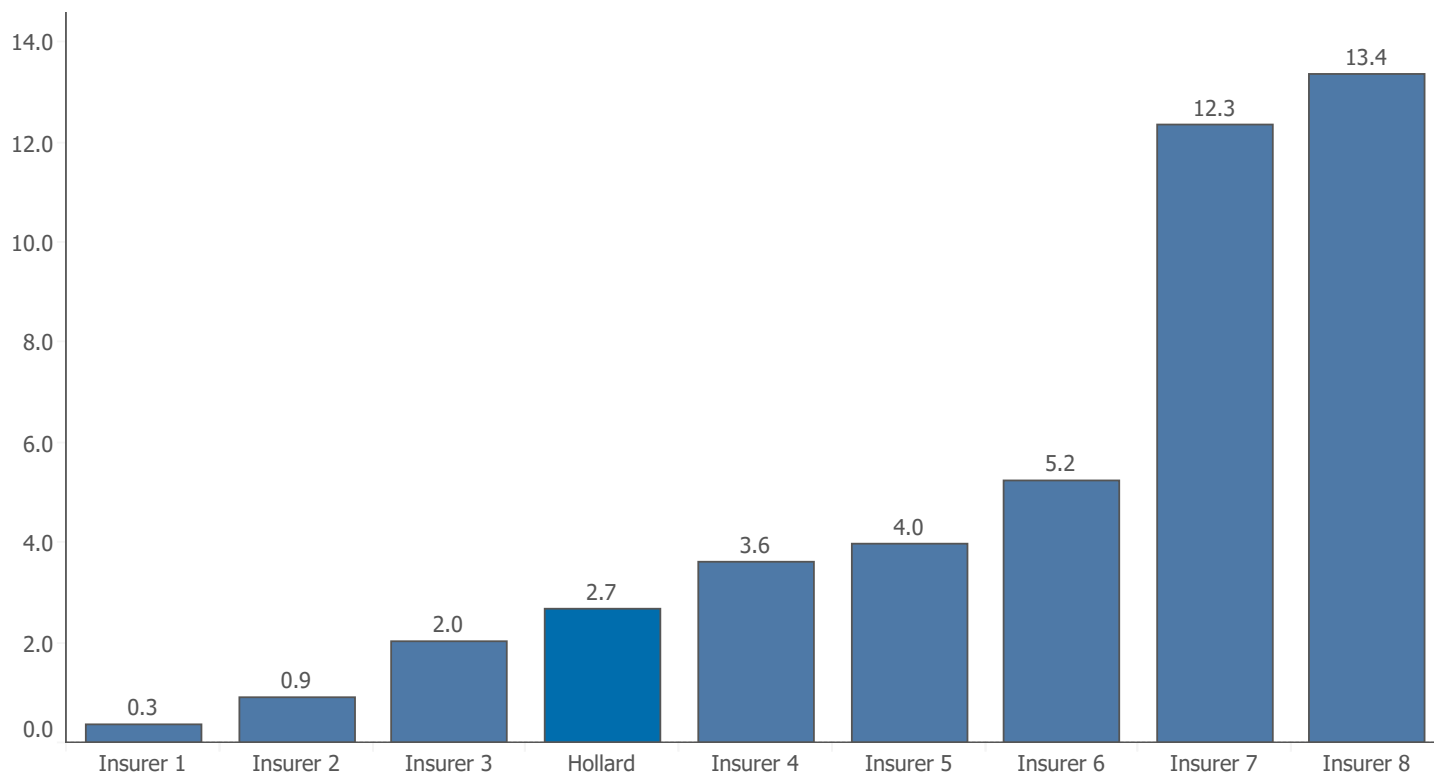


Renewal Retention Breakdown

Response Times

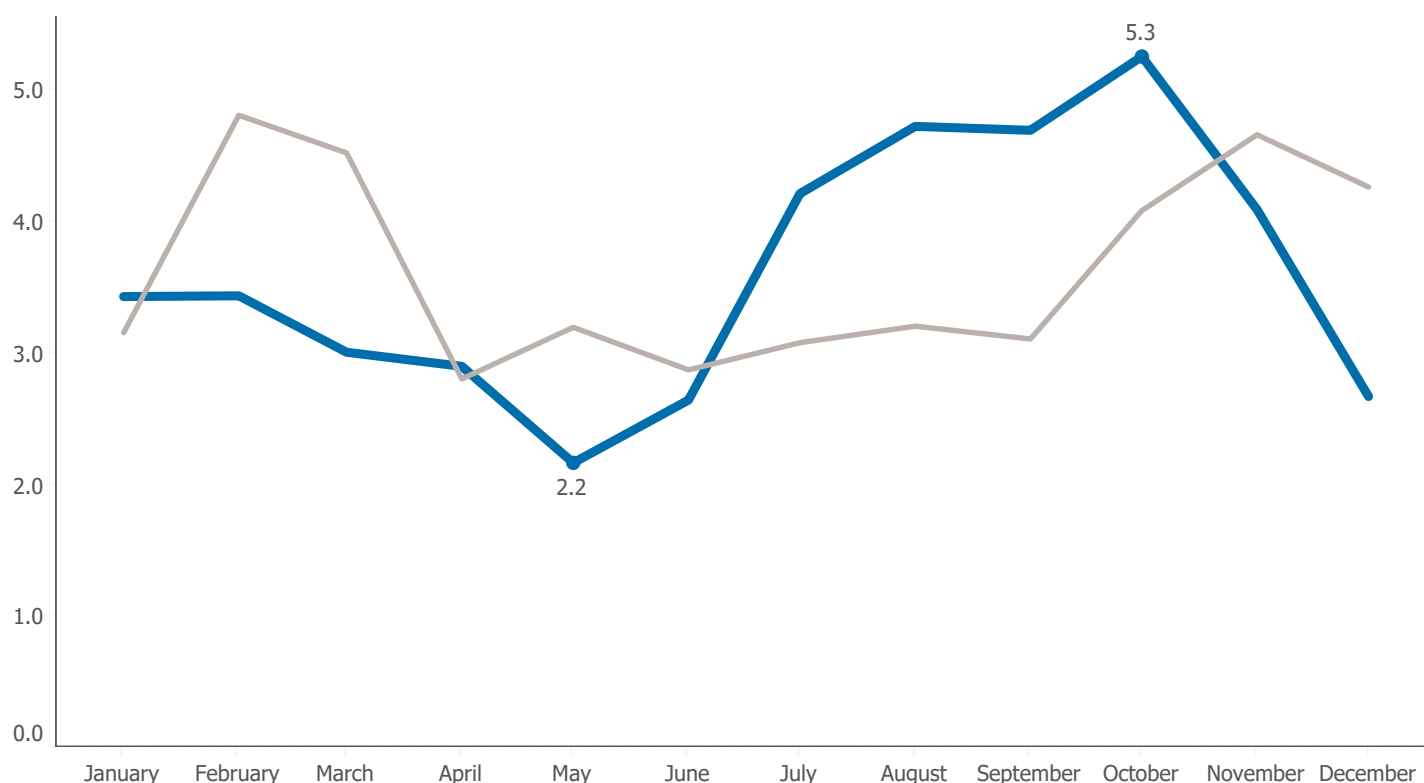
Response time is the average time between a broker sending a quote request message and the insurer responding to the message. It excludes auto rated responses where applicable. The time is calculated between the hours of 9am - 5pm AEST, Monday to Friday, inclusive of public holidays and is reported at 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 Opportu..	Quoted Opportuniti..	Bound Opportunities
Property Owner - Retail (Not arcades/Malls)	2,125	1,118	161
Property Owner - Factory/Industrial	1,368	650	123
Property Owner - Warehouse	406	202	43
Property Owner - Office (Multi Storey)	402	217	53
Property Owner - Office (Single Storey)	395	250	32
Property Owner - Noc	387	145	17
Restaurant, Licensed, With Deep Frying	369	252	59
Plumber	358	220	56
Electrician	327	210	63
Handyman / Property Maintenance	282	140	15
Carpenter	262	226	58
Beauty Salon Operation	255	212	71
Cafe Operation, Not Licensed With Deep Frying	237	162	53
Hairdressing Service	231	207	59
Road Freight Transport Service - No Storage	228	97	6
Earthmoving	196	42	3
Motor Mechanics	145	117	10
Cleaning Service Noc	145	99	20
Electricians - Commercial	104	53	14

Top 20 Presented Occupations across SCTP Portfolio

	Presented Opportunities	Quoted Opportunities	Bound Opportunities
Property Owner - Retail (Not arcades/Malls)	2,712	2,524	1,515
Property Owner - Factory/Industrial	1,699	1,625	1,050
Property Owner - Office (Single Storey)	566	547	388
Property Owner - Warehouse	525	496	333
Property Owner - Office (Multi Storey)	489	455	307
Property Owner - Noc	482	441	254
Plumber	442	429	216
Restaurant, Licensed, With Deep Frying	425	407	213
Electrician	407	401	244
Handyman / Property Maintenance	363	361	219
Road Freight Transport Service - No Storage	358	356	237
Beauty Salon Operation	325	315	201
Carpenter	324	324	189
Hairdressing Service	292	287	201
Cafe Operation, Not Licensed With Deep Frying	257	251	126
Earthmoving	256	251	164
Real Estate Agency Service	242	234	171
Cafe Operation, Not Licensed, No Deep Frying	198	194	140
Cafe Operation, Licensed With Deep Frying	198	189	112
Take Away Foods Retailing (With Deep Fryer)	186	182	103

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	1,968	1,172	315
Ausure Insurance Brokers	1,636	1,056	189
Community Broker Network	1,432	858	229
CBN	977	637	171
United Insurance Group	825	537	113
Regional Insurance Brokers Pty Ltd	415	176	41
Insurance House Pty Ltd	352	183	35
Insurance House Advance	329	181	38
McLardy McShane Partners Pty Ltd	326	210	65
PSC Connect Pty Ltd (VIC)	302	178	37
Consolidated Insurances Pty Ltd	267	137	43
Steadfast Taswide Insurance Brokers	263	127	17
Oracle Group (Australia) Pty Ltd	242	142	22
Brookvale Insurance Brokers	222	124	31
Pollard Insurance Brokers Pty Ltd	214	130	18
Reliance Franchise Partners	206	134	33
Consolidated Insurance Agencies Pty Ltd	202	142	43
Aviso EIA Pty Ltd	190	93	20
PSC Connect Pty Ltd (NSW)	189	115	27
BJS Insurance Brokers Pty Ltd	187	99	18
Steadfast Eastern Insurance Brokers	180	131	60
United Insurance - Winbeat site	165	113	35
Tony Bemrose Insurance Brokers Pty Ltd	162	113	28
Apollo Risk Services	155	96	20
Midland Insurance Brokers Australia Pty Ltd	154	95	14
Centrewest Insurance Brokers Pty Ltd	152	84	14
Macey Insurance Brokers Pty Ltd	151	89	2
Steadfast IRS Pty Ltd	147	91	21
AIS Insurance Brokers	144	73	12
Coverforce Insurance Broking Pty Ltd (NSW)	143	60	11
Blackburn Insurance Brokers Pty Ltd	135	102	30
Network Insurance Group	133	65	15
PSC Connect Pty Ltd (QLD)	130	70	20
Aviso (Fitzpatrick & Company Insurance Brokers Pty Ltd)	125	81	7
AIB Pty Ltd	119	68	25
ADK Insurance Brokers Pty Ltd	119	69	23
HWA Insurance Brokers	115	76	21
Dunk Insurance	115	61	19
Alliance Insurance Broking Services Pty Ltd	111	67	20
Coverforce Insurance Broking Pty Ltd (ARs)	109	81	19