

SCTP Insurer Performance Report

Hollard - Business Pack

March 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

\$4,402,633

Fiscal Year to Date Base Premium

\$35,984,669

Rolling 12 Base Premium

\$47,294,261

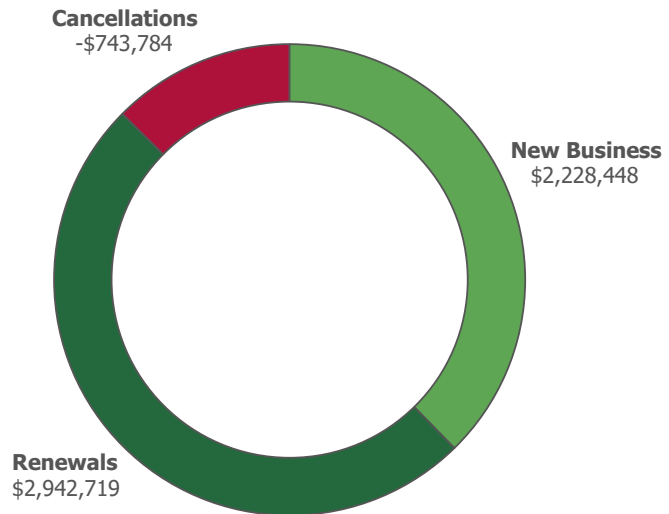
Hollard - Average Base Premium

\$1,549

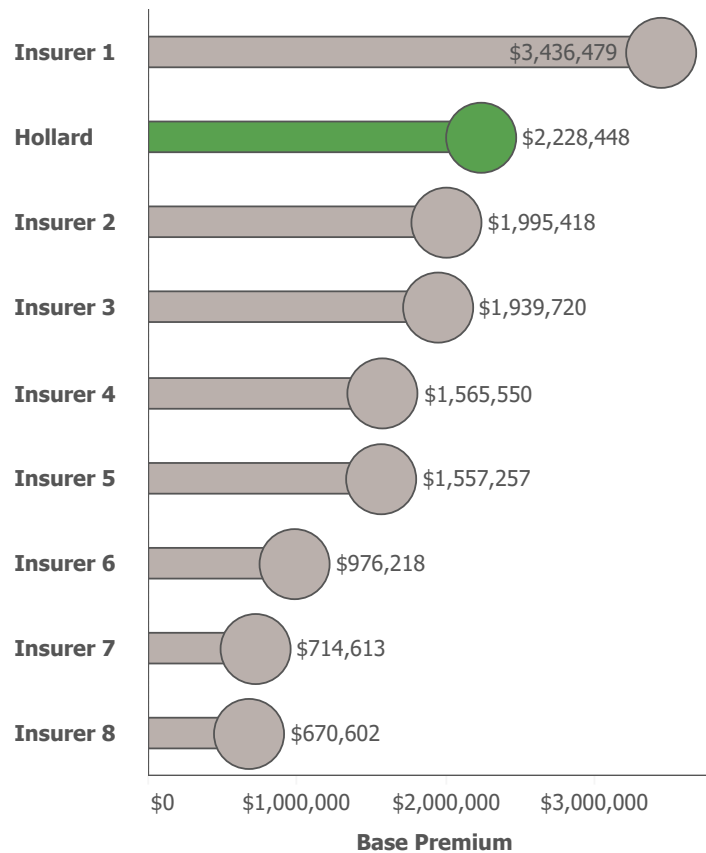
All Insurers - Average Base Premium

\$1,908

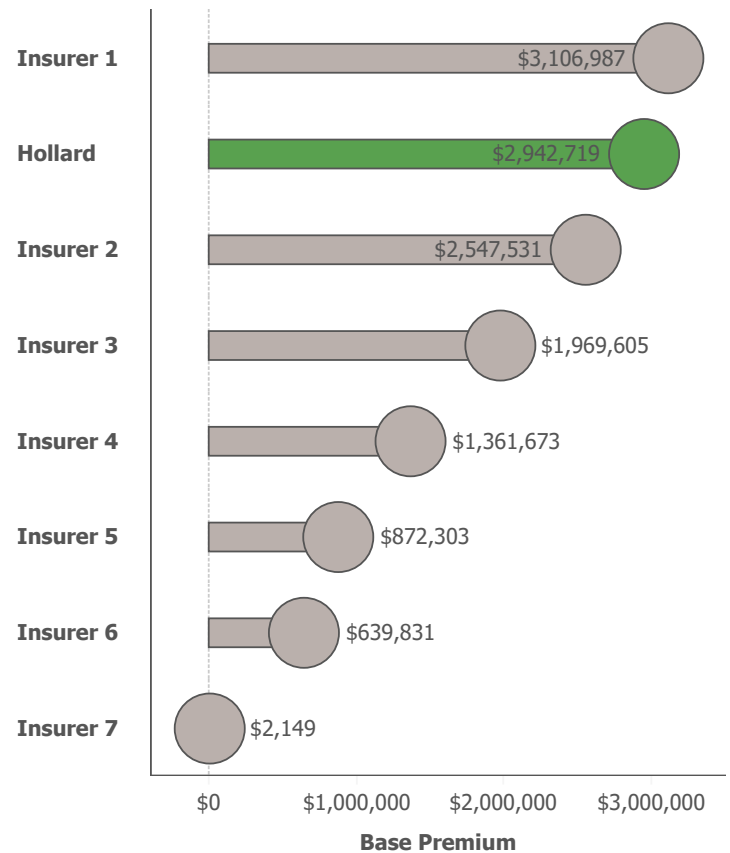
Transaction Type Breakdown



New Business Insurer Comparison



Renewal Insurer Comparison

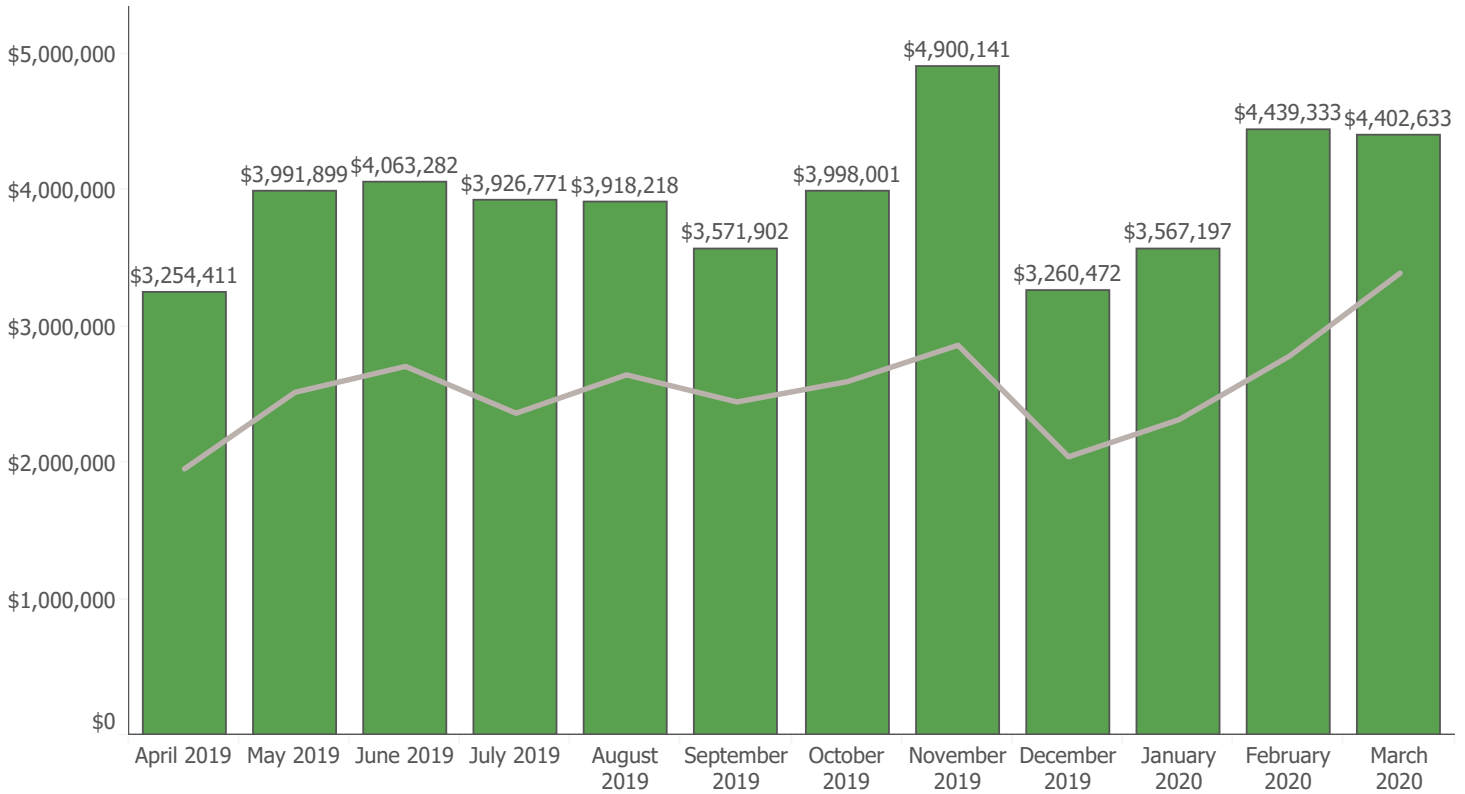


Base Premium

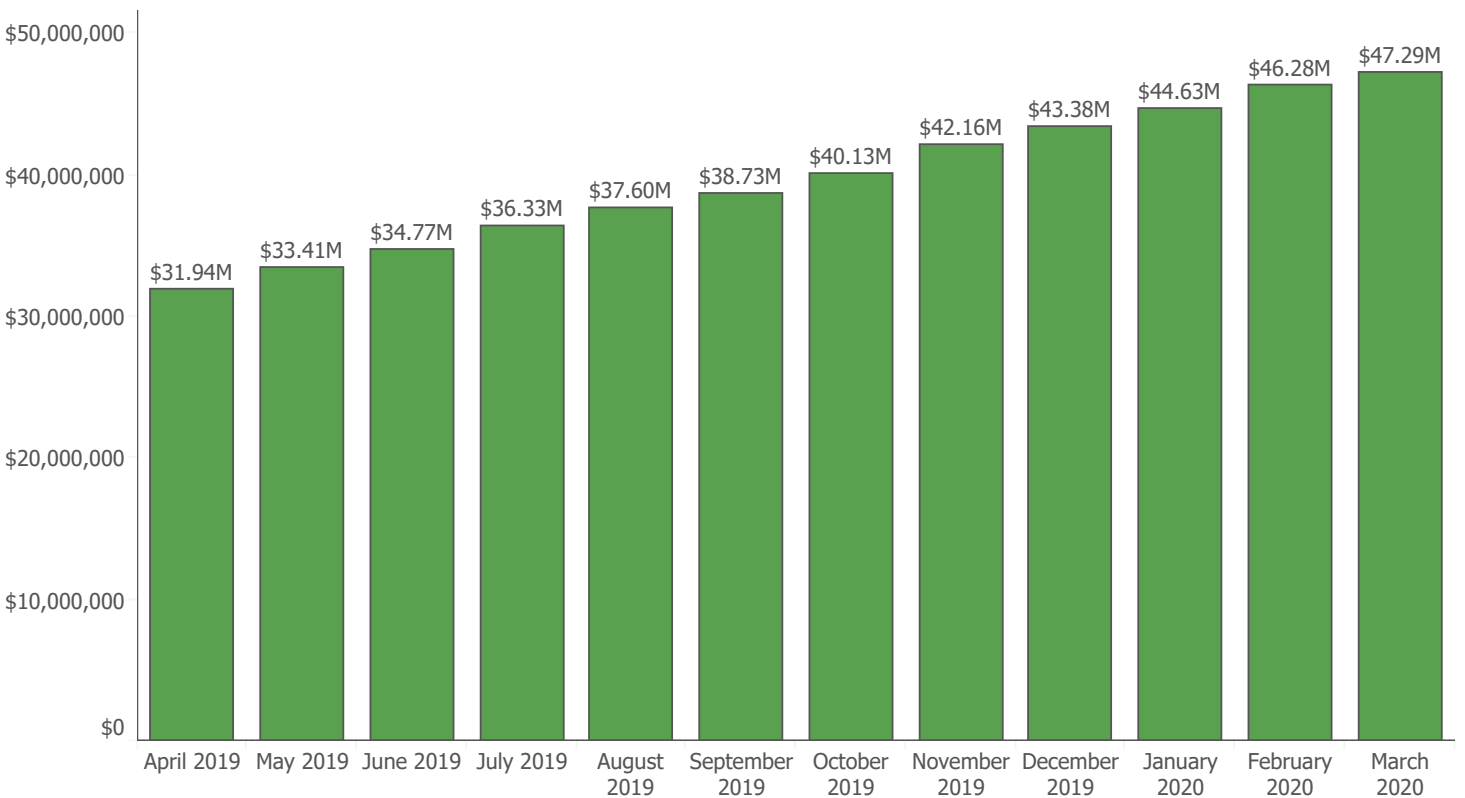
Base premium of policies bound during the reporting period includes cancellations and endorsements and is measured on the bound date of policies.

Base Premium by Month

CURRENT YEAR | PRIOR YEAR



Rolling 12 Months Base Premium



Strictly Commercial-in-Confidence

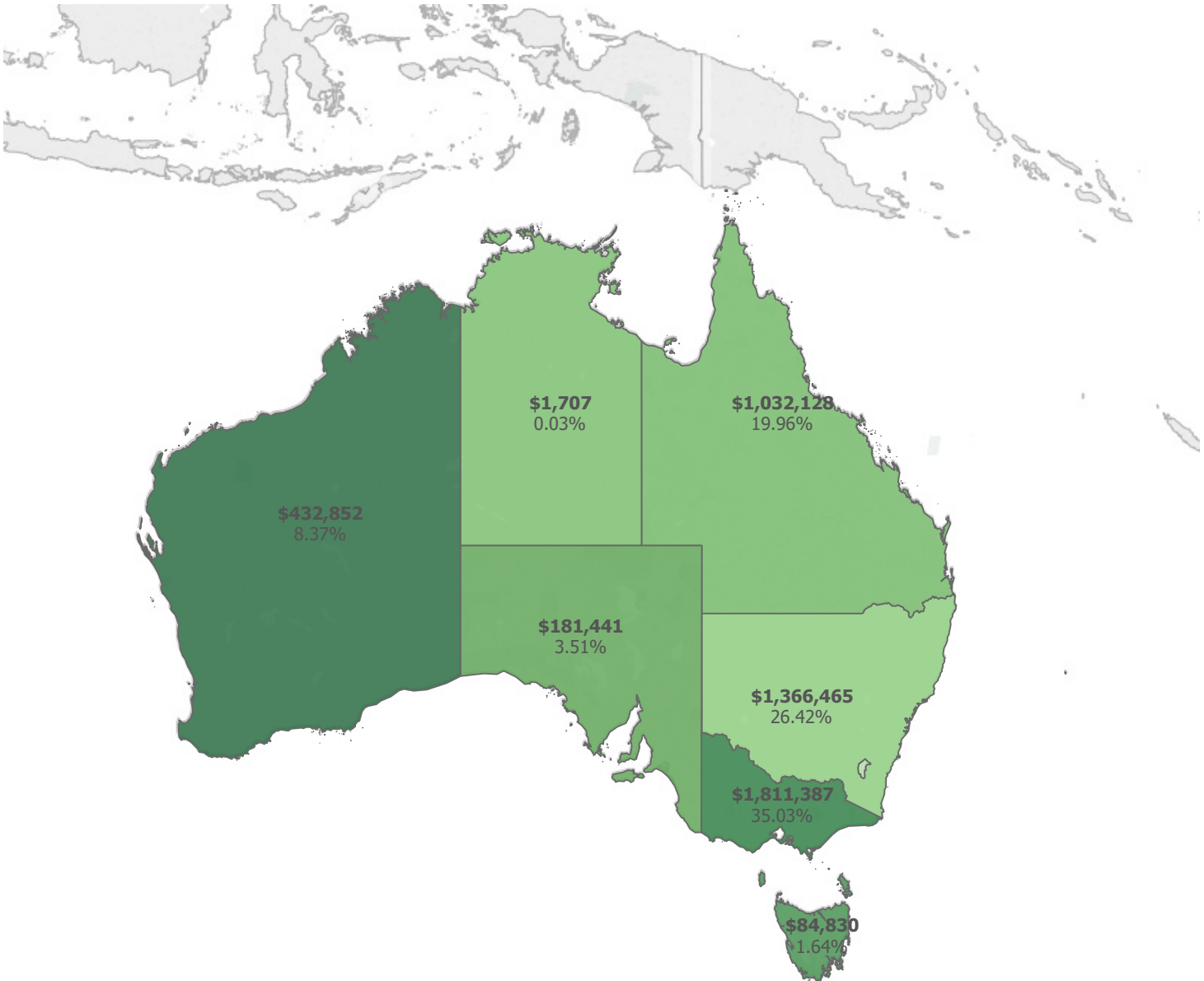
State Activity

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 01/03/2020

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
New Business	\$22,193	\$608,607	\$1,389	\$447,754	\$71,057	\$41,878	\$732,002	\$200,431
Renewals	\$35,559	\$757,858	\$318	\$584,374	\$110,384	\$42,952	\$1,079,386	\$232,421
Grand Total	\$57,752	\$1,366,465	\$1,707	\$1,032,128	\$181,441	\$84,830	\$1,811,387	\$432,852

Base Premium Breakdown by State for 01/03/2020



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

23,921

Declined Opportunities

8,905

Quoted Opportunities

13,901

Bound Opportunities

1,703

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
233	6,773	80	5,525	943	827	6,599	2,941

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	69	2,202	45	2,487	342	376	2,322	1,062

Decline Rate	29.61%	32.51%	56.25%	45.01%	36.27%	45.47%	35.19%	36.11%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	154	4,236	27	2,834	569	407	3,947	1,727

Quote Rate	93.90%	92.67%	77.14%	93.29%	94.68%	90.24%	92.28%	91.91%
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Bound Opportunities

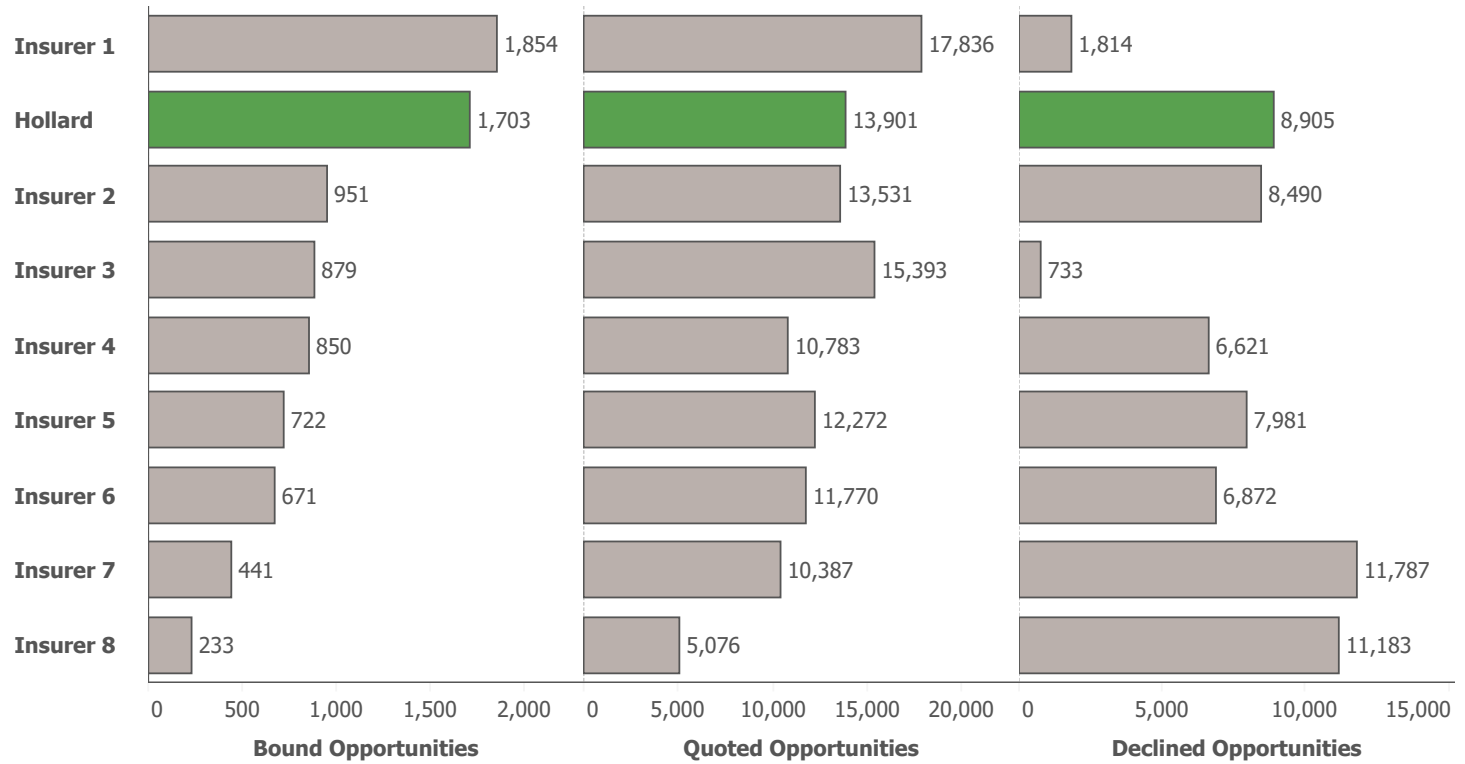
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	18	530	3	359	62	47	494	190

Strike Rate	11.69%	12.51%	11.11%	12.67%	10.90%	11.55%	12.52%	11.00%
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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.

Opportunity Comparison by Insurer



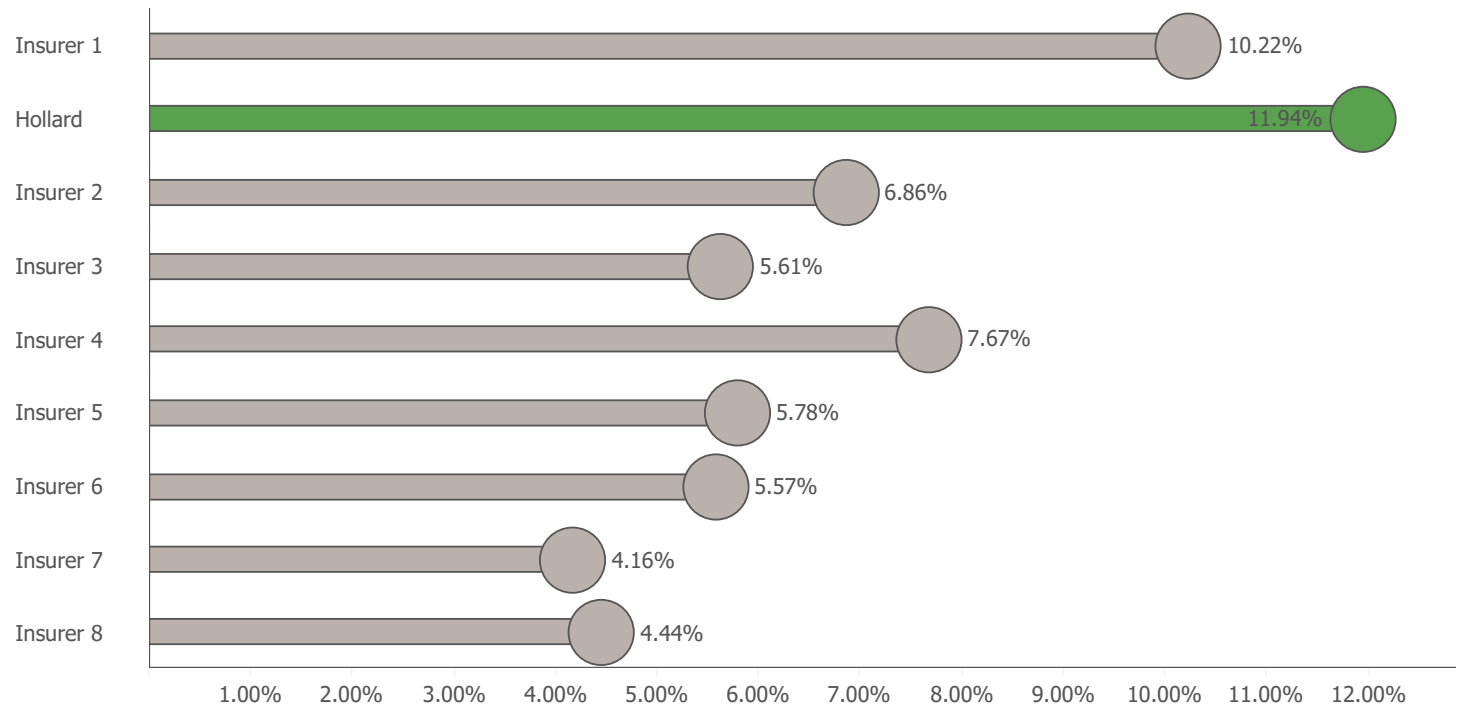
Opportunity Comparison by Insurer

	Insurer 1	Hollard	Insurer 2	Insurer 3	Insurer 4	Insurer 5	Insurer 6	Insurer 7	Insurer 8
Total Opportunities	25,430	23,921	25,010	25,076	24,099	24,870	25,382	24,503	24,768
Declined Opportunities	1,814	8,905	8,490	733	6,621	7,981	6,872	11,787	11,183
Decline Rate	7.13%	37.23%	33.95%	2.92%	27.47%	32.09%	27.07%	48.10%	45.15%
Quoted Opportunities	17,836	13,901	13,531	15,393	10,783	12,272	11,770	10,387	5,076
Bound Opportunities	1,854	1,703	951	879	850	722	671	441	233
Strike Rate	10.39%	12.25%	7.03%	5.71%	7.88%	5.88%	5.70%	4.25%	4.59%

Strike Rate

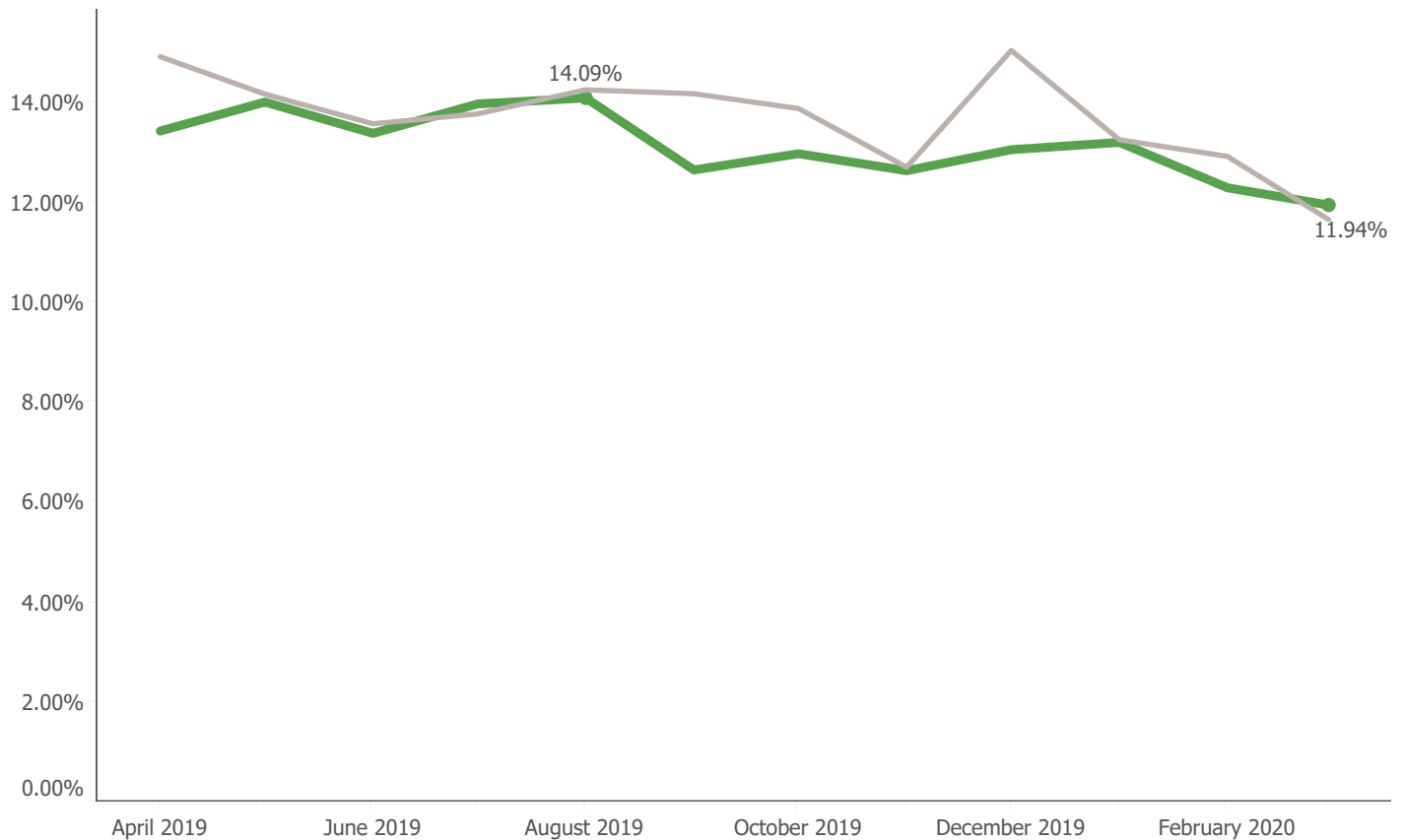
The strike rate is the total bound opportunities divided by the number of quoted opportunities and is measured at the inception date of the opportunity across all new business transactions.

Strike Rate Insurer Comparison for 01/03/2020



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

1,839

Declined Opportunities

20

Quoted Opportunities

1,783

Bound Opportunities

1,498

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
17	502	1	398	58	23	661	179

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	0	8	0	5	1	0	5	1

Decline Rate	0.00%	1.59%	0.00%	1.26%	1.72%	0.00%	0.76%	0.56%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	16	476	1	388	56	23	647	176

Quote Rate	94.12%	96.36%	100.00%	98.73%	98.25%	100.00%	98.63%	98.88%
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Bound Opportunities

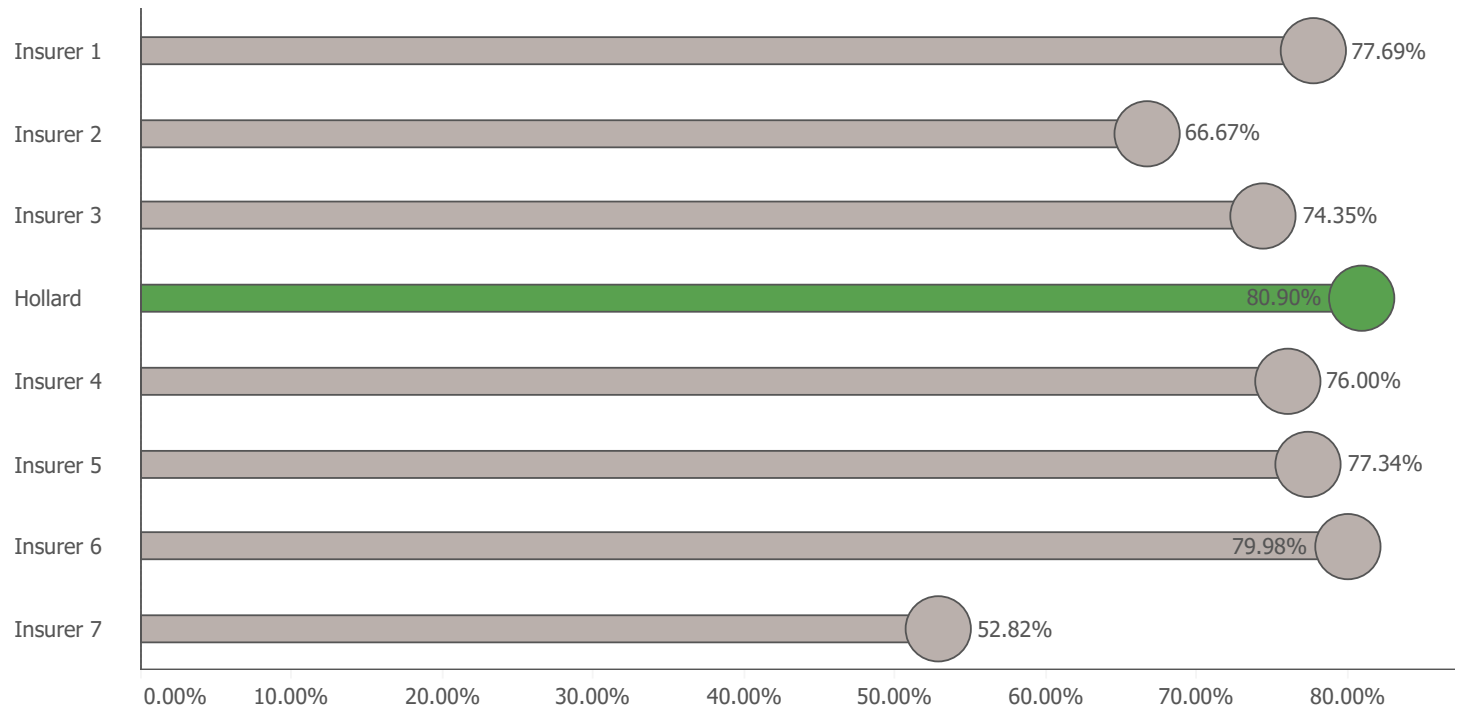
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	14	405	1	320	54	22	533	149

Retention Rate	87.50%	85.08%	100.00%	82.47%	96.43%	95.65%	82.38%	84.66%
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Renewal Retention

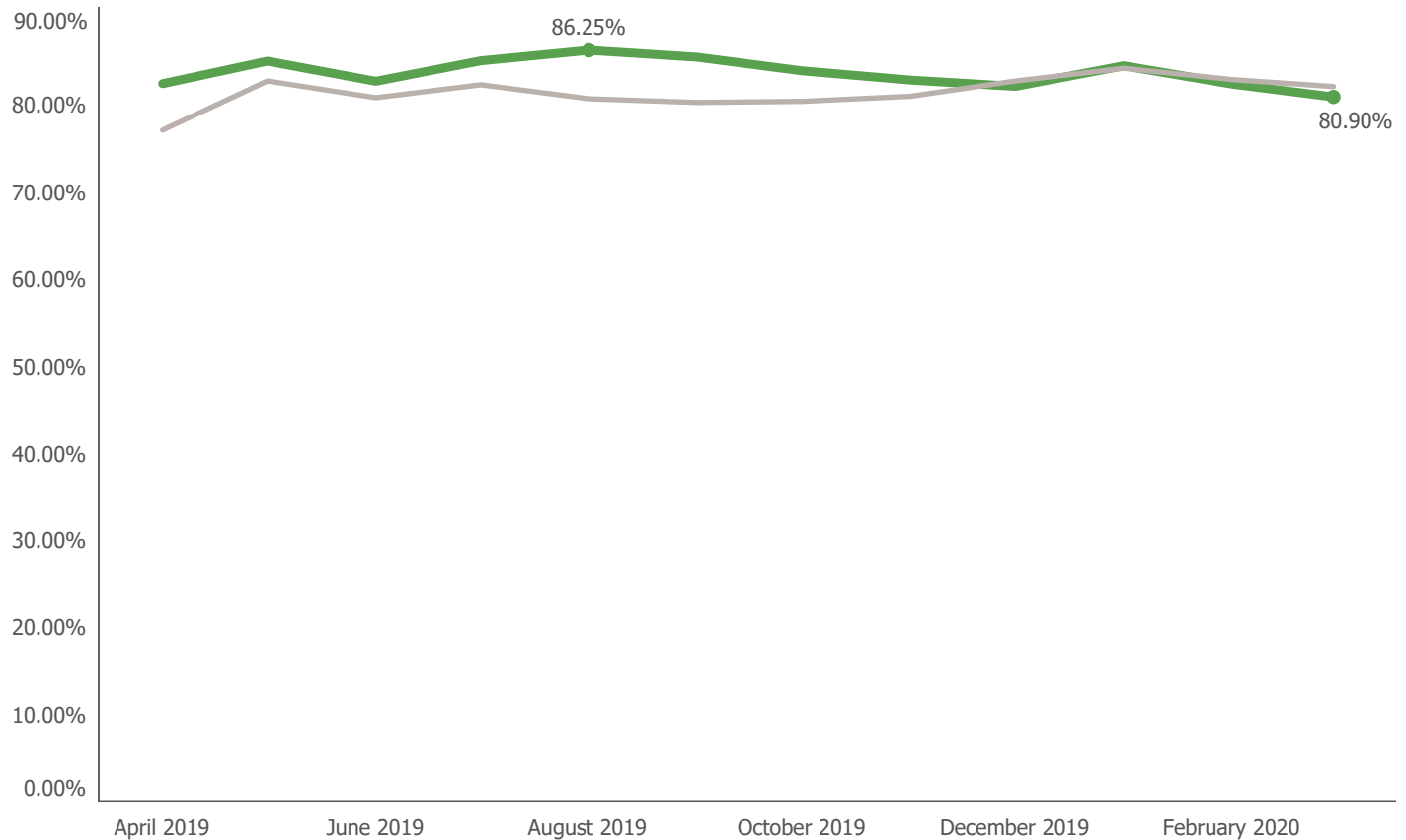
Renewal retention is based on the inception date of all renewal quotes, and is calculated as the total bound renewal opportunities divided by the number of quoted renewal opportunities.

Renewal Retention Rate Insurer Comparison for 01/03/2020



Renewal Retention by Month

CURRENT YEAR | PRIOR YEAR

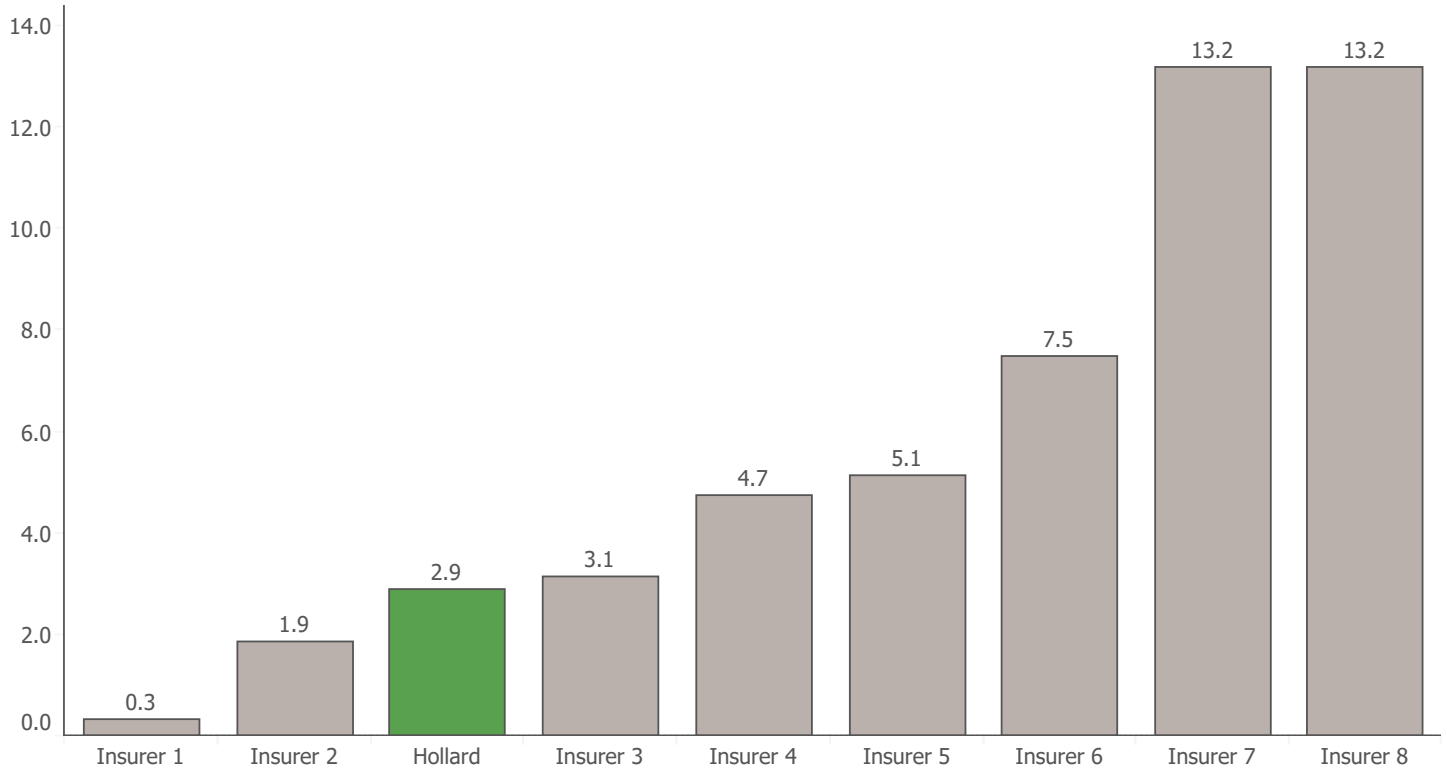


Strictly Commercial-in-Confidence

Response Times

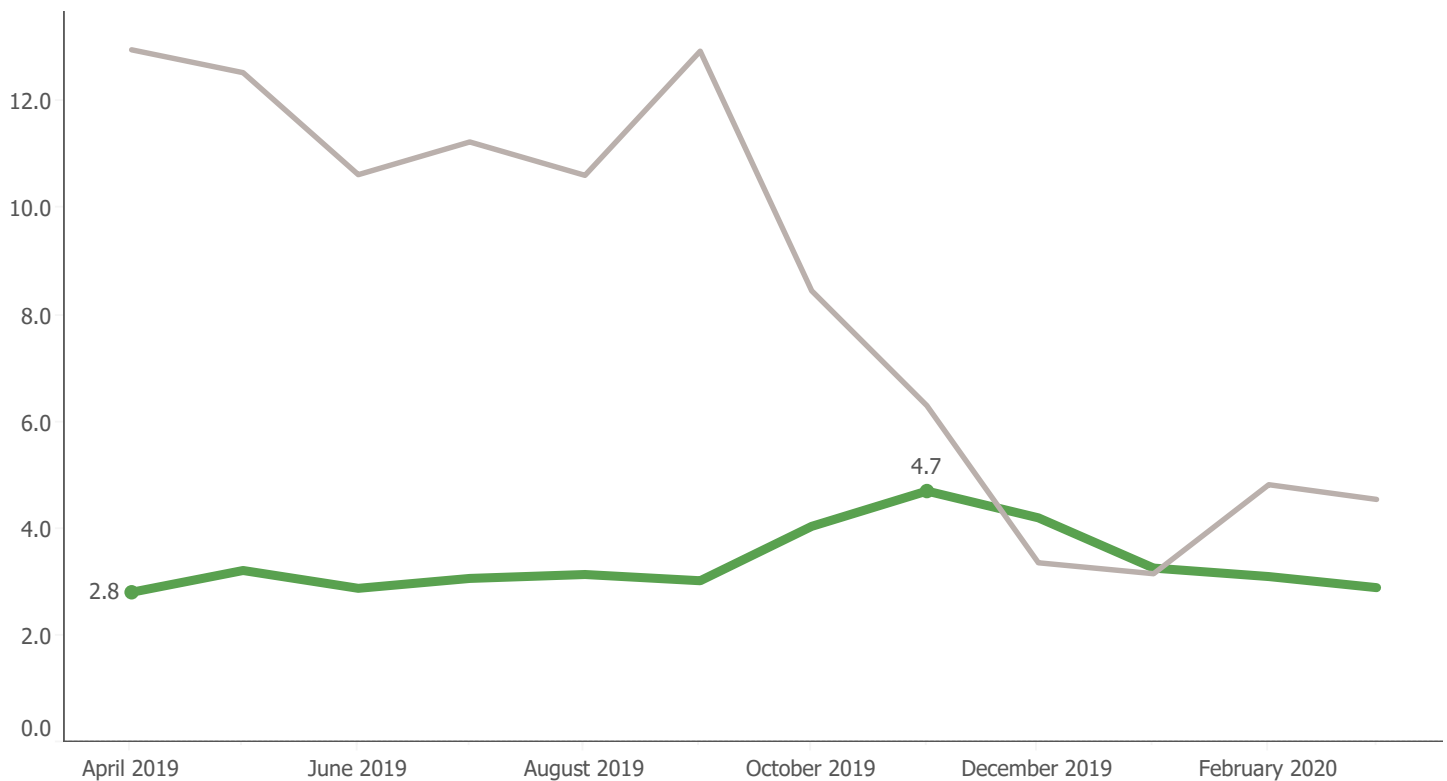
Response time is the average time between a broker sending a quote request message and the insurer responding to the message. It excludes auto rated responses where applicable. The time is calculated between the hours of 9am - 5pm AEST, Monday to Friday, inclusive of public holidays and is reported at 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 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)	1,883	232
Property Owner - Factory/Industrial	1,260	144
Plumber	642	70
Property Owner - Office (Single Storey)	469	79
Carpenter	439	93
Electrician	403	74
Restaurant, Licensed, With Deep Frying	371	49
Property Owner - Warehouse	351	47
Property Owner - Noc	346	29
Property Owner - Office (Multi Storey)	324	49
Handyman / Property Maintenance	304	22
Hairdressing Service	297	83
Road Freight Transport Service - No Storage	262	3
Beauty Salon Operation	238	53
Earthmoving	233	12
Cafe Operation, Not Licensed With Deep Frying	231	55
Cafe Operation, Licensed With Deep Frying	197	50
Cleaning Service Noc	183	17
Real Estate Agency Service	177	21
Business Administrative Services (General)	170	29

Top 20 Presented Occupations across SCTP Portfolio

	Presented Opportunities	Bound Opportunities
Property Owner - Retail (Not arcades/Malls)	2,352	1,234
Property Owner - Factory/Industrial	1,667	918
Plumber	975	468
Property Owner - Office (Single Storey)	609	350
Electrician	540	302
Carpenter	534	286
Property Owner - Warehouse	469	255
Property Owner - Noc	452	194
Restaurant, Licensed, With Deep Frying	437	188
Handyman / Property Maintenance	419	254
Property Owner - Office (Multi Storey)	415	231
Road Freight Transport Service - No Storage	381	232
Hairdressing Service	361	228
Earthmoving	300	171
Beauty Salon Operation	293	168
Cafe Operation, Not Licensed With Deep Frying	275	125
Business Administrative Services (General)	237	155
Real Estate Agency Service	234	128
Cafe Operation, Licensed With Deep Frying	231	101
Cleaning Service Noc	213	91

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
Resilium Insurance Broking Pty Ltd	2,214	311
CBN	2,095	390
Ausure Insurance Brokers	1,995	267
United Insurance Group	1,119	199
Regional Insurance Brokers Pty Ltd	695	46
Community Broker Network	592	107
PSC Connect Pty Ltd (VIC)	324	35
Steadfast Taswide Insurance Brokers	308	31
McLardy McShane Partners Pty Ltd	304	52
Insurance House Advance	293	25
Insurance House Pty Ltd	279	13
Consolidated Insurances Pty Ltd	256	59
Centrewest Insurance Brokers Pty Ltd	256	29
Consolidated Insurance Agencies Pty Ltd	244	42
Pollard Insurance Brokers Pty Ltd	237	30
PSC Connect Pty Ltd (NSW)	216	35
United Insurance - Winbeat site	205	40
Oracle Group (Australia) Pty Ltd	202	21
Brookvale Insurance Brokers	202	33
BJS Insurance Brokers Pty Ltd	196	34
Reliance Franchise Partners	195	28
Steadfast Eastern Insurance Brokers	189	66
Insurance Aid General Brokers Partnership Pty Ltd	186	17
Steadfast IRS Pty Ltd	179	15
PSC Connect Pty Ltd (QLD)	177	24
Macey Insurance Brokers Pty Ltd	172	6
Phoenix Insurance Brokers Pty Ltd	166	18
Steadfast NSG Insurance Brokers	161	19
Blackburn Insurance Brokers Pty Ltd	161	40
Midland Insurance Brokers Australia Pty Ltd	148	12
Alliance Insurance Broking Services Pty Ltd	147	29
Network Insurance Group	146	25
Capital Innovation Insurance Group Pty Ltd	146	8
Tony Bemrose Insurance Brokers Pty Ltd	143	32
Apollo Risk Services	142	5
ADK Insurance Brokers Pty Ltd	140	21
Action Insurance Brokers	140	20
Surewise	139	16
Elliott Insurance Brokers	133	24
Graham Knight Insurance Brokers – Perth	129	9