

SCTP Commercial Insurer Performance Report

Hollard Commercial Insurance - SCTP
Business Pack

September 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

\$5,025,056

Fiscal Year to Date Base Premium

\$15,129,384

Rolling 12 Base Premium

\$54,774,940

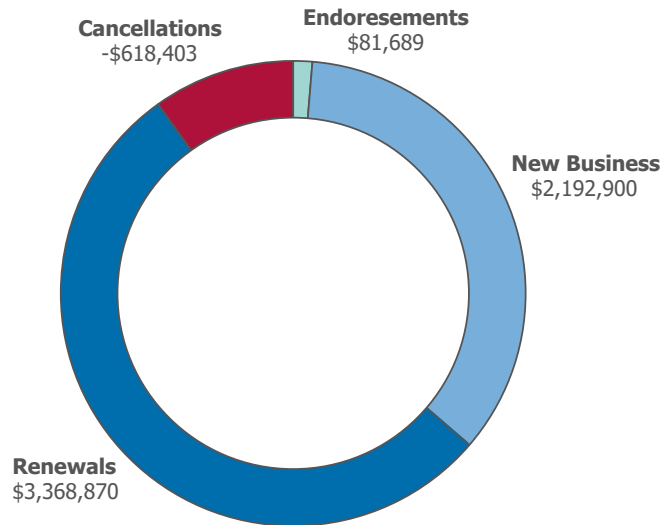
Hollard Commercial Insurance - Average Base Premium

\$1,334

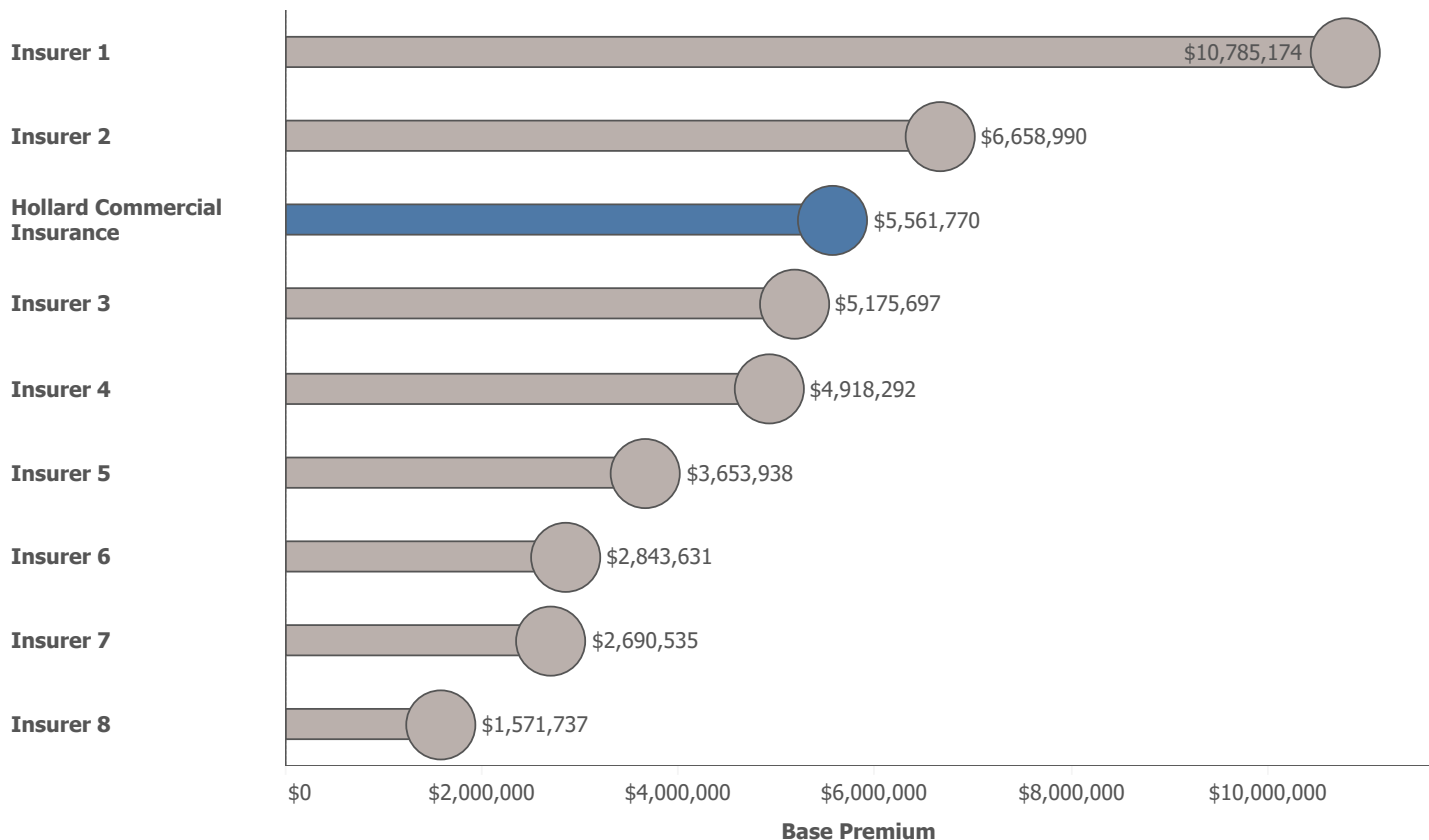
All Insurers - Average Base Premium

\$1,983

Transaction Type Breakdown



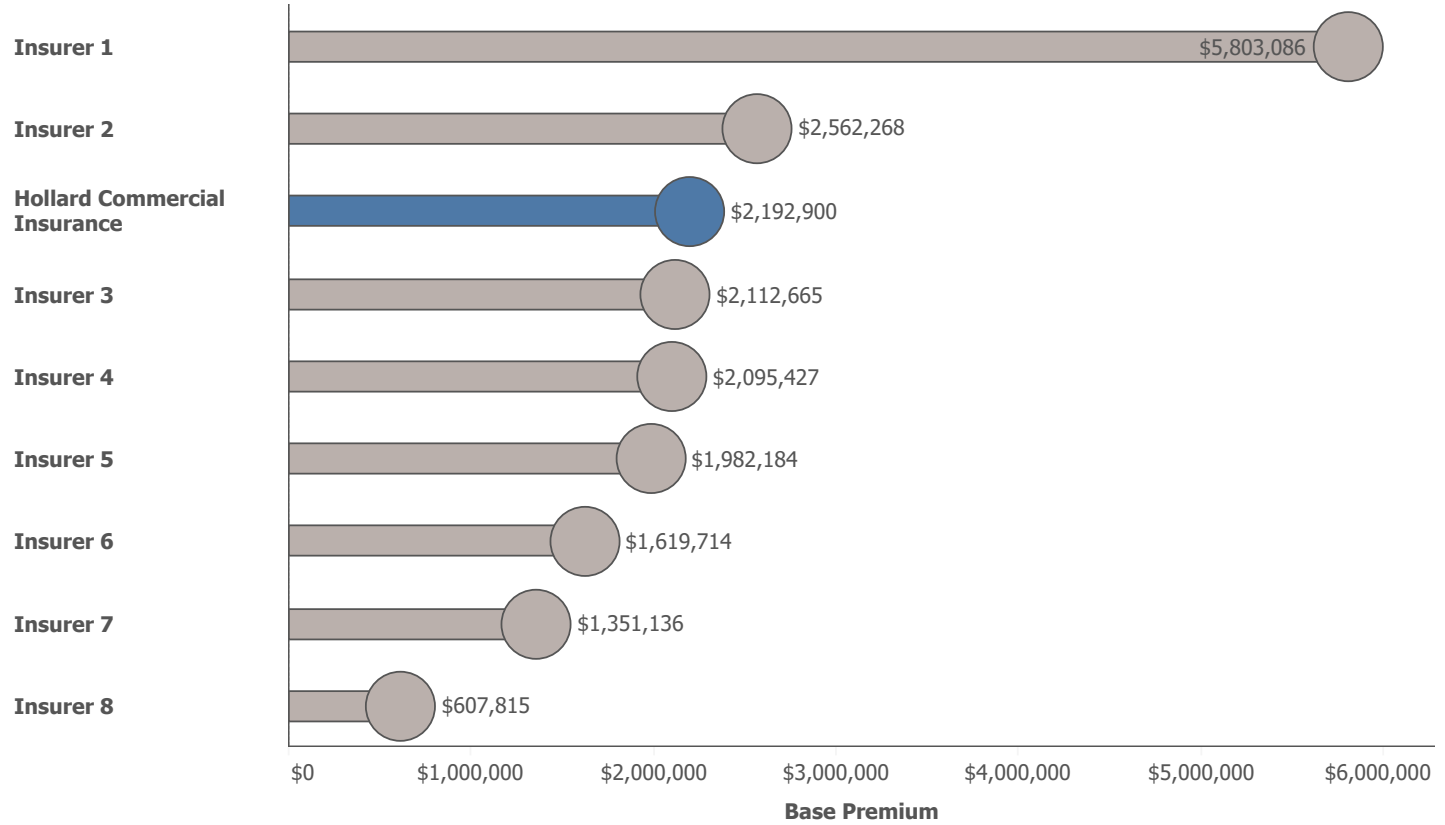
Overall Insurer Comparison



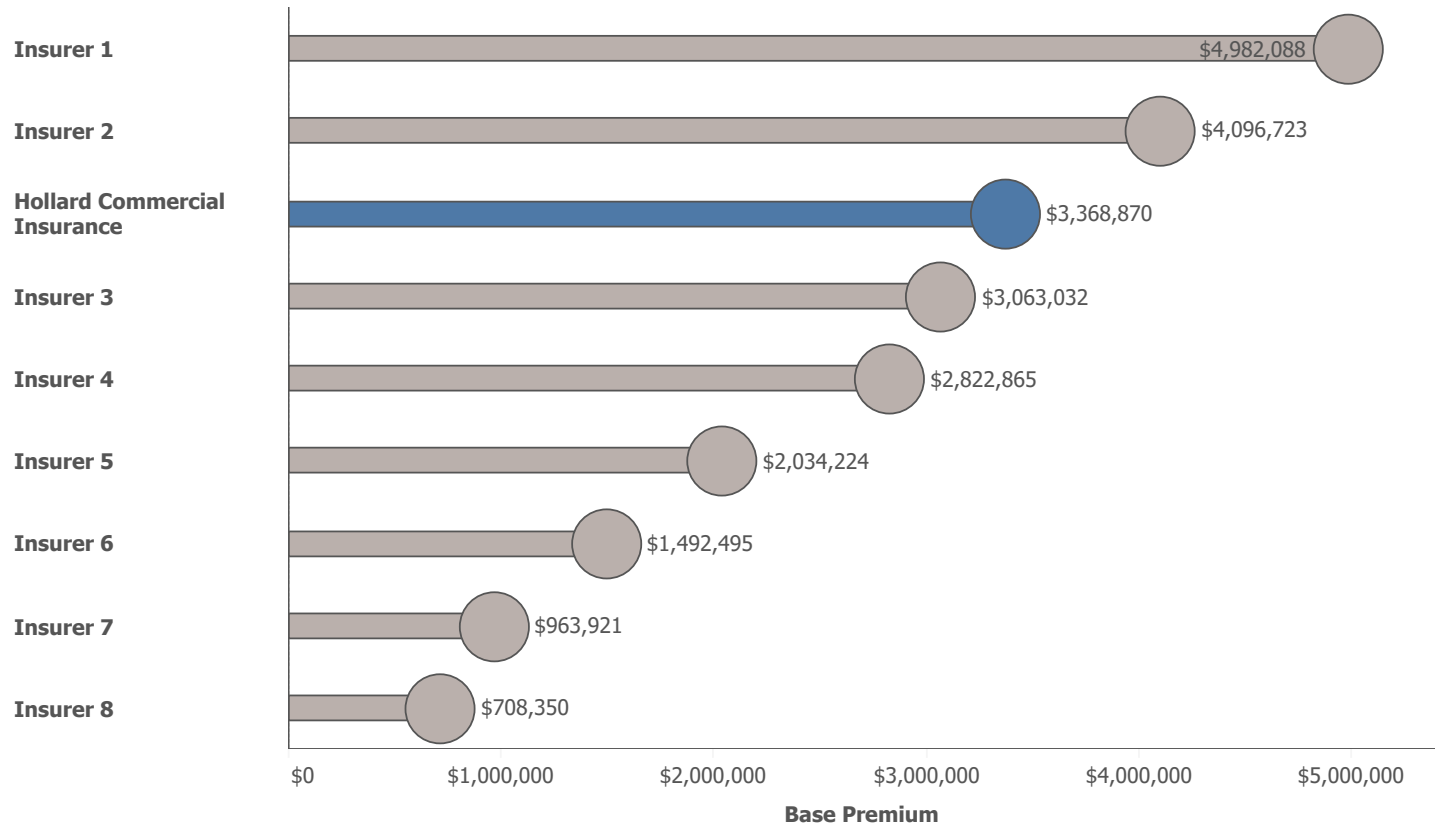
Strictly Commercial-in-Confidence

Base Premium

New Business Insurer Comparison



Renewal Insurer Comparison



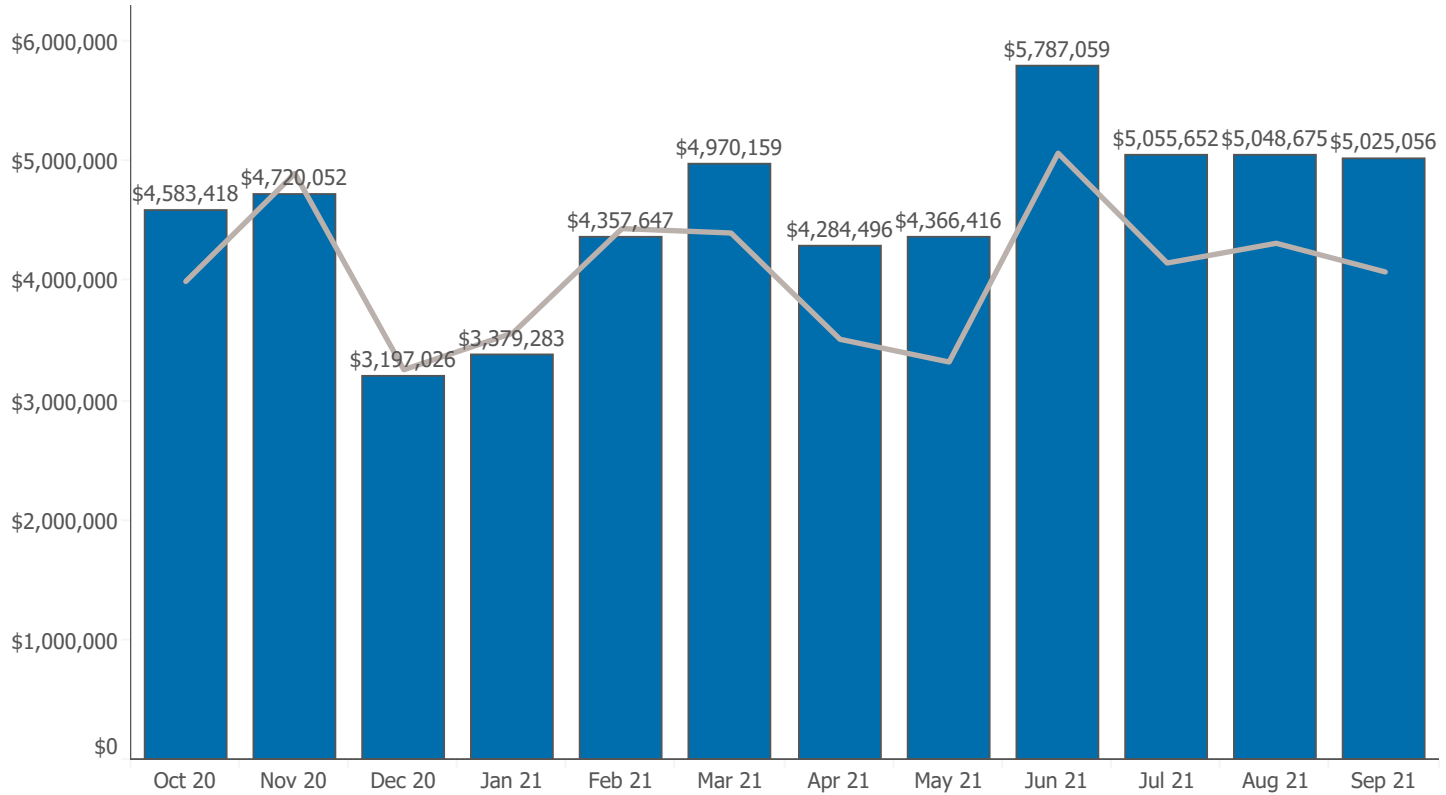
Strictly Commercial-in-Confidence

Base Premium

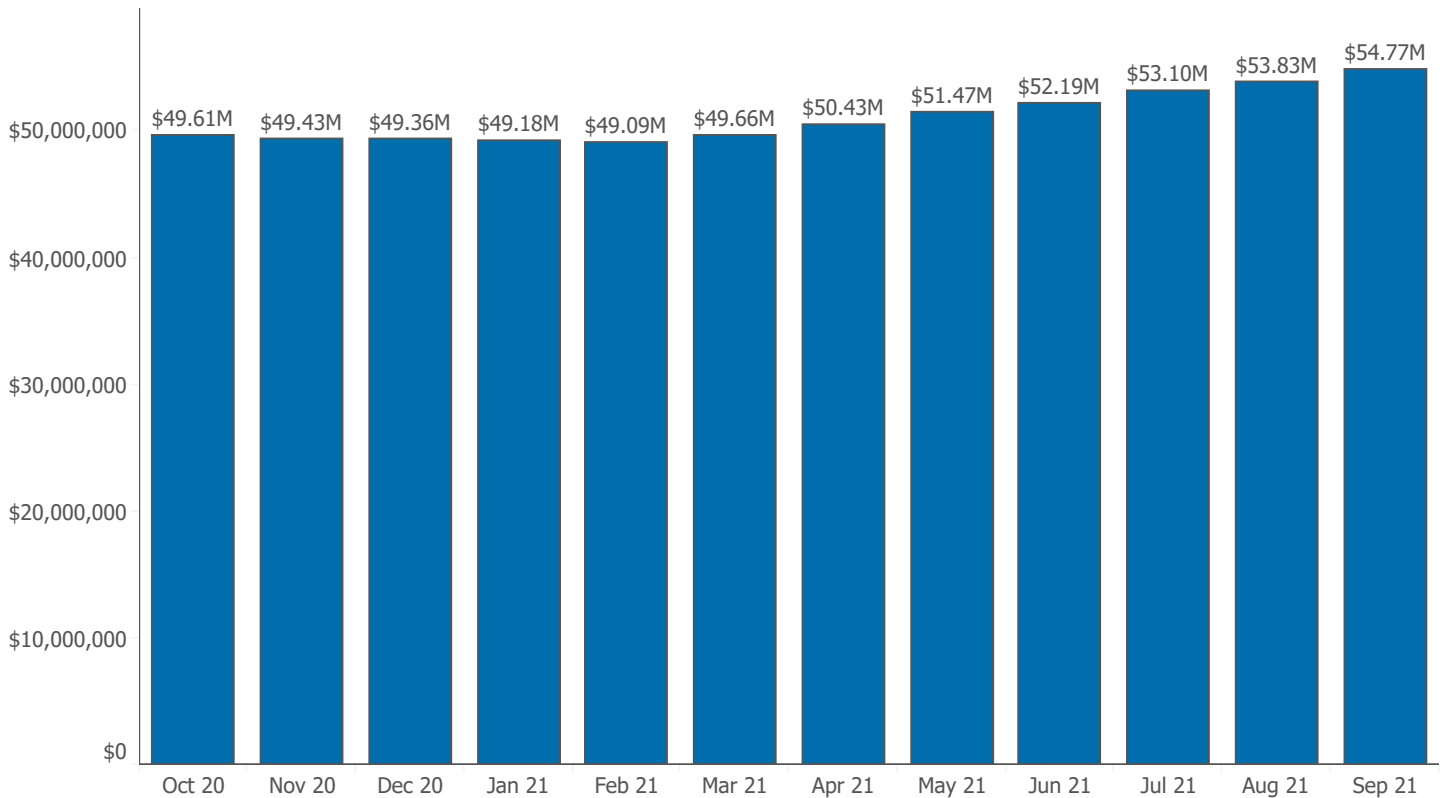
Base premium of policies bound during the reporting period includes cancellations and endorsements and is measured on the bound date of policies.

Base Premium by Month

CURRENT YEAR | **PRIOR YEAR**



Rolling 12 Months Base Premium



Strictly Commercial-in-Confidence

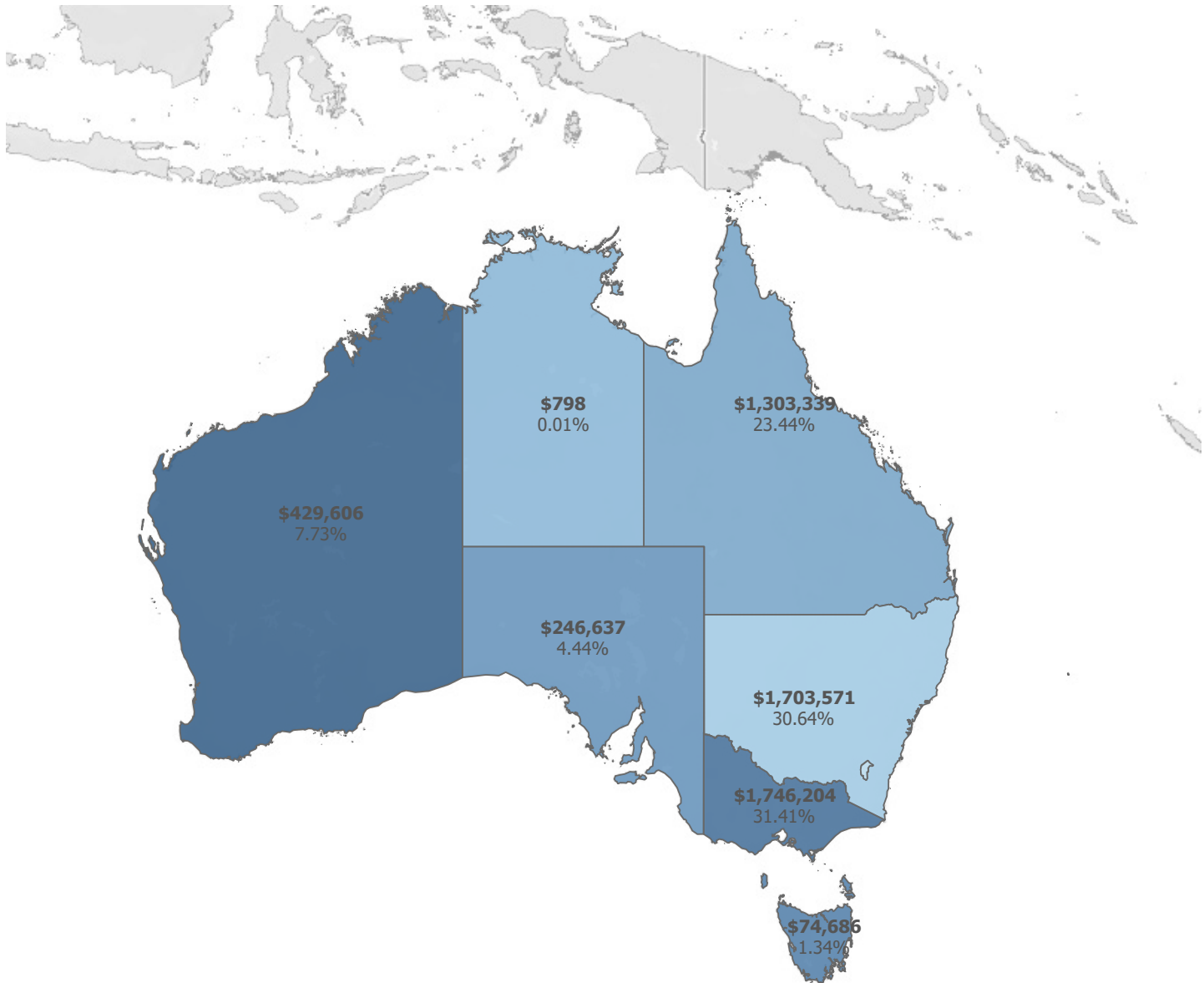
State Activity

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 01/09/2021

| | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | Grand Total |
|---------------------|-----------------|--------------------|--------------|--------------------|------------------|-----------------|--------------------|------------------|--------------------|
| New Business | \$23,136 | \$715,602 | \$798 | \$448,728 | \$106,759 | \$40,092 | \$680,236 | \$176,330 | \$2,191,680 |
| Renewals | \$32,017 | \$987,969 | \$0 | \$854,610 | \$139,878 | \$34,594 | \$1,065,967 | \$253,276 | \$3,368,311 |
| Grand Total | \$55,153 | \$1,703,571 | \$798 | \$1,303,339 | \$246,637 | \$74,686 | \$1,746,204 | \$429,606 | \$5,559,991 |

Base Premium Breakdown by State for 01/09/2021



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

31,557

Declined Opportunities

12,420

Quoted Opportunities

17,349

Bound Opportunities

1,892

Total Opportunities

| ACT | NSW | NT | QLD | SA | TAS | VIC | WA |
|-----|-------|-----|-------|-------|-------|-------|-------|
| 280 | 9,026 | 131 | 6,864 | 1,459 | 1,199 | 9,188 | 3,410 |

Declined Opportunities

| | ACT | NSW | NT | QLD | SA | TAS | VIC | WA |
|------------------------|-----|-------|----|-------|-----|-----|-------|-------|
| Declined Opportunities | 84 | 3,152 | 78 | 3,307 | 574 | 639 | 3,252 | 1,334 |

| | | | | | | | | |
|--------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Decline Rate | 30.00% | 34.92% | 59.54% | 48.18% | 39.34% | 53.29% | 35.39% | 39.12% |
|--------------|--------|--------|--------|--------|--------|--------|--------|--------|

Quoted Opportunities

| | ACT | NSW | NT | QLD | SA | TAS | VIC | WA |
|----------------------|-----|-------|----|-------|-----|-----|-------|-------|
| Quoted Opportunities | 185 | 5,362 | 49 | 3,248 | 805 | 507 | 5,314 | 1,879 |

| | | | | | | | | |
|------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Quote Rate | 94.39% | 91.28% | 92.45% | 91.31% | 90.96% | 90.54% | 89.52% | 90.51% |
|------------|--------|--------|--------|--------|--------|--------|--------|--------|

Bound Opportunities

| | ACT | NSW | NT | QLD | SA | TAS | VIC | WA |
|---------------------|-----|-----|----|-----|----|-----|-----|-----|
| Bound Opportunities | 22 | 610 | 1 | 393 | 91 | 47 | 543 | 185 |

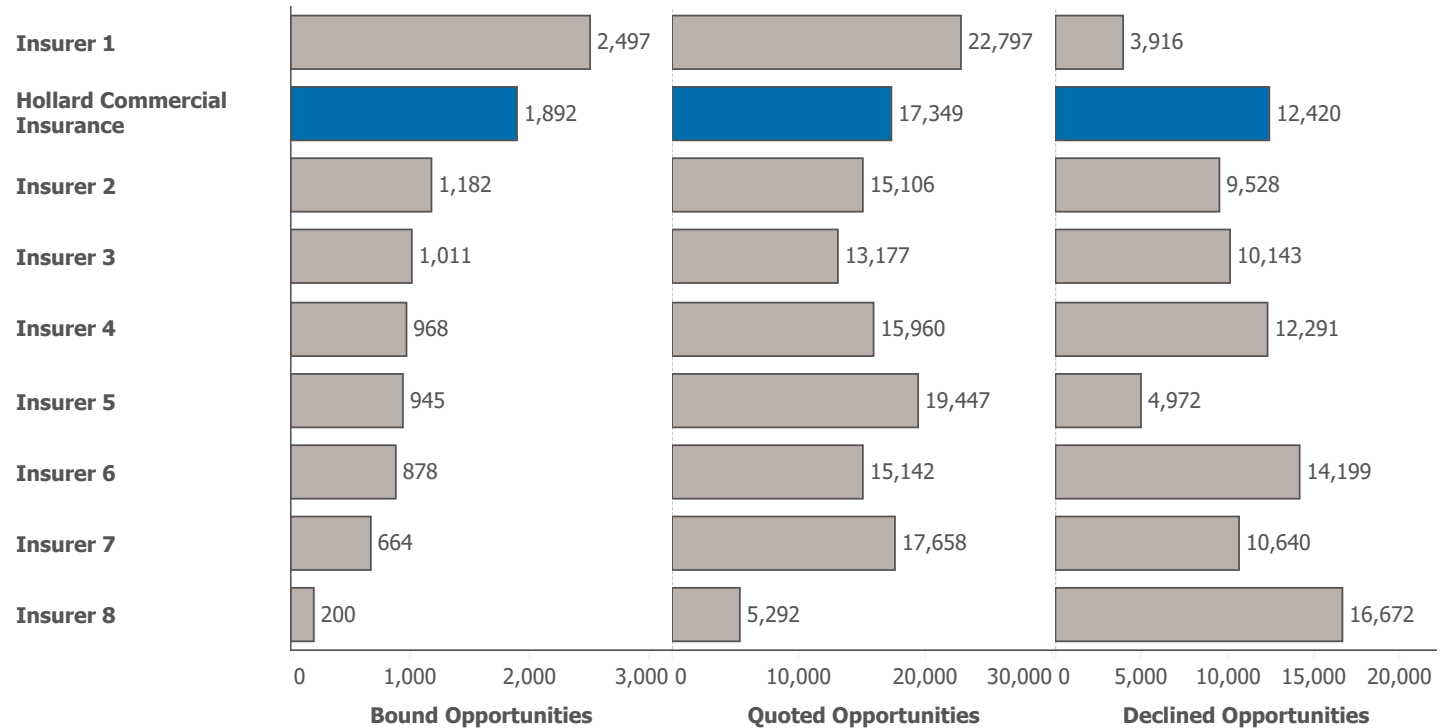
| | | | | | | | | |
|-------------|--------|--------|-------|--------|--------|-------|--------|-------|
| Strike Rate | 11.89% | 11.38% | 2.04% | 12.10% | 11.30% | 9.27% | 10.22% | 9.85% |
|-------------|--------|--------|-------|--------|--------|-------|--------|-------|

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



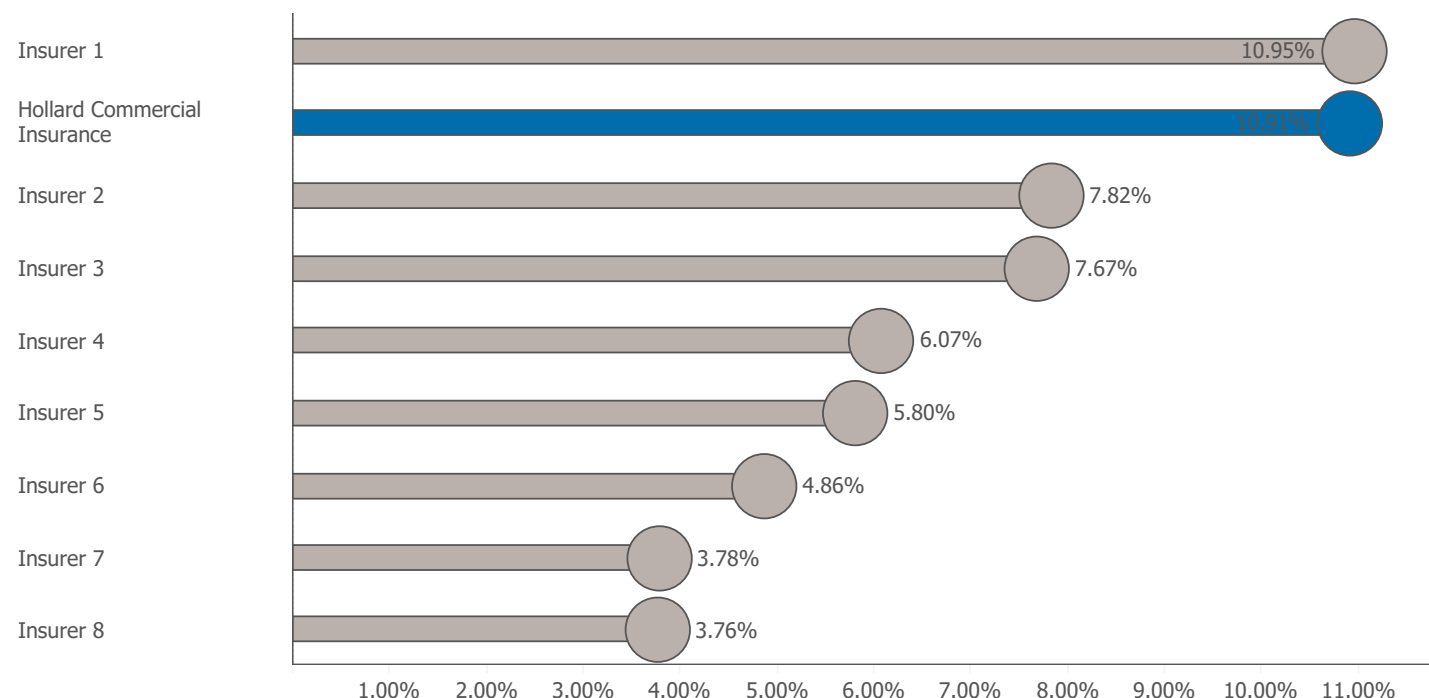
Opportunity Comparison by Insurer

| | Insurer 1 | Holland Commercial.. | Insurer 2 | Insurer 3 | Insurer 4 | Insurer 5 | Insurer 6 | Insurer 7 | Insurer 8 |
|------------------------|-----------|----------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Total Opportunities | 32,438 | 31,557 | 32,828 | 32,142 | 31,887 | 33,058 | 32,807 | 31,925 | 32,869 |
| Declined Opportunities | 3,916 | 12,420 | 9,528 | 10,143 | 12,291 | 4,972 | 14,199 | 10,640 | 16,672 |
| Decline Rate | 12.07% | 39.36% | 29.02% | 31.56% | 38.55% | 15.04% | 43.28% | 33.33% | 50.72% |
| Quoted Opportunities | 22,797 | 17,349 | 15,106 | 13,177 | 15,960 | 19,447 | 15,142 | 17,658 | 5,292 |
| Bound Opportunities | 2,497 | 1,892 | 1,182 | 1,011 | 968 | 945 | 878 | 664 | 200 |
| Strike Rate | 10.95% | 10.91% | 7.82% | 7.67% | 6.07% | 4.86% | 5.80% | 3.76% | 3.78% |

Strike Rate

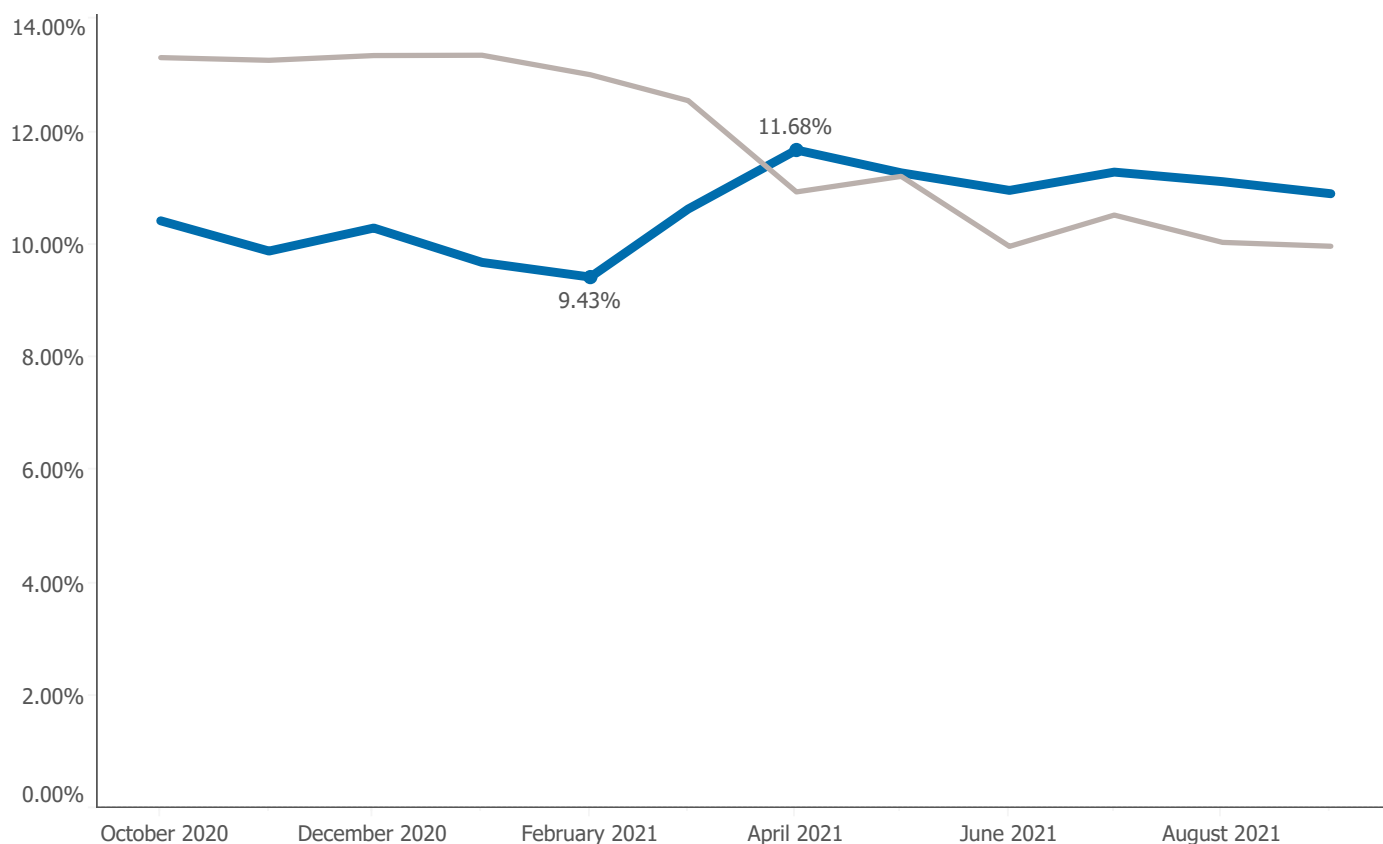
The strike rate is the total bound opportunities divided by the number of quoted opportunities and is measured at the inception date of the opportunity across all new business transactions.

Strike Rate Insurer Comparison for 01/09/2021



Strike Rate by Month

CURRENT YEAR | PRIOR YEAR



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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 | Declined Opportunities | Quoted Opportunities | Bound Opportunities |
|---------------------|------------------------|----------------------|---------------------|
| 2,950 | 50 | 2,853 | 2,300 |

Total Opportunities

| ACT | NSW | NT | QLD | SA | TAS | VIC | WA |
|-----|-----|----|-----|-----|-----|-----|-----|
| 45 | 931 | 4 | 631 | 117 | 43 | 938 | 241 |

Declined Opportunities

| | ACT | NSW | NT | QLD | SA | TAS | VIC | WA |
|------------------------|-----|-----|----|-----|----|-----|-----|----|
| Declined Opportunities | 0 | 15 | 1 | 12 | 3 | 2 | 15 | 2 |

| | | | | | | | | |
|--------------|-------|-------|--------|-------|-------|-------|-------|-------|
| Decline Rate | 0.00% | 1.61% | 25.00% | 1.90% | 2.56% | 4.65% | 1.60% | 0.83% |
|--------------|-------|-------|--------|-------|-------|-------|-------|-------|

Quoted Opportunities

| | ACT | NSW | NT | QLD | SA | TAS | VIC | WA |
|----------------------|-----|-----|----|-----|-----|-----|-----|-----|
| Quoted Opportunities | 44 | 901 | 3 | 606 | 114 | 41 | 913 | 231 |

| | | | | | | | | |
|------------|--------|--------|---------|--------|---------|---------|--------|--------|
| Quote Rate | 97.78% | 98.36% | 100.00% | 97.90% | 100.00% | 100.00% | 98.92% | 96.65% |
|------------|--------|--------|---------|--------|---------|---------|--------|--------|

Bound Opportunities

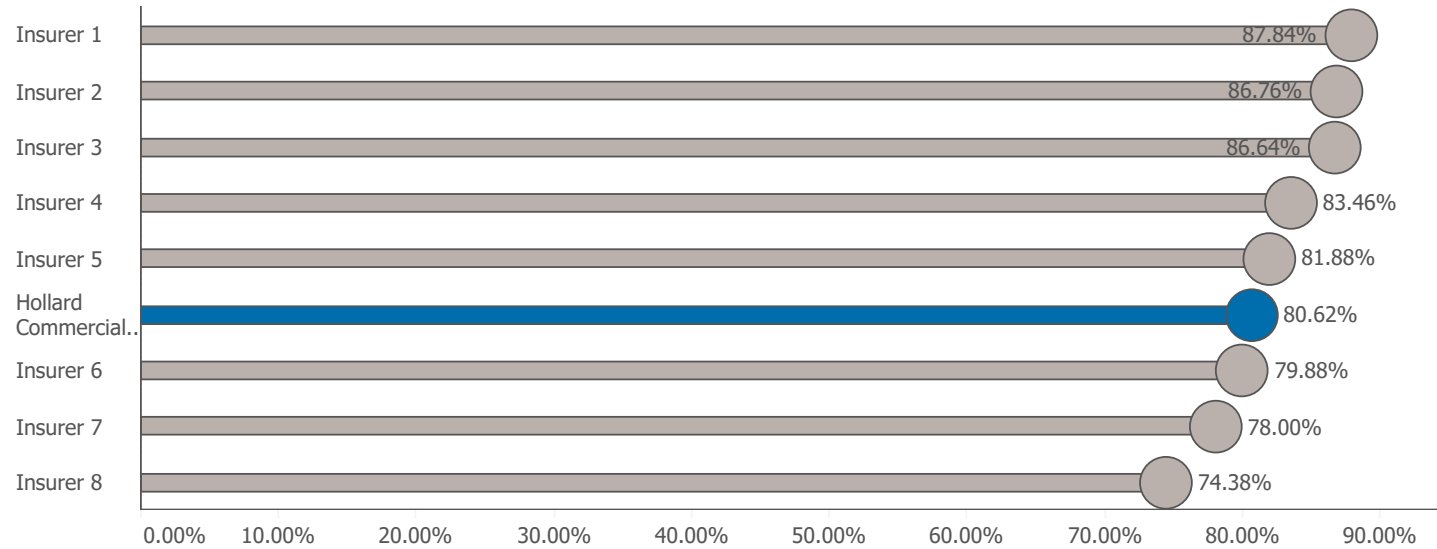
| | ACT | NSW | NT | QLD | SA | TAS | VIC | WA |
|---------------------|-----|-----|----|-----|----|-----|-----|-----|
| Bound Opportunities | 37 | 754 | 0 | 490 | 87 | 36 | 705 | 191 |

| | | | | | | | | |
|----------------|--------|--------|-------|--------|--------|--------|--------|--------|
| Retention Rate | 84.09% | 83.68% | 0.00% | 80.86% | 76.32% | 87.80% | 77.22% | 82.68% |
|----------------|--------|--------|-------|--------|--------|--------|--------|--------|

Renewal Retention

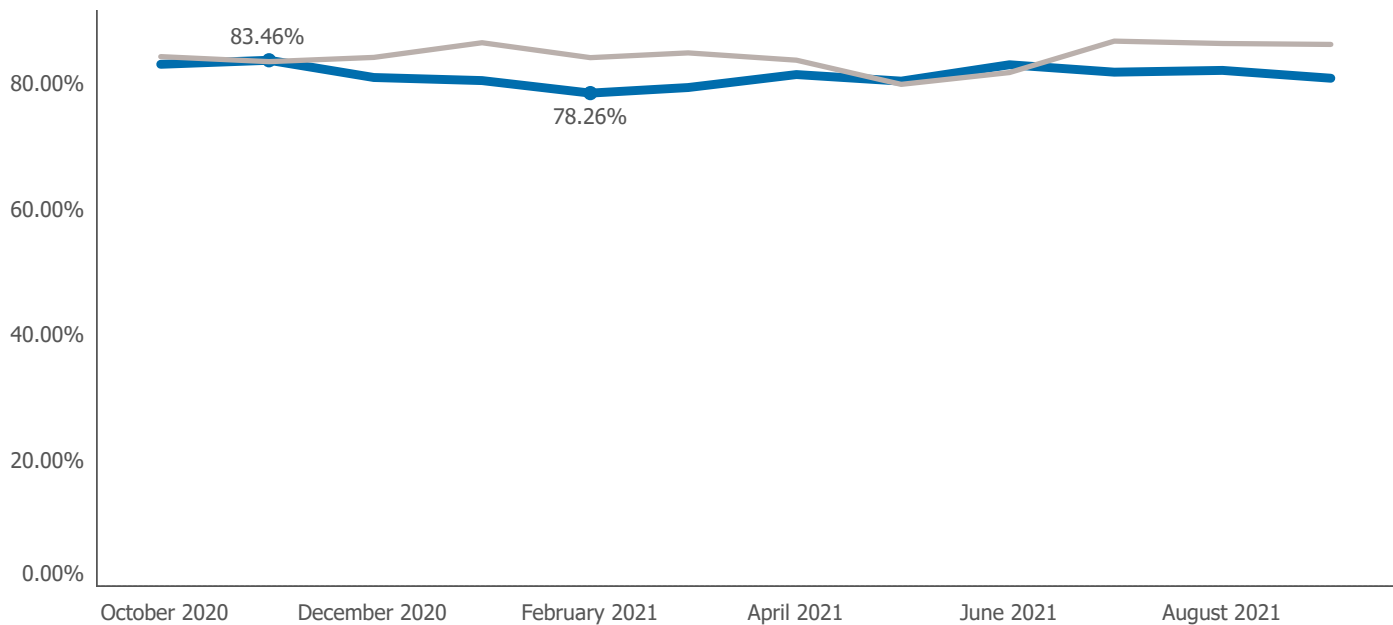
Renewal retention is based on the inception date of all renewal quotes, and is calculated as the total bound renewal opportunities divided by the number of quoted renewal opportunities.

Renewal Retention Rate Insurer Comparison for 01/09/2021

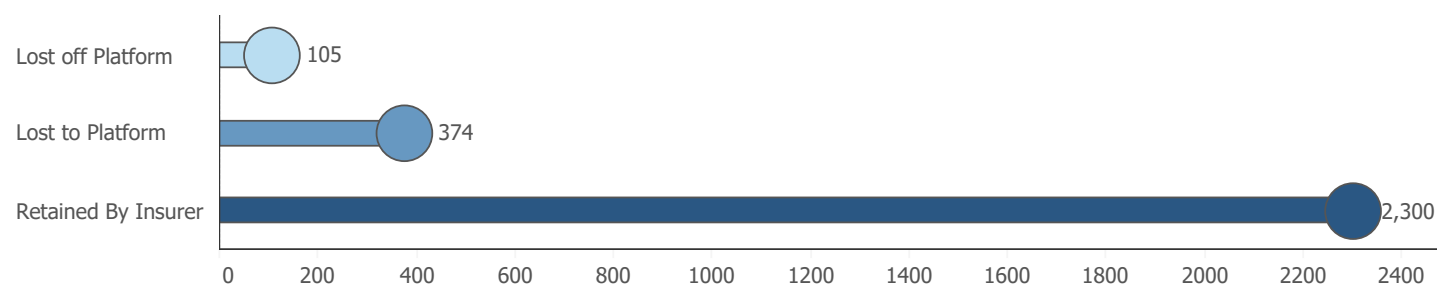


Renewal Retention by Month

CURRENT YEAR | **PRIOR YEAR**



Renewal Retention Breakdown

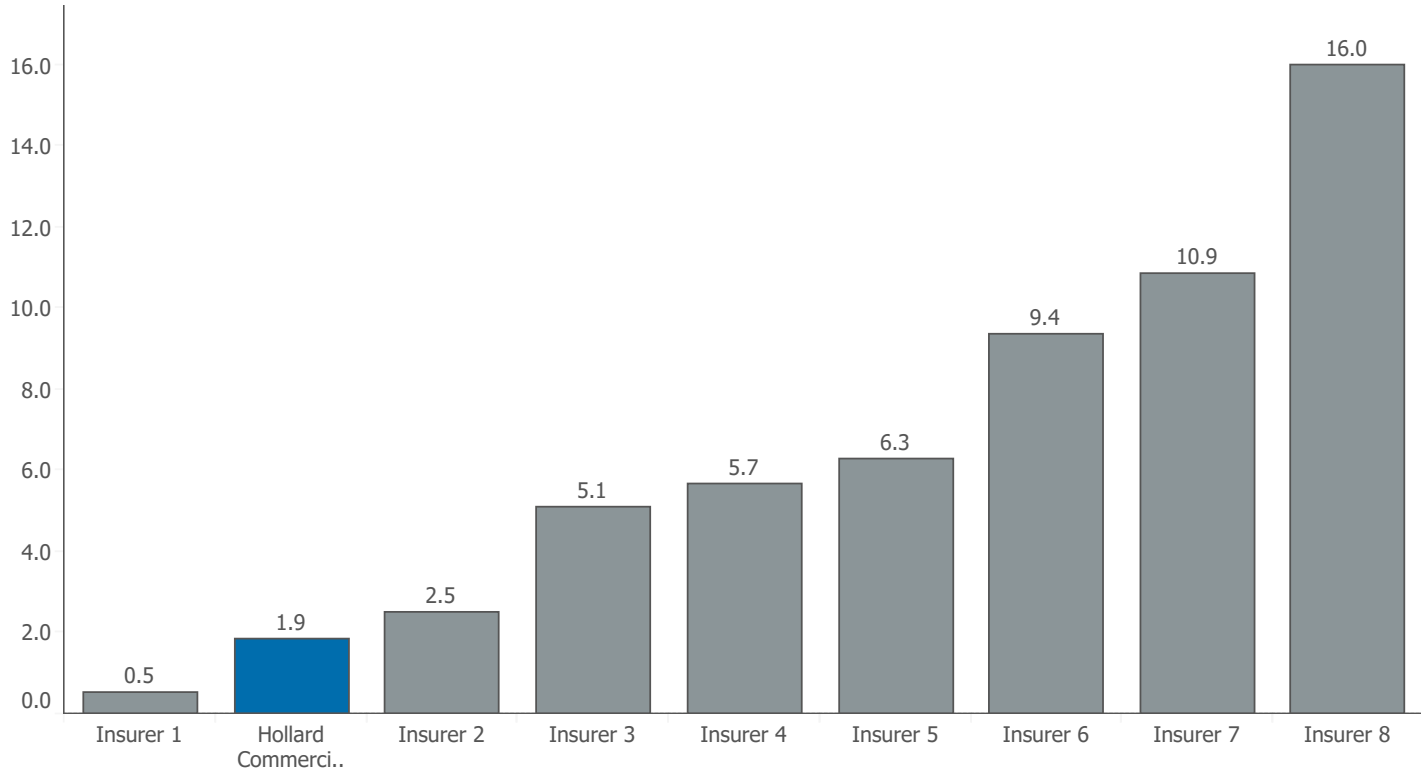


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Response Times

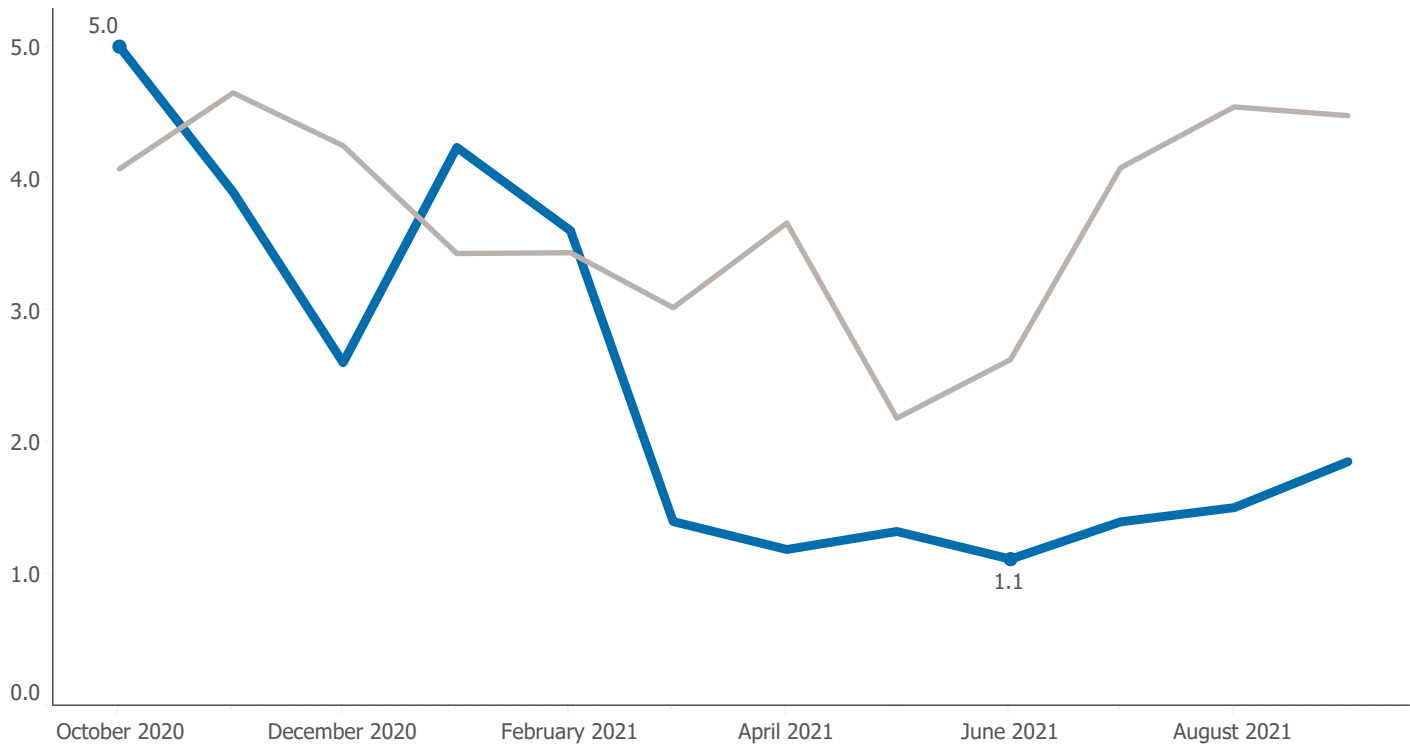
Response time is the average time between a broker sending a quote request message and the insurer responding to the message. It excludes auto rated responses where applicable. The time is calculated between the hours of 9am - 5pm AEST, Monday to Friday, inclusive of public holidays and is reported at 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) | 2,682 | 1,631 | 150 |
| Property Owner - Factory/Industrial | 1,873 | 1,043 | 119 |
| Carpenter | 656 | 407 | 151 |
| Plumber | 610 | 399 | 115 |
| Electrician | 609 | 416 | 138 |
| Property Owner - Office (Single Storey) | 584 | 446 | 65 |
| Property Owner - Warehouse | 580 | 331 | 45 |
| Property Owner - Noc | 573 | 269 | 33 |
| Handyman / Property Maintenance | 535 | 250 | 59 |
| Restaurant, Licensed, With Deep Frying | 528 | 353 | 76 |
| Property Owner - Office (Multi Storey) | 494 | 320 | 58 |
| Road Freight Transport Service - No Storage | 433 | 136 | 25 |
| Beauty Salon Operation | 374 | 303 | 103 |
| Hairdressing Service | 344 | 308 | 106 |
| Earthmoving | 335 | 70 | 10 |
| Cafe Operation, Not Licensed With Deep Frying | 299 | 230 | 61 |
| Real Estate Agency Service | 256 | 230 | 71 |
| Concreter | 245 | 208 | 67 |
| Cleaning Service Noc | 233 | 144 | 42 |
| Cafe Operation, Licensed With Deep Frying | 230 | 156 | 34 |

Top 20 Presented Occupations across SCTP Portfolio

| | Presented Opportunities | Quoted Opportunities | Bound Opportunities |
|---|-------------------------|----------------------|---------------------|
| Property Owner - Retail (Not arcades/Malls) | 3,560 | 3,382 | 2,012 |
| Property Owner - Factory/Industrial | 2,531 | 2,342 | 1,506 |
| Property Owner - Office (Single Storey) | 818 | 798 | 534 |
| Carpenter | 793 | 776 | 465 |
| Property Owner - Warehouse | 793 | 725 | 434 |
| Electrician | 783 | 777 | 481 |
| Property Owner - Noc | 760 | 669 | 368 |
| Plumber | 745 | 728 | 370 |
| Handyman / Property Maintenance | 700 | 690 | 413 |
| Road Freight Transport Service - No Storage | 662 | 652 | 437 |
| Property Owner - Office (Multi Storey) | 631 | 599 | 368 |
| Restaurant, Licensed, With Deep Frying | 624 | 587 | 293 |
| Beauty Salon Operation | 519 | 506 | 318 |
| Hairdressing Service | 457 | 453 | 339 |
| Earthmoving | 439 | 427 | 259 |
| Cafe Operation, Not Licensed With Deep Frying | 368 | 355 | 199 |
| Real Estate Agency Service | 329 | 326 | 207 |
| Cleaning Service Noc | 295 | 285 | 136 |
| Concreter | 280 | 273 | 153 |
| Cafe Operation, Licensed With Deep Frying | 279 | 269 | 129 |

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 | 3,174 | 2,013 | 535 |
| Resilium Insurance Broking Pty Ltd | 2,679 | 1,635 | 453 |
| Ausure Insurance Brokers | 2,333 | 1,487 | 268 |
| United Insurance Group | 1,219 | 779 | 166 |
| CBN | 943 | 607 | 195 |
| McLardy McShane Partners Pty Ltd | 661 | 382 | 106 |
| Insurance House Advance | 519 | 313 | 68 |
| Regional Insurance Brokers Pty Ltd | 519 | 224 | 65 |
| Insurance House Pty Ltd | 473 | 270 | 64 |
| PSC Connect Pty Ltd (VIC) | 457 | 282 | 52 |
| Aviso EIA Pty Ltd | 392 | 227 | 30 |
| Steadfast Taswide Insurance Brokers | 383 | 177 | 35 |
| Oracle Group (Australia) Pty Ltd | 376 | 203 | 41 |
| PSC Connect Pty Ltd (QLD) | 340 | 173 | 45 |
| Consolidated Insurances Pty Ltd | 334 | 172 | 46 |
| PSC Connect Pty Ltd (NSW) | 319 | 207 | 71 |
| Colonial Financial Services Pty Ltd | 315 | 264 | 12 |
| United Insurance - Winbeat site | 279 | 172 | 54 |
| Consolidated Insurance Agencies Pty Ltd | 273 | 200 | 55 |
| Centrewest Insurance Brokers Pty Ltd | 272 | 163 | 33 |
| Pollard Insurance Brokers Pty Ltd | 252 | 154 | 25 |
| Brookvale Insurance Brokers | 251 | 146 | 36 |
| Apollo Risk Services | 245 | 137 | 24 |
| Reliance Franchise Partners | 227 | 151 | 44 |
| Aviso (Fitzpatrick & Company Insurance Brokers Pty Ltd) | 221 | 125 | 17 |
| Steadfast Eastern Insurance Brokers | 221 | 138 | 40 |
| Steadfast IRS Pty Ltd | 215 | 124 | 21 |
| Tony Bemrose Insurance Brokers Pty Ltd | 212 | 165 | 40 |
| BJS Insurance Brokers Pty Ltd | 205 | 121 | 18 |
| Bruce Insurance Brokers Pty Ltd | 203 | 131 | 24 |
| Coverforce Insurance Broking Pty Ltd (NSW) | 203 | 123 | 28 |
| Coverforce Insurance Broking Pty Ltd (ARs) | 194 | 128 | 26 |
| PSC Alliance Insurance Broking Services Pty Ltd | 188 | 124 | 33 |
| Macey Insurance Brokers Pty Ltd | 186 | 90 | 7 |
| Phoenix Insurance Brokers Pty Ltd | 181 | 103 | 22 |
| Midland Insurance Brokers Australia Pty Ltd | 179 | 104 | 12 |
| Dunk Insurance | 175 | 90 | 28 |
| Surewise | 173 | 106 | 41 |
| AIS Insurance Brokers | 170 | 85 | 17 |
| Elliott Insurance Brokers | 162 | 105 | 35 |

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