



Steadfast Client  
Trading Platform

# **SCTP Commercial Insurer Performance Report**

Hollard Commercial Insurance - SCTP  
Business Pack

**February 2022**

## **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

\$4,944,643

## Fiscal Year to Date Base Premium

\$37,768,625

## Rolling 12 Base Premium

\$57,176,755

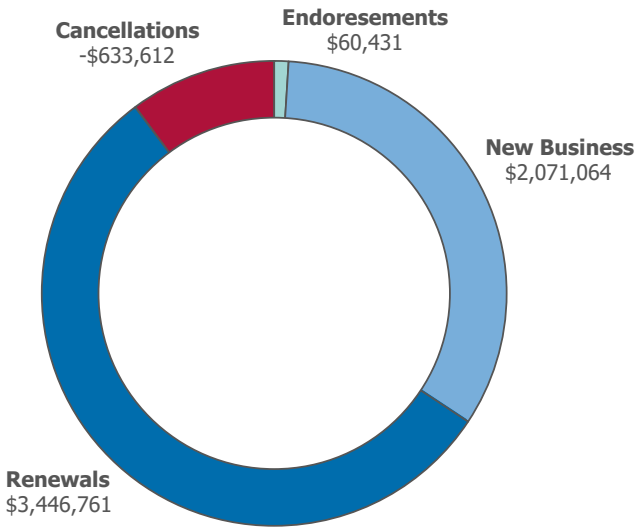
## Hollard Commercial Insurance - Average Base Premium

\$1,324

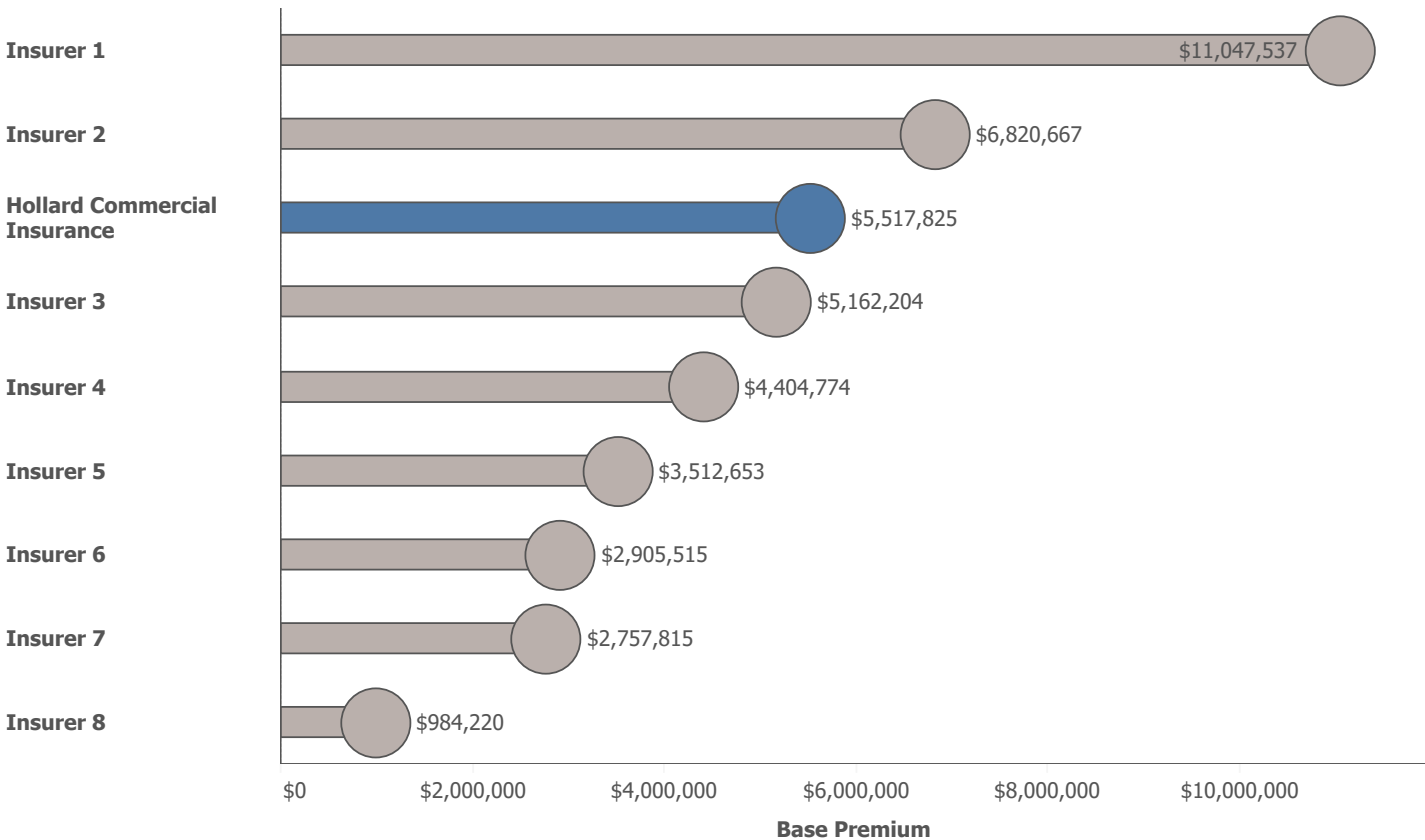
## All Insurers - Average Base Premium

\$1,951

## Transaction Type Breakdown

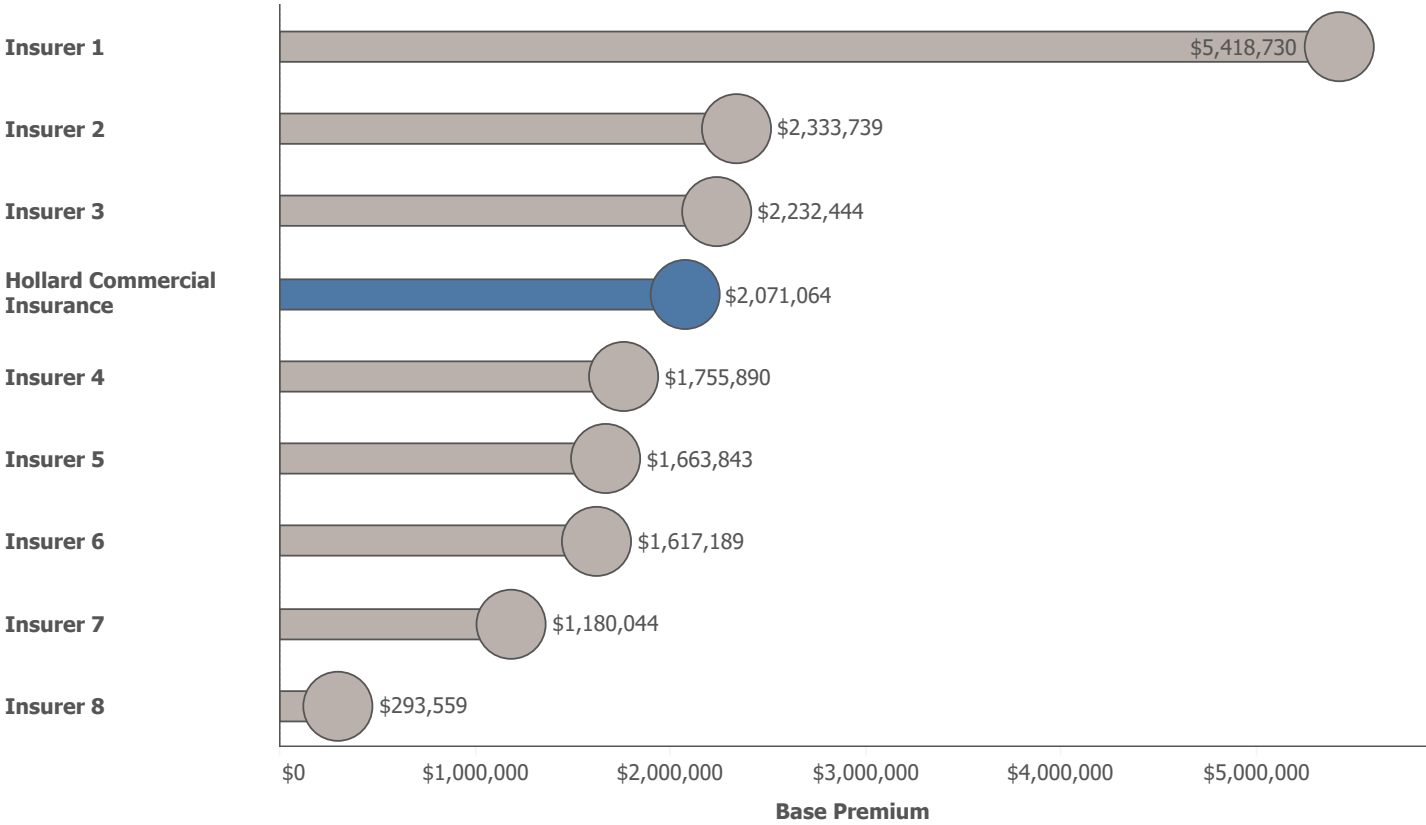


## Overall Insurer Comparison

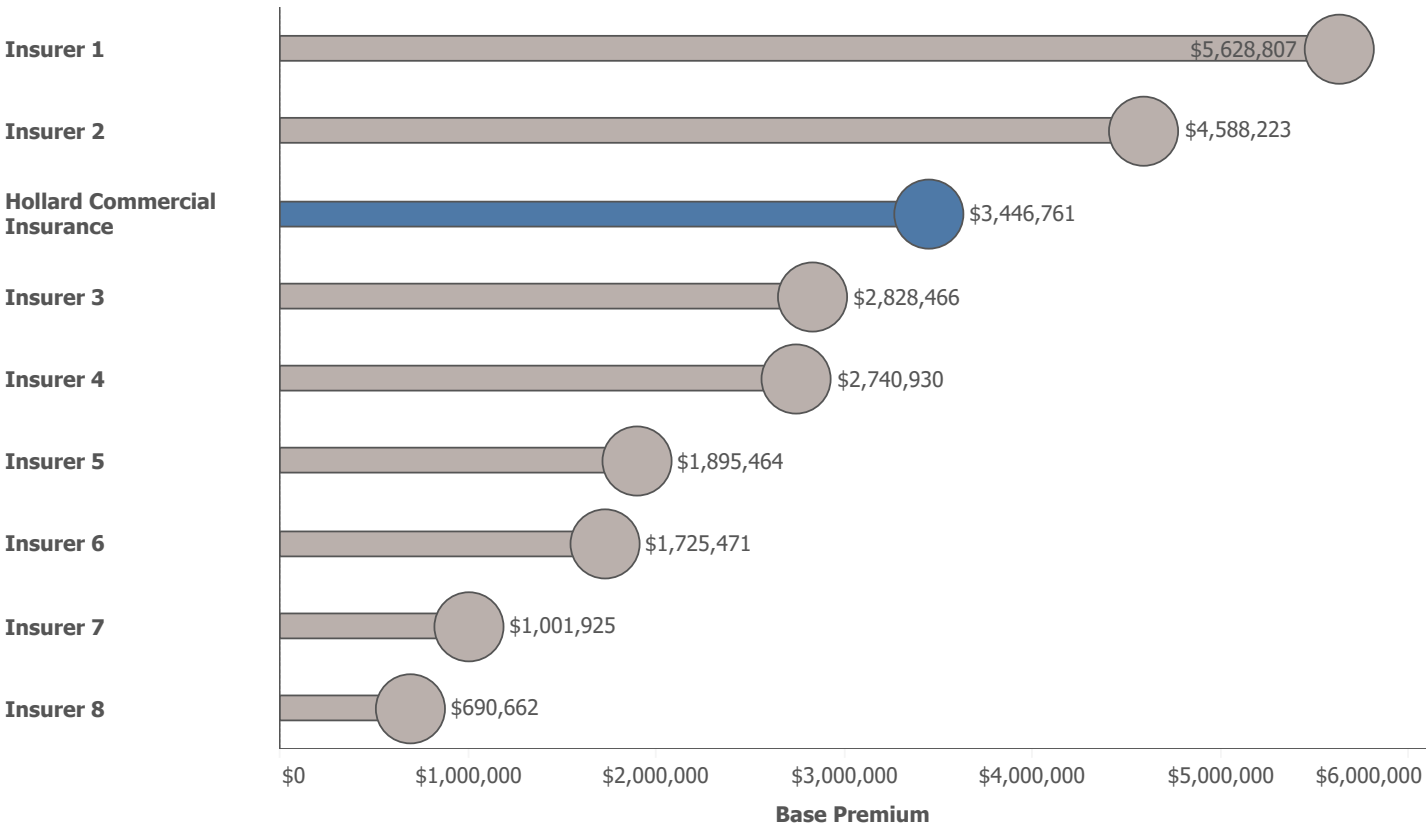


# Base Premium

## New Business Insurer Comparison



## Renewal Insurer Comparison

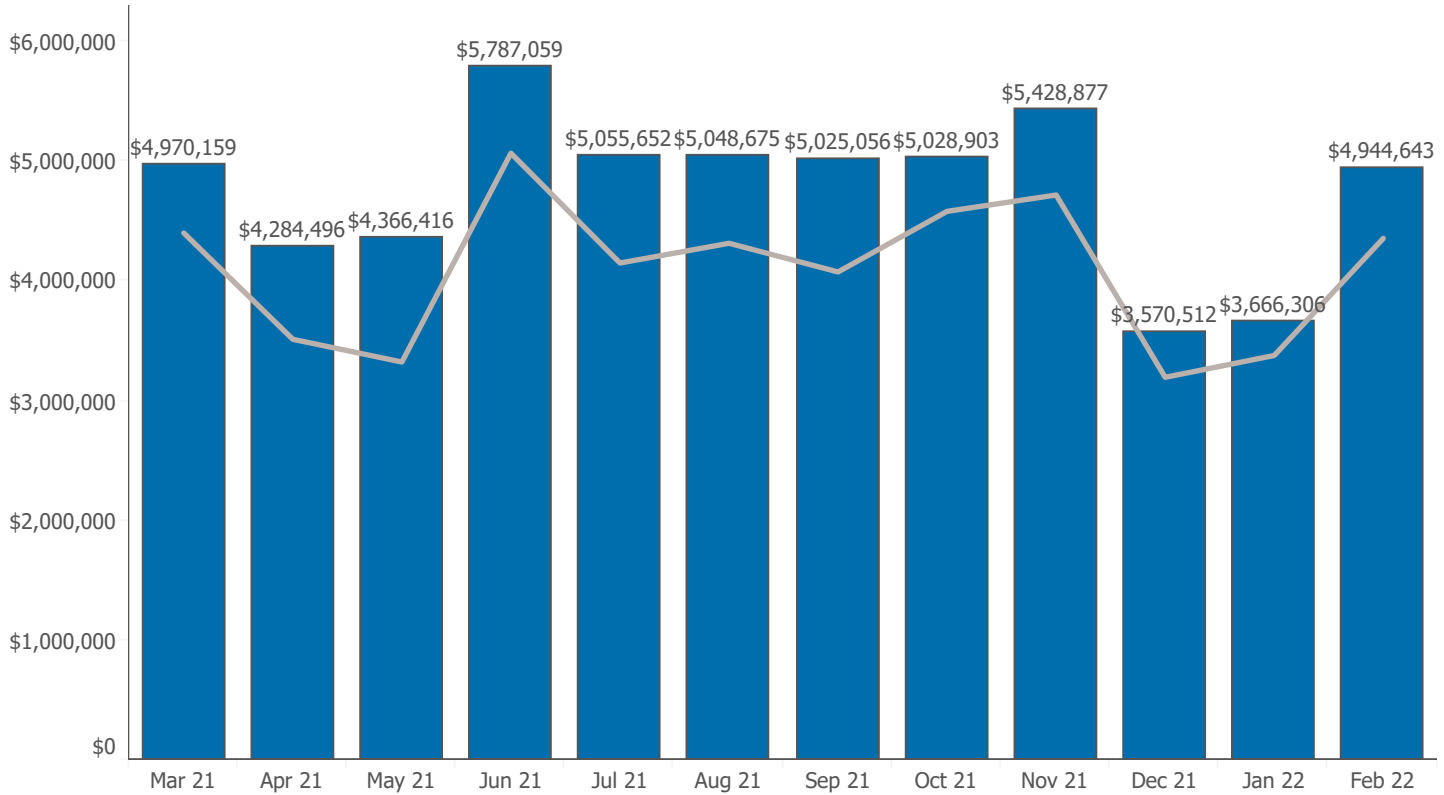


# Base Premium

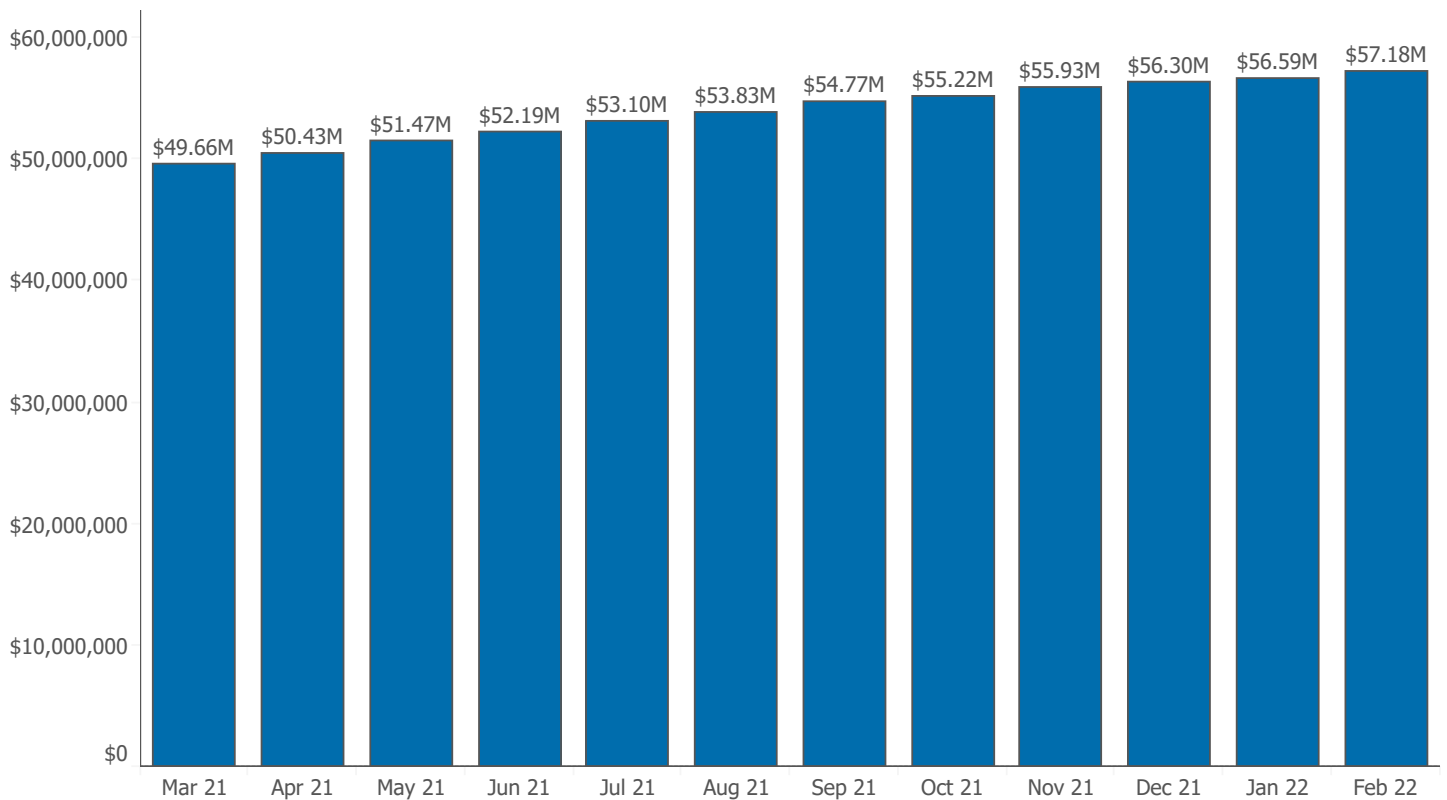
Base premium of policies bound during the reporting period includes cancellations and endorsements and is measured on the bound date of policies.

## Base Premium by Month

CURRENT YEAR | PRIOR YEAR



## Rolling 12 Months Base Premium



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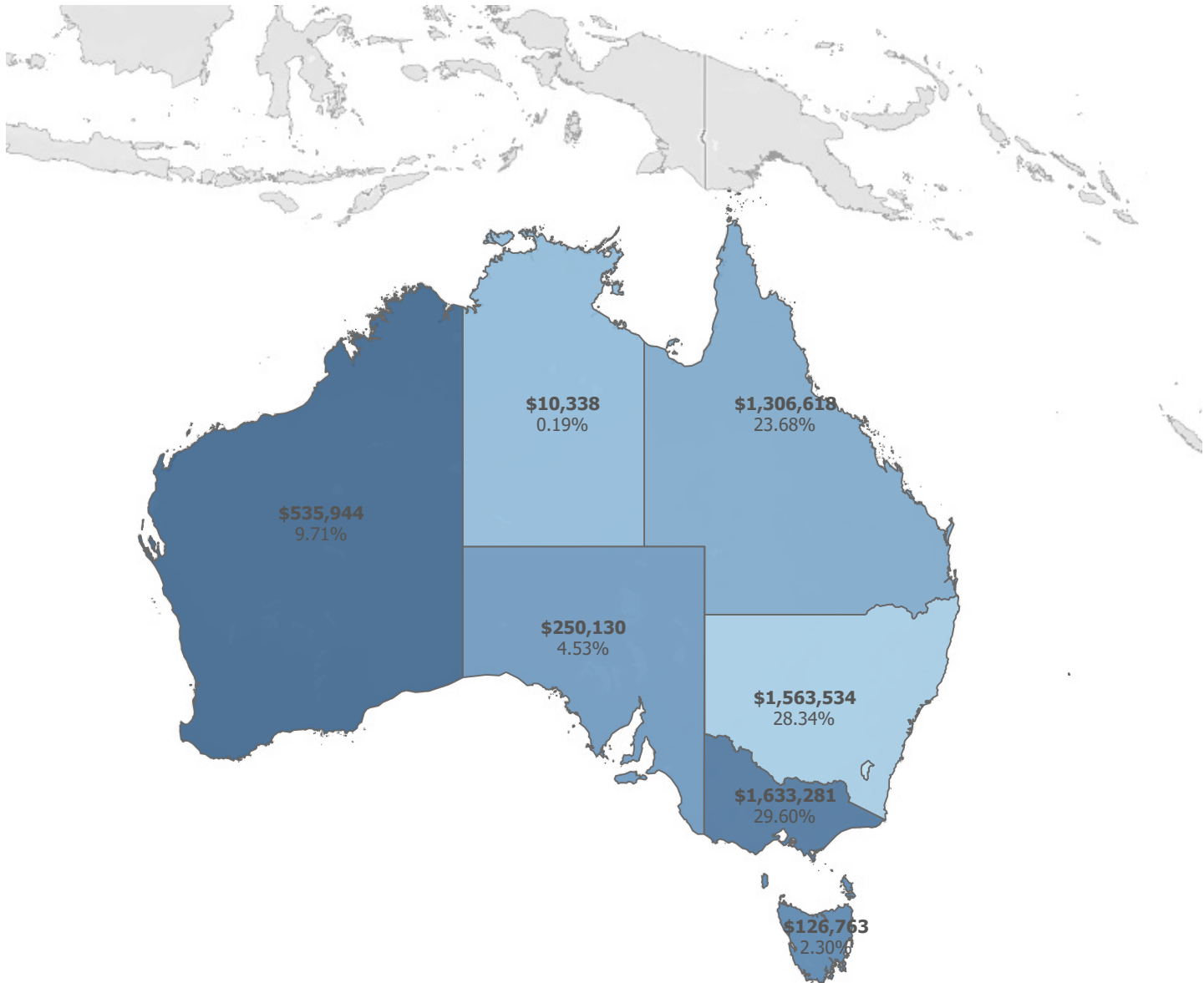
# State Activity

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 01/02/2022

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Grand Total
<b>New Business</b>	\$60,865	\$638,566	\$9,532	\$479,337	\$92,249	\$48,276	\$541,930	\$200,308	<b>\$2,071,064</b>
<b>Renewals</b>	\$30,353	\$924,967	\$806	\$827,280	\$157,881	\$78,486	\$1,091,352	\$335,635	<b>\$3,446,761</b>
<b>Grand Total</b>	<b>\$91,218</b>	<b>\$1,563,534</b>	<b>\$10,338</b>	<b>\$1,306,618</b>	<b>\$250,130</b>	<b>\$126,763</b>	<b>\$1,633,281</b>	<b>\$535,944</b>	<b>\$5,517,825</b>

## Base Premium Breakdown by State for 01/02/2022



# 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

29,125

## Declined Opportunities

11,546

## Quoted Opportunities

16,003

## Bound Opportunities

1,742

## Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
298	8,192	213	6,326	1,297	1,011	8,419	3,369

## Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	91	2,999	150	3,020	513	469	3,005	1,299

Decline Rate	30.54%	36.61%	70.42%	47.74%	39.55%	46.39%	35.69%	38.56%
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## Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	200	4,736	55	3,051	724	477	4,860	1,900

Quote Rate	96.62%	91.20%	87.30%	92.29%	92.35%	88.01%	89.77%	91.79%
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## Bound Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	32	532	10	391	78	44	473	182

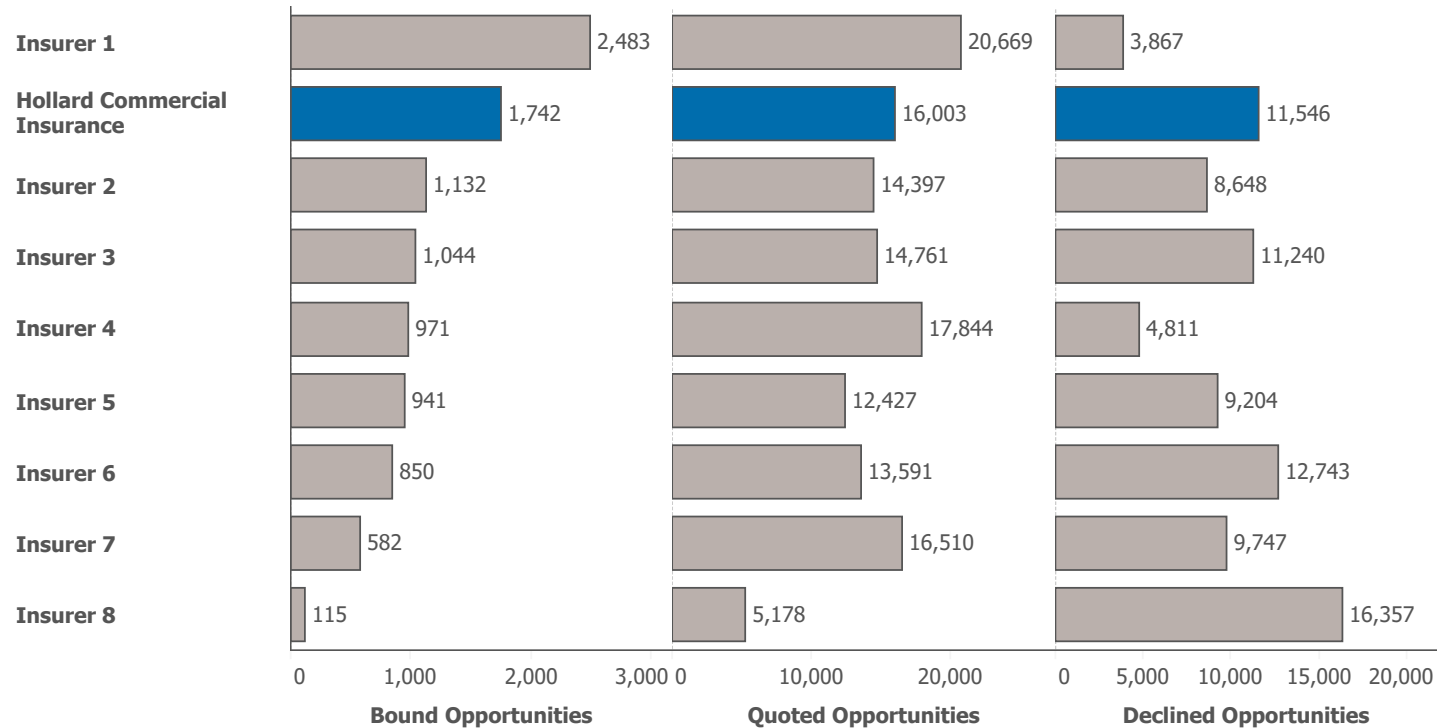
Strike Rate	16.00%	11.23%	18.18%	12.82%	10.77%	9.22%	9.73%	9.58%
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# New Business Opportunities - Insurer Comparison

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

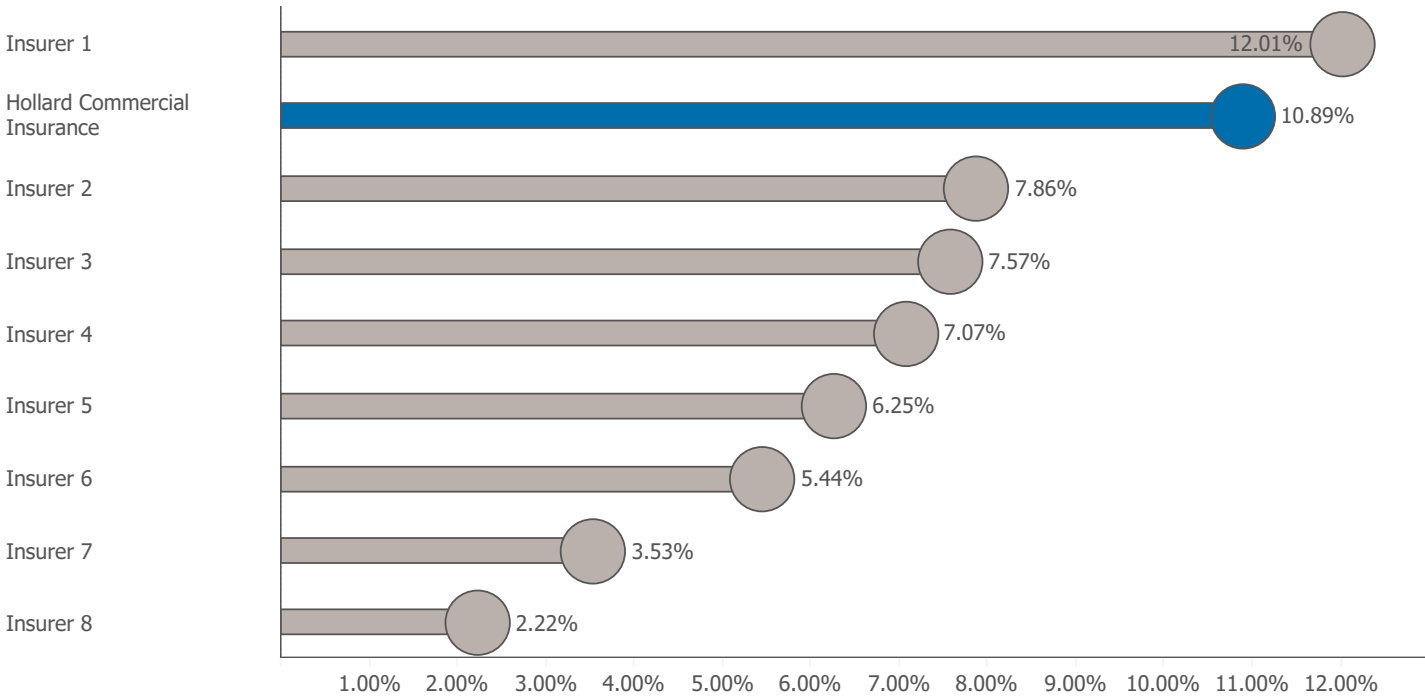
	Insurer 1	Holland Commercial..	Insurer 2	Insurer 3	Insurer 4	Insurer 5	Insurer 6	Insurer 7	Insurer 8
Total Opportunities	29,651	29,125	30,030	29,348	30,402	29,528	30,123	29,393	30,231
Declined Opportunities	3,867	11,546	8,648	11,240	4,811	9,204	12,743	9,747	16,357
Decline Rate	13.04%	39.64%	28.80%	38.30%	15.82%	31.17%	42.30%	33.16%	54.11%
Quoted Opportunities	20,669	16,003	14,397	14,761	17,844	12,427	13,591	16,510	5,178
Bound Opportunities	2,483	1,742	1,132	1,044	971	941	850	582	115
Strike Rate	12.01%	10.89%	7.86%	7.07%	5.44%	7.57%	6.25%	3.53%	2.22%



# Strike Rate

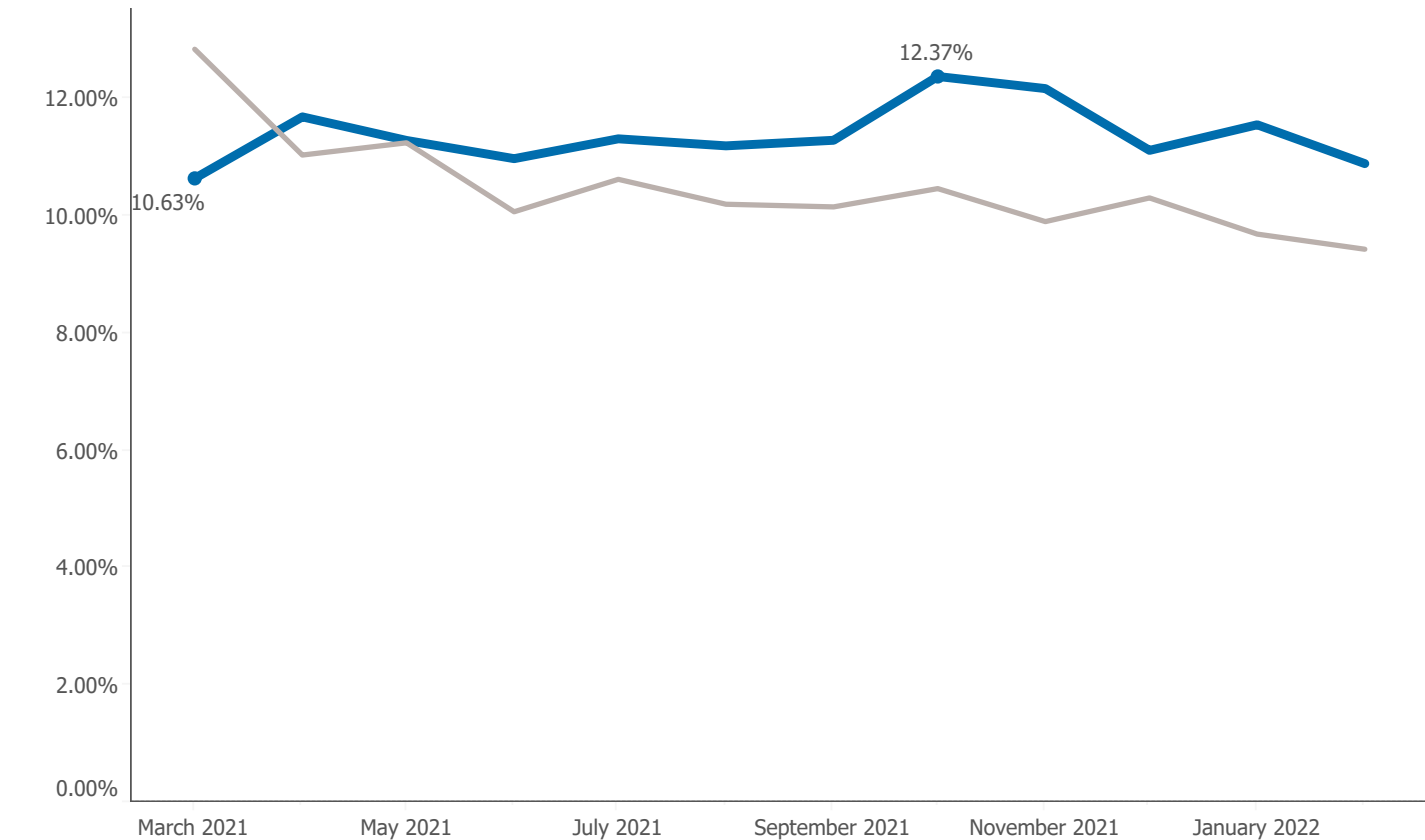
The strike rate is the total bound opportunities divided by the number of quoted opportunities and is measured at the inception date of the opportunity across all new business transactions.

## Strike Rate Insurer Comparison for 01/02/2022



## 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**

2,916

**Declined Opportunities**

44

**Quoted Opportunities**

2,819

**Bound Opportunities**

2,340

## Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
39	953	1	642	100	61	849	271

## Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	0	19	0	5	3	2	13	2

Decline Rate	0.00%	1.99%	0.00%	0.78%	3.00%	3.28%	1.53%	0.74%
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## Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	39	909	1	624	96	58	825	267

Quote Rate	100.00%	97.32%	100.00%	97.96%	98.97%	98.31%	98.68%	99.26%
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## Bound Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	33	765	1	518	84	49	656	234

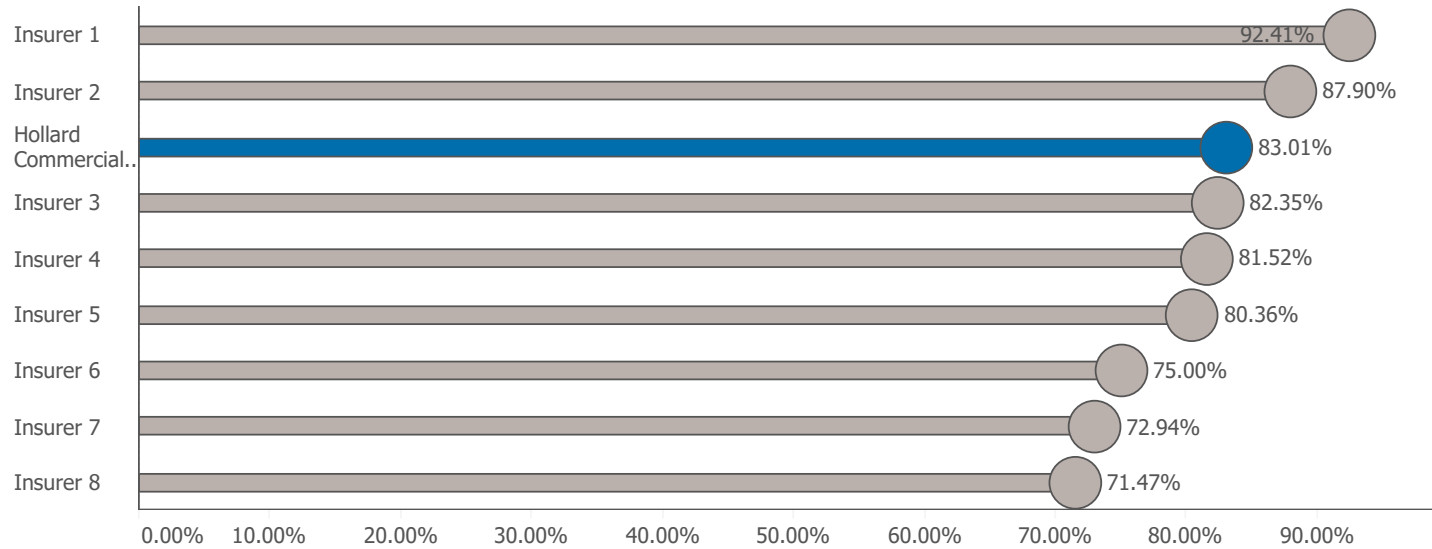
Retention Rate	84.62%	84.16%	100.00%	83.01%	87.50%	84.48%	79.52%	87.64%
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# Renewal Retention

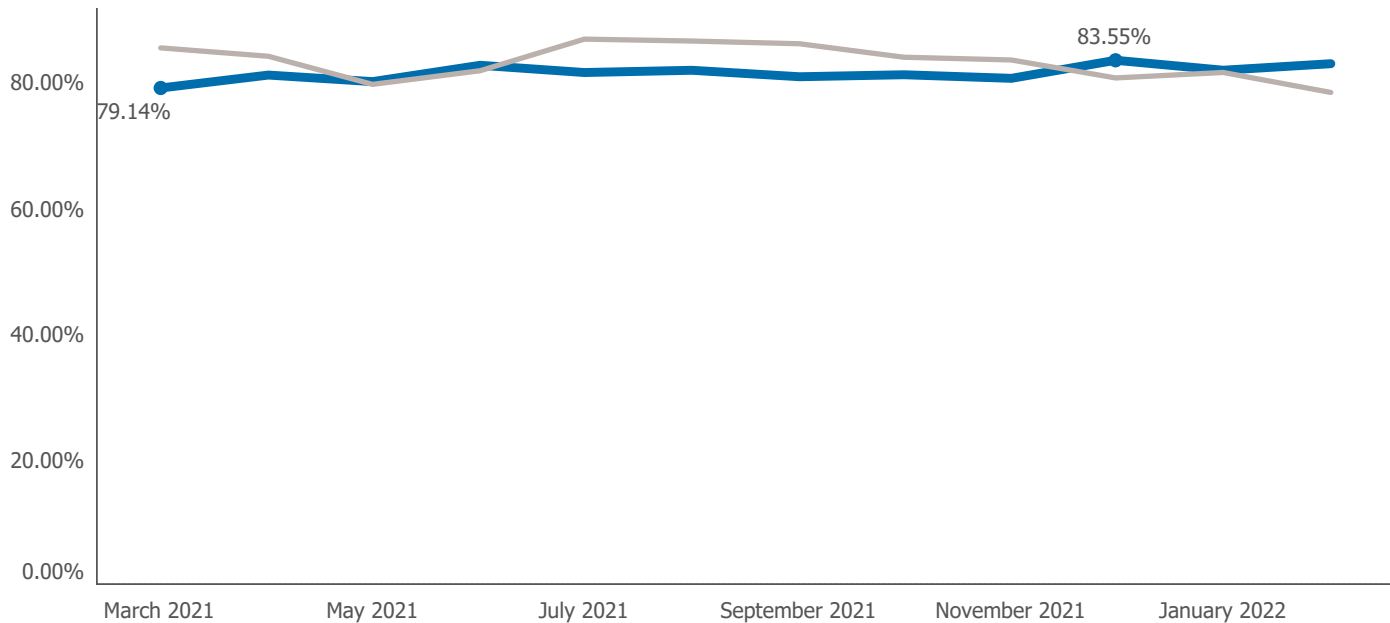
Renewal retention is based on the inception date of all renewal quotes, and is calculated as the total bound renewal opportunities divided by the number of quoted renewal opportunities.

## Renewal Retention Rate Insurer Comparison for 01/02/2022

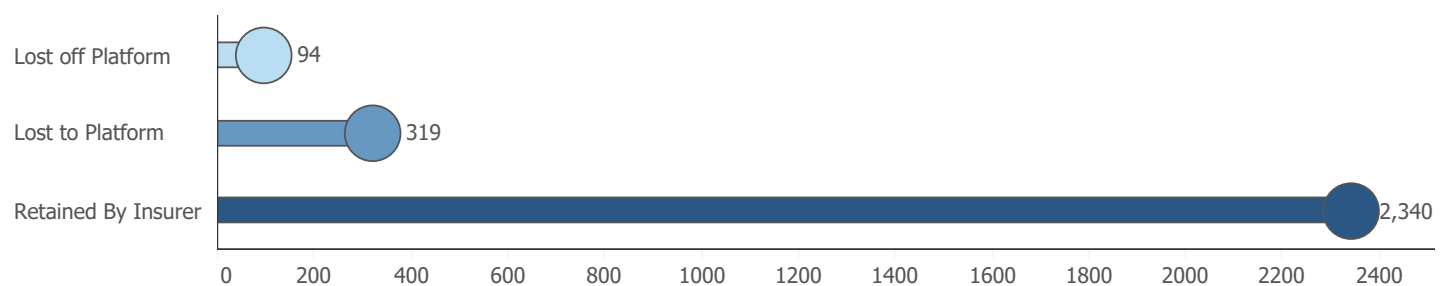


## Renewal Retention by Month

**CURRENT YEAR** | **PRIOR YEAR**



## Renewal Retention Breakdown

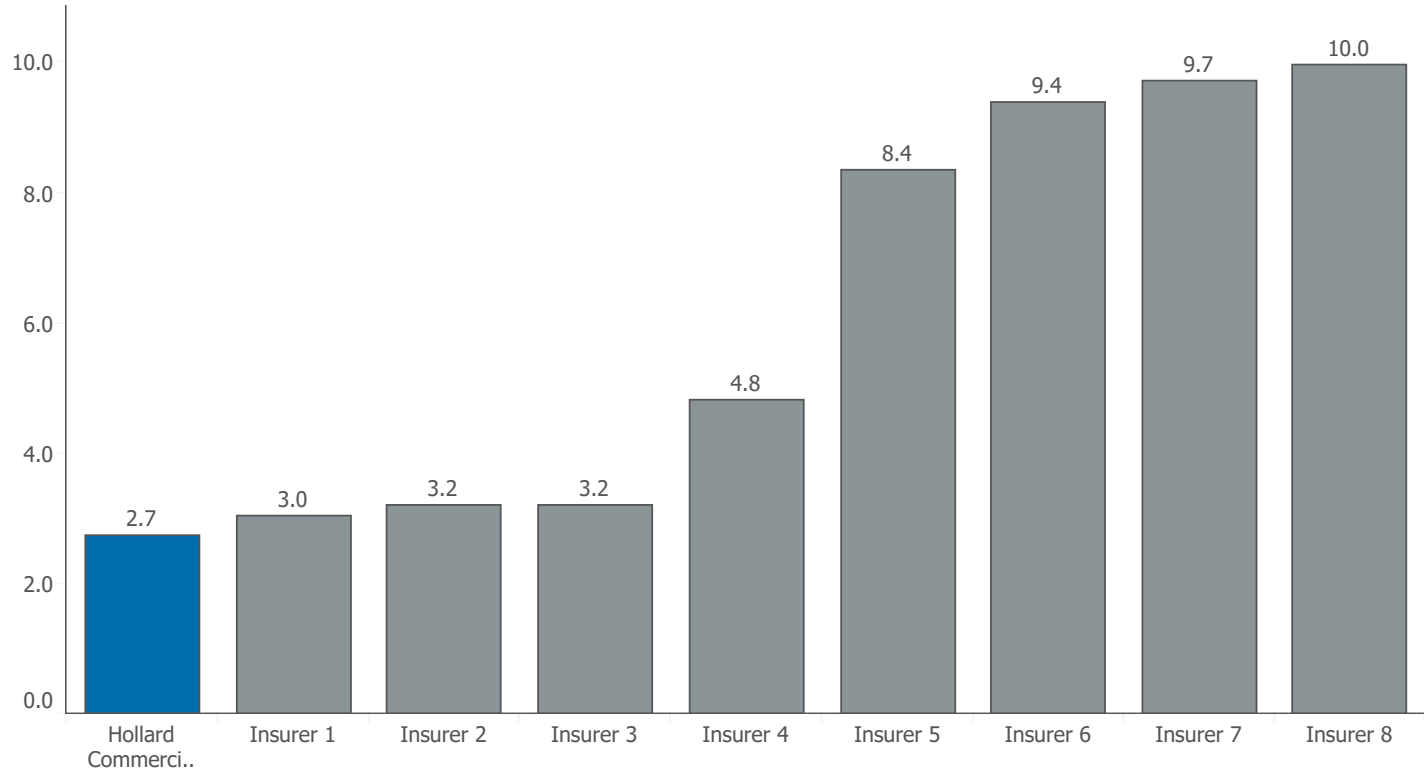


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# Response Times

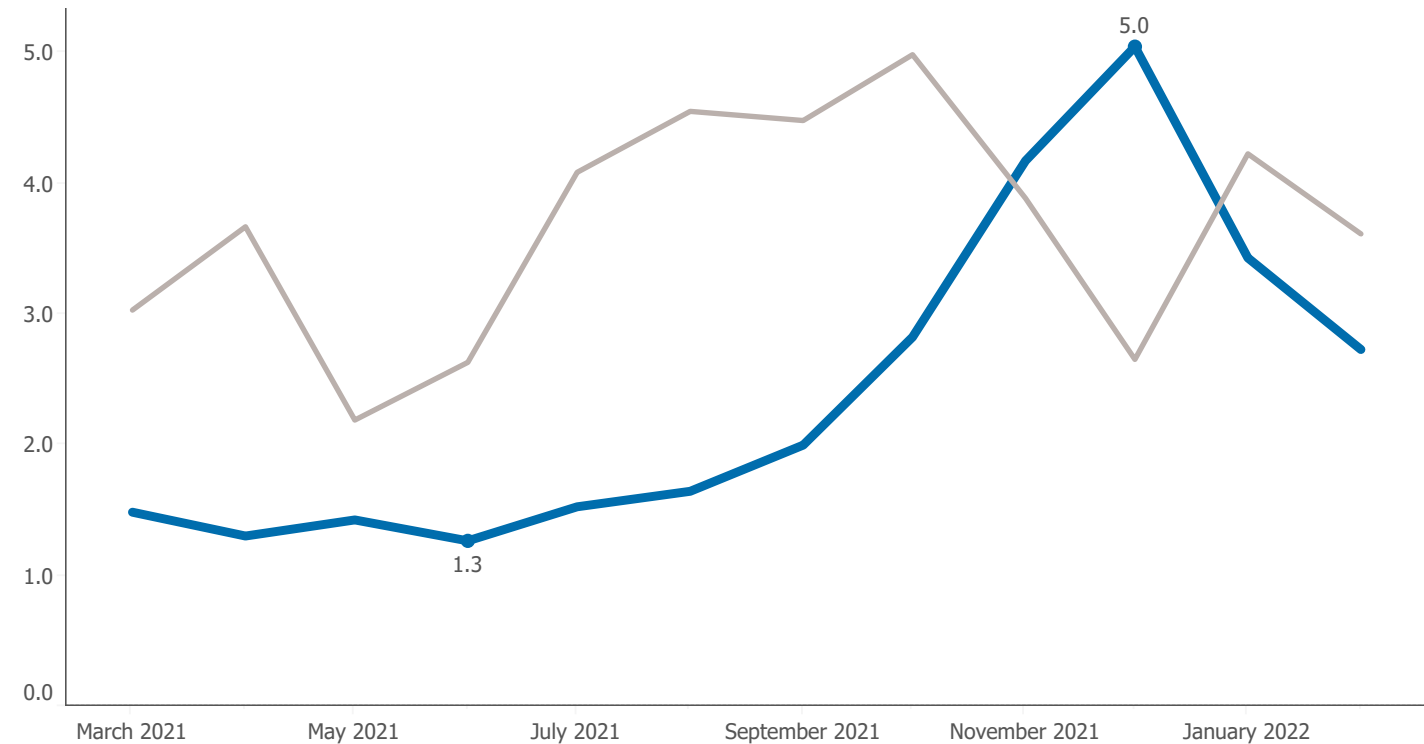
Response time is the average time between a broker sending a quote request message and the insurer responding to the message. It excludes auto rated responses where applicable. The time is calculated between the hours of 9am - 5pm AEST, Monday to Friday, inclusive of public holidays and is reported at 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)	2,262	1,315	97
Property Owner - Factory/Industrial	1,657	923	101
Carpenter	723	487	136
Plumber	674	449	136
Electrician	625	376	138
Handyman / Property Maintenance	585	273	41
Property Owner - Office (Single Storey)	532	383	30
Property Owner - Noc	511	224	39
Road Freight Transport Service - No Storage	487	111	19
Property Owner - Warehouse	441	250	28
Property Owner - Office (Multi Storey)	419	288	62
Restaurant, Licensed, With Deep Frying	381	254	61
Earthmoving	327	90	14
Hairdressing Service	317	290	100
Beauty Salon Operation	285	248	79
Real Estate Agency Service	257	222	62
Electricians - Commercial	256	143	40
Concreter	255	218	80
Cafe Operation, Not Licensed With Deep Frying	246	164	49
Cleaning Service Noc	219	149	42

## Top 20 Presented Occupations across SCTP Portfolio

	Presented Opportunities	Quoted Opportunities	Bound Opportunities
Property Owner - Retail (Not arcades/Malls)	2,983	2,814	1,782
Property Owner - Factory/Industrial	2,256	2,106	1,410
Carpenter	892	885	535
Plumber	856	844	462
Electrician	808	795	530
Handyman / Property Maintenance	773	763	501
Property Owner - Office (Single Storey)	754	734	470
Road Freight Transport Service - No Storage	679	671	476
Property Owner - Noc	662	592	334
Property Owner - Warehouse	626	581	380
Property Owner - Office (Multi Storey)	565	538	347
Restaurant, Licensed, With Deep Frying	477	448	237
Hairdressing Service	449	447	343
Earthmoving	440	429	269
Beauty Salon Operation	407	396	263
Real Estate Agency Service	347	342	232
Electricians - Commercial	327	318	188
Cafe Operation, Not Licensed With Deep Frying	286	277	145
Concreter	275	269	149
Motor Mechanics	271	262	132

# 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	3,298	1,948	542
Resilium Insurance Broking Pty Ltd	2,500	1,583	414
Ausure Insurance Brokers	2,395	1,549	299
United Insurance Group	1,173	758	171
McLardy McShane Partners Pty Ltd	661	395	86
Insurance House Advance	588	382	98
QIB Group	480	210	71
Aviso EIA Pty Ltd	455	243	66
CBN	455	273	85
Insurance House Pty Ltd	428	247	58
PSC Connect Pty Ltd (VIC)	428	287	56
Oracle Group (Australia) Pty Ltd	399	225	57
PSC Connect Pty Ltd (QLD)	385	213	67
Consolidated Insurances Pty Ltd	345	181	42
Steadfast Taswide Insurance Brokers	332	170	32
Steadfast IRS Pty Ltd	323	182	60
United Insurance - Winbeat site	290	172	61
PSC Connect Pty Ltd (NSW)	283	165	36
Centrewest Insurance Brokers Pty Ltd	267	169	36
Consolidated Insurance Agencies Pty Ltd	250	177	37
Pollard Insurance Brokers Pty Ltd	248	156	11
Coverforce Insurance Broking Pty Ltd (NSW)	232	125	23
Brookvale Insurance Brokers	223	147	38
Reliance Franchise Partners	211	139	31
Bruce Insurance Brokers Pty Ltd	204	147	25
BJS Insurance Brokers Pty Ltd	202	127	39
Elliott Insurance Brokers	195	126	33
Coverforce Insurance Broking Pty Ltd (ARs)	194	123	23
Steadfast Eastern Insurance Brokers	194	126	31
Apollo Risk Services	190	111	18
Phoenix Insurance Brokers Pty Ltd	185	106	29
Aviso (Fitzpatrick & Company Insurance Brokers Pty Ltd)	177	101	15
Macey Insurance Brokers Pty Ltd	175	107	16
Blackburn Insurance Brokers Pty Ltd	169	121	36
ADK Insurance Brokers Pty Ltd	162	94	22
Midland Insurance Brokers Australia Pty Ltd	158	82	17
Dunk Insurance	149	91	28
Surewise	144	82	26
Garden State Insurance Brokers Pty Ltd	138	89	17
Tony Bemrose Insurance Brokers Pty Ltd	138	94	30

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