

# **SCTP Commercial Insurer Performance Report**

Hollard Commercial Insurance - SCTP  
Commercial Motor

**November 2021**

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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

**\$785,057**

## Fiscal Year to Date Base Premium

**\$3,022,058**

## Rolling 12 Base Premium

**\$5,282,887**

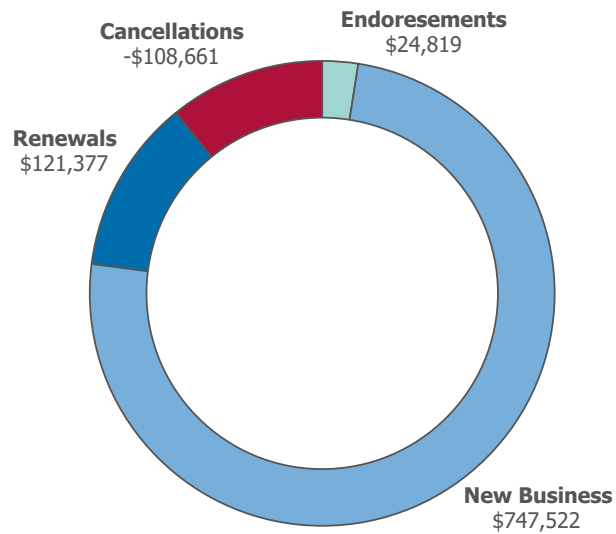
## Hollard Commercial Insurance - Average Base Premium

**\$1,918**

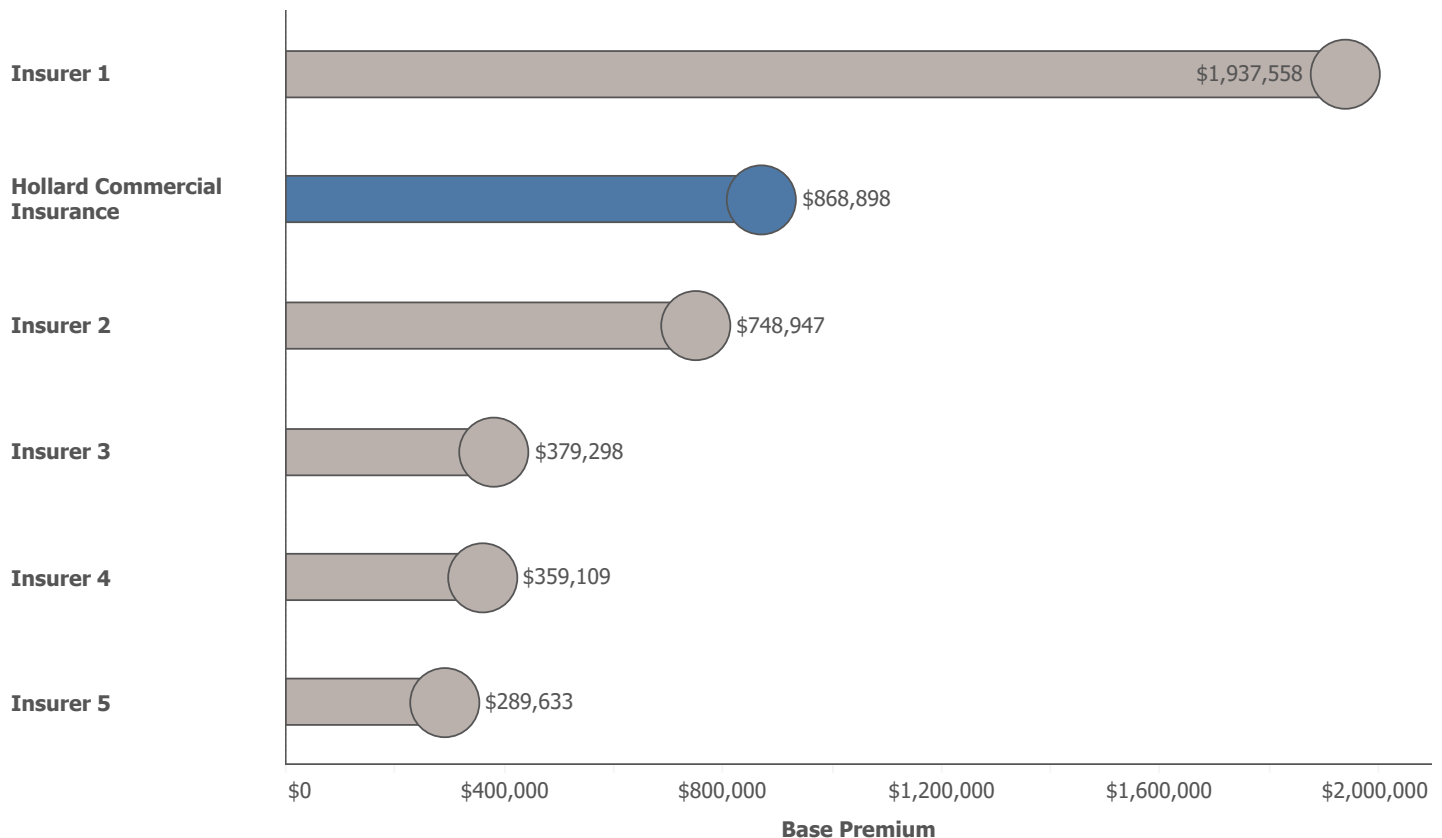
## All Insurers - Average Base Premium

**\$2,439**

## Transaction Type Breakdown



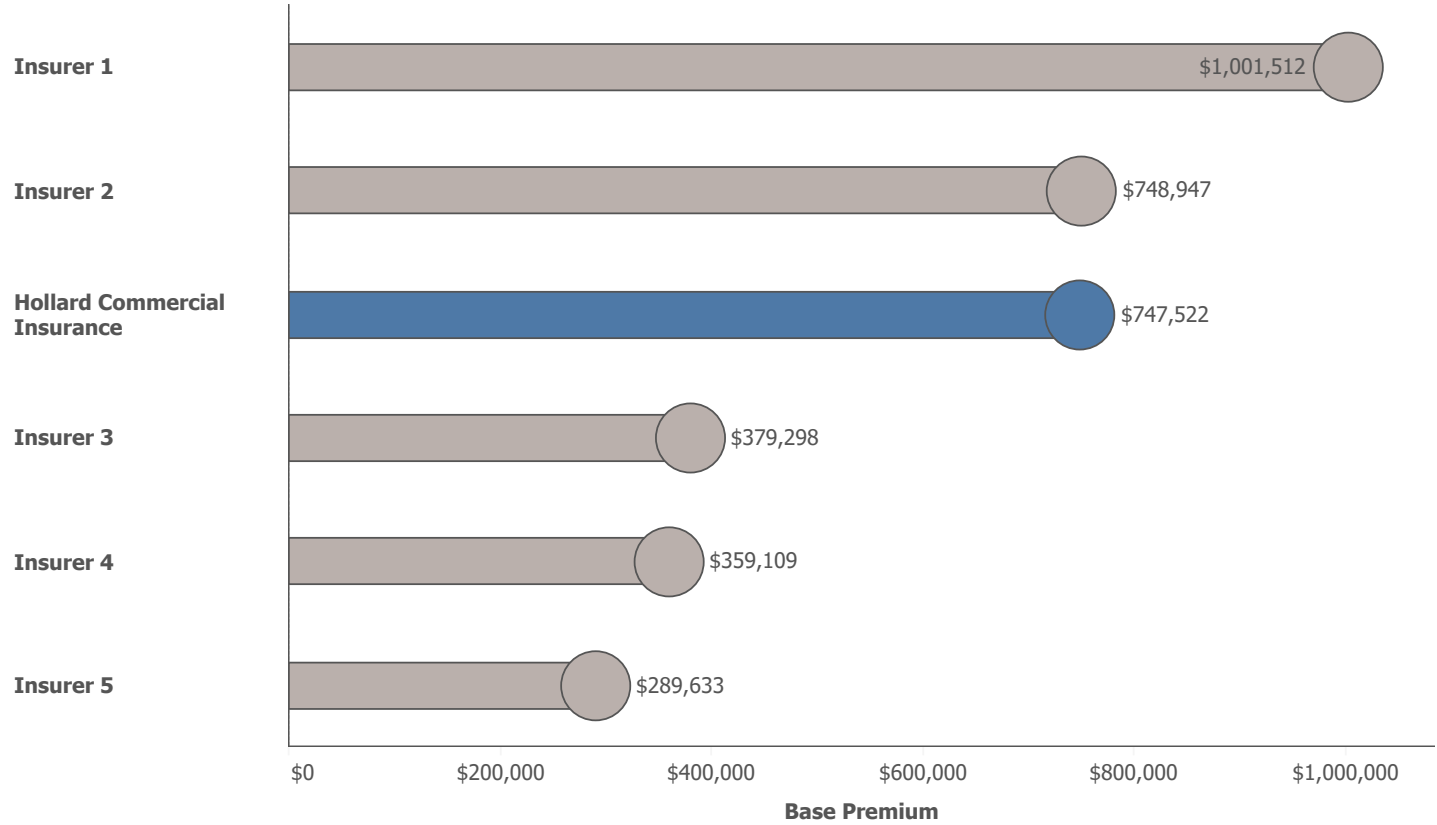
## Overall Insurer Comparison



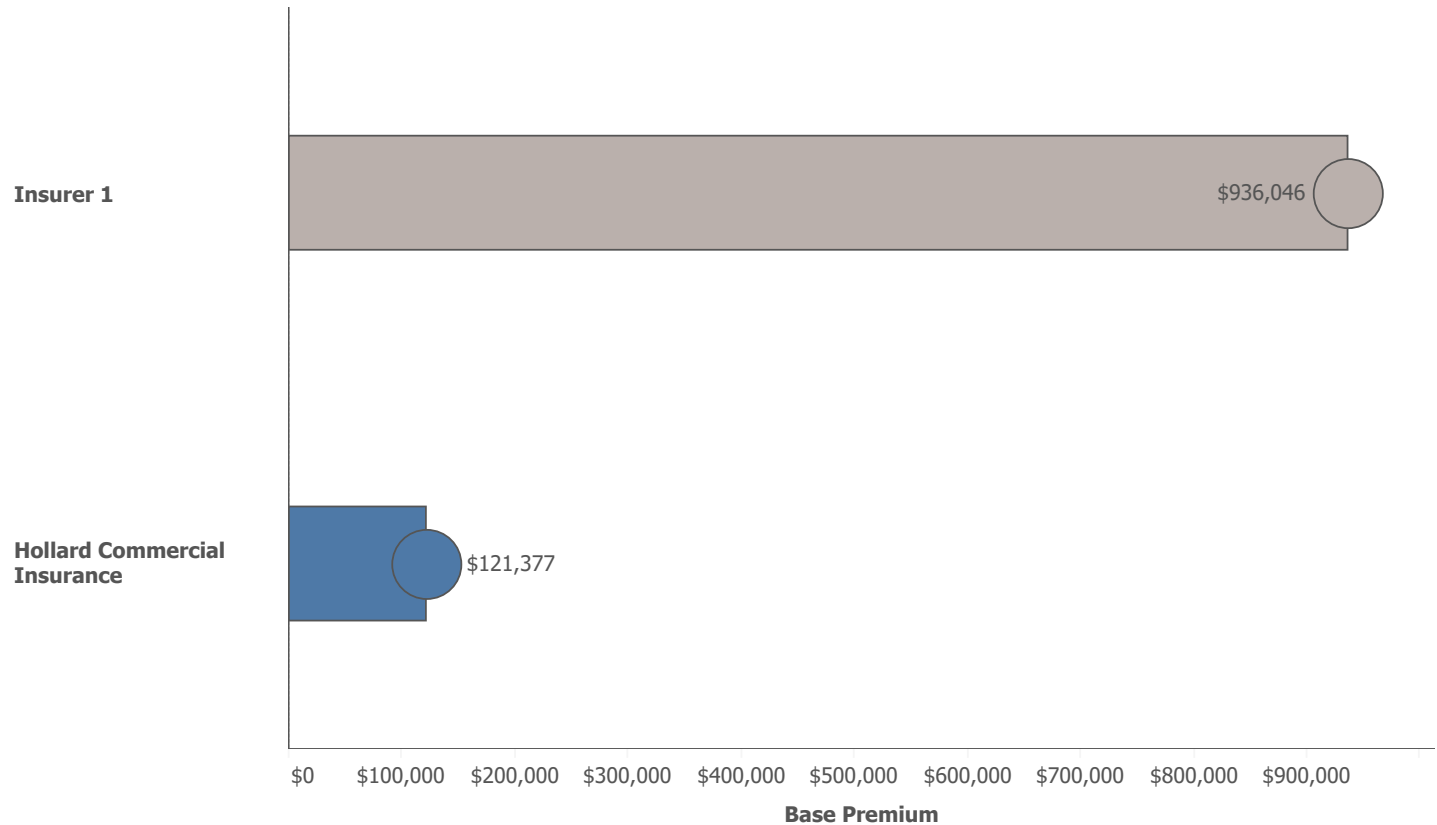
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# Base Premium

## New Business Insurer Comparison



## Renewal Insurer Comparison



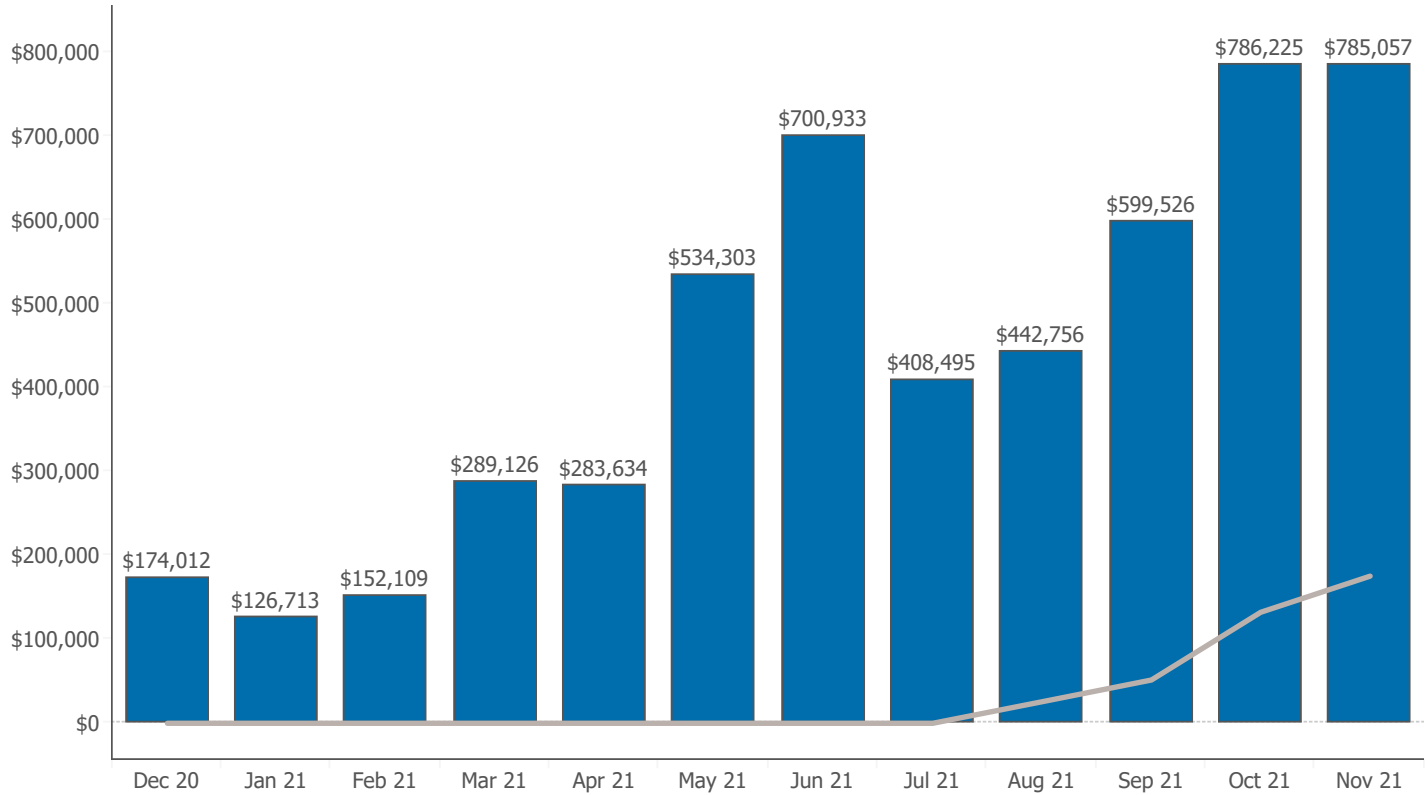
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# Base Premium

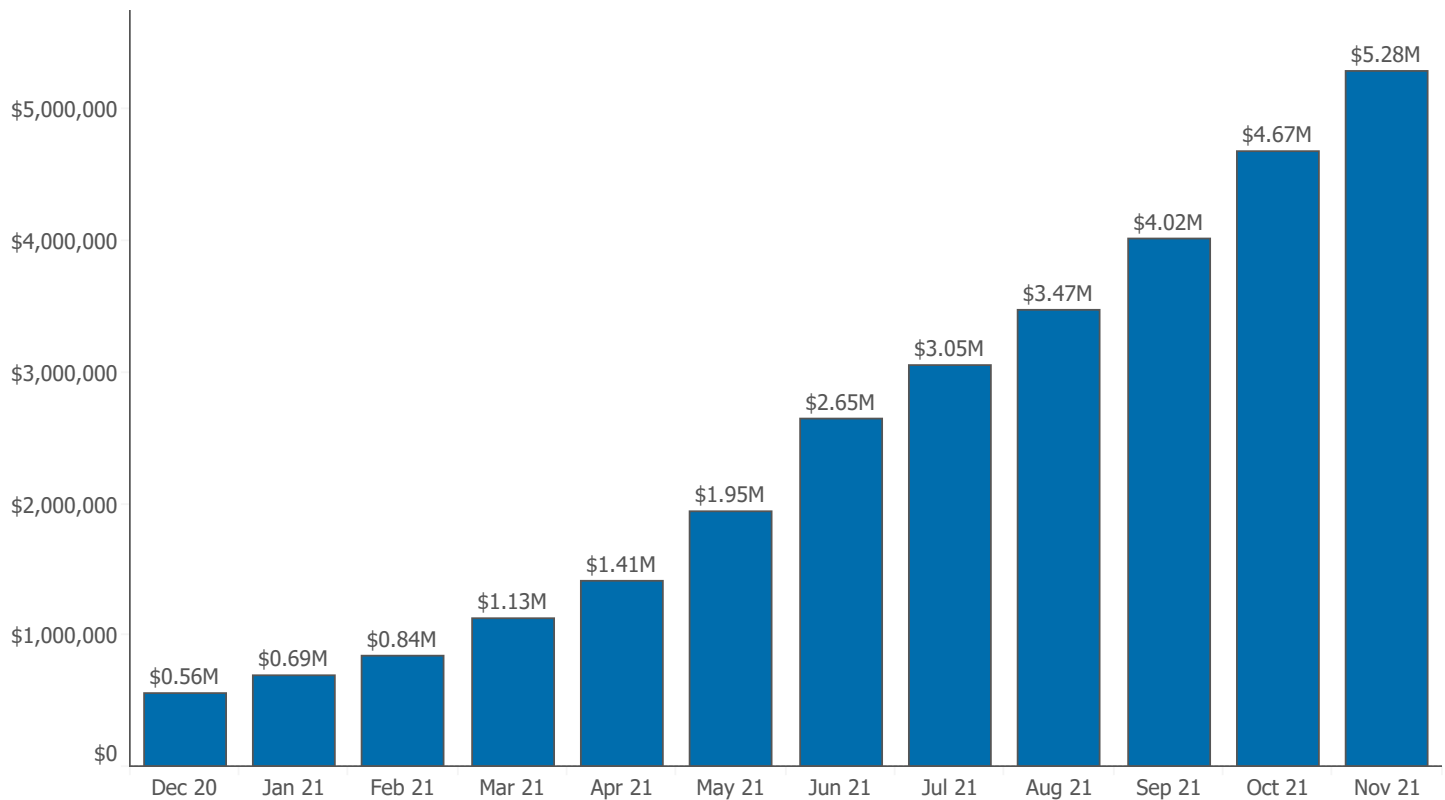
Base premium of policies bound during the reporting period includes cancellations and endorsements and is measured on the bound date of policies.

## Base Premium by Month

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



## Rolling 12 Months Base Premium



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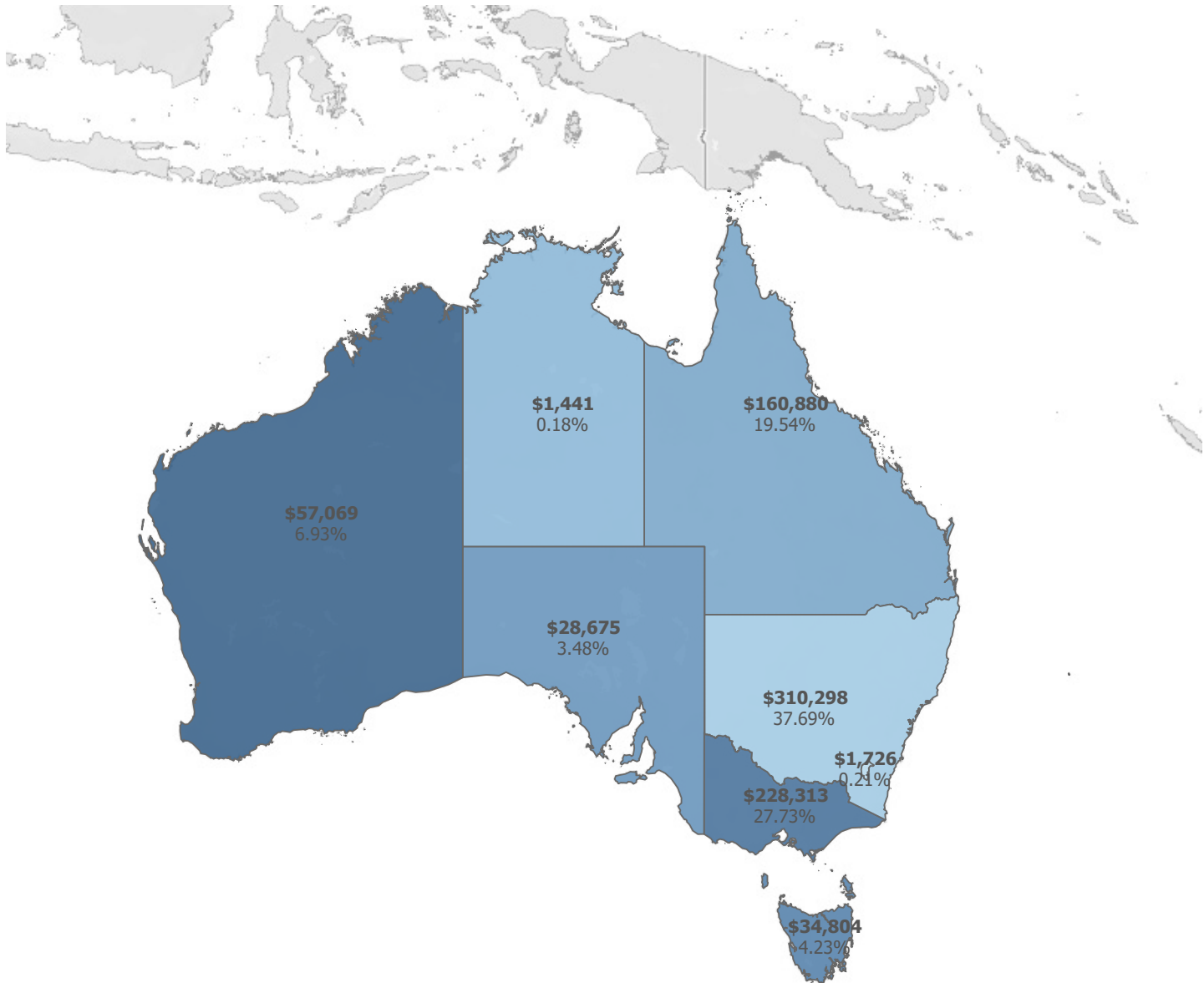
# State Activity

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 01/11/2021

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Grand Total
<b>New Business</b>	\$1,726	\$255,866	\$1,441	\$146,760	\$22,960	\$32,499	\$189,858	\$52,774	<b>\$703,884</b>
<b>Renewals</b>	\$0	\$54,433	\$0	\$14,120	\$5,715	\$2,305	\$38,455	\$4,295	<b>\$119,323</b>
<b>Grand Total</b>	<b>\$1,726</b>	<b>\$310,298</b>	<b>\$1,441</b>	<b>\$160,880</b>	<b>\$28,675</b>	<b>\$34,804</b>	<b>\$228,313</b>	<b>\$57,069</b>	<b>\$823,207</b>

## Base Premium Breakdown by State for 01/11/2021



# 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

5,842

## Declined Opportunities

2,118

## Quoted Opportunities

3,544

## Bound Opportunities

397

### Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
48	1,586	55	1,302	293	249	1,609	700

### Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	23	591	18	481	95	79	546	285

Decline Rate	47.92%	37.26%	32.73%	36.94%	32.42%	31.73%	33.93%	40.71%
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### Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	24	960	33	769	186	156	1,018	398

Quote Rate	96.00%	96.48%	89.19%	93.67%	93.94%	91.76%	95.77%	95.90%
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### Bound Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	3	118	1	109	12	16	107	31

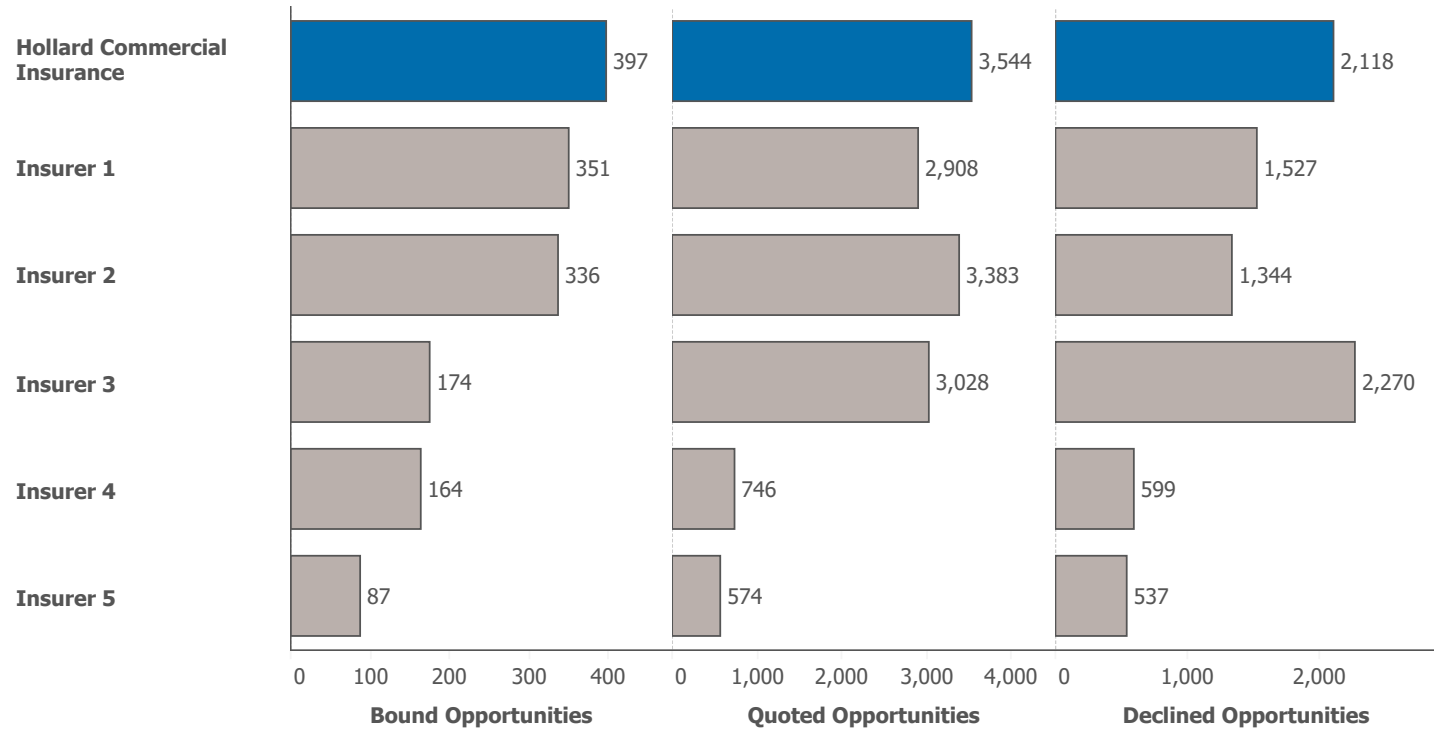
Strike Rate	12.50%	12.29%	3.03%	14.17%	6.45%	10.26%	10.51%	7.79%
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# New Business Opportunities - Insurer Comparison

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

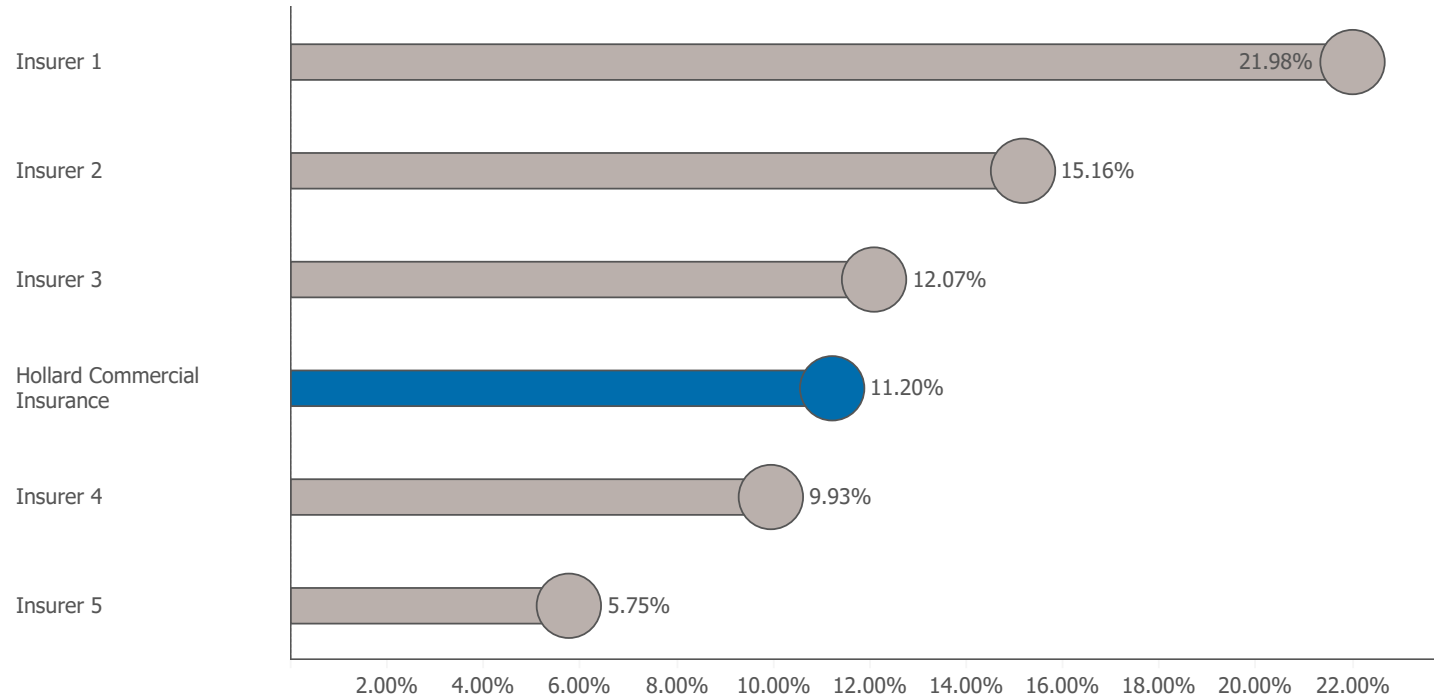
	Holland Commercial In..	Insurer 1	Insurer 2	Insurer 3	Insurer 4	Insurer 5
Total Opportunities	5,842	5,957	5,428	5,879	1,927	1,730
Declined Opportunities	2,118	1,527	1,344	2,270	599	537
Decline Rate	36.25%	25.63%	24.76%	38.61%	31.08%	31.04%
Quoted Opportunities	3,544	2,908	3,383	3,028	746	574
Bound Opportunities	397	351	336	174	164	87
Strike Rate	11.20%	12.07%	9.93%	5.75%	21.98%	15.16%



# Strike Rate

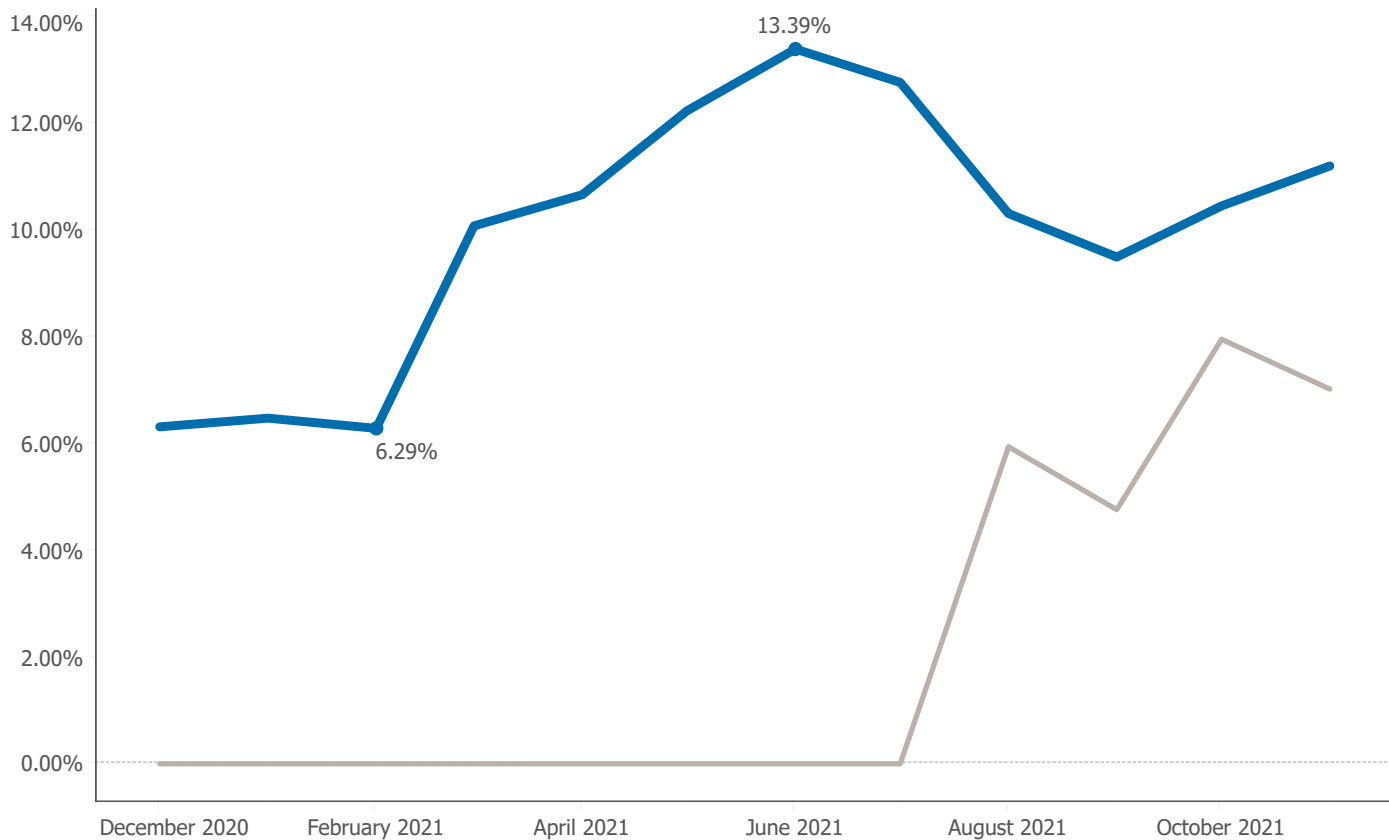
The strike rate is the total bound opportunities divided by the number of quoted opportunities and is measured at the inception date of the opportunity across all new business transactions.

## Strike Rate Insurer Comparison for 01/11/2021



## 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
94	4	88	63

## Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
0	30	0	17	4	3	32	8

## Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	0	1	0	1	0	0	2	0

Decline Rate	0.00%	3.33%	0.00%	5.88%	0.00%	0.00%	6.25%	0.00%
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## Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	0	29	0	15	4	3	29	8

Quote Rate	0.00%	100.00%	0.00%	93.75%	100.00%	100.00%	96.67%	100.00%
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## Bound Opportunities

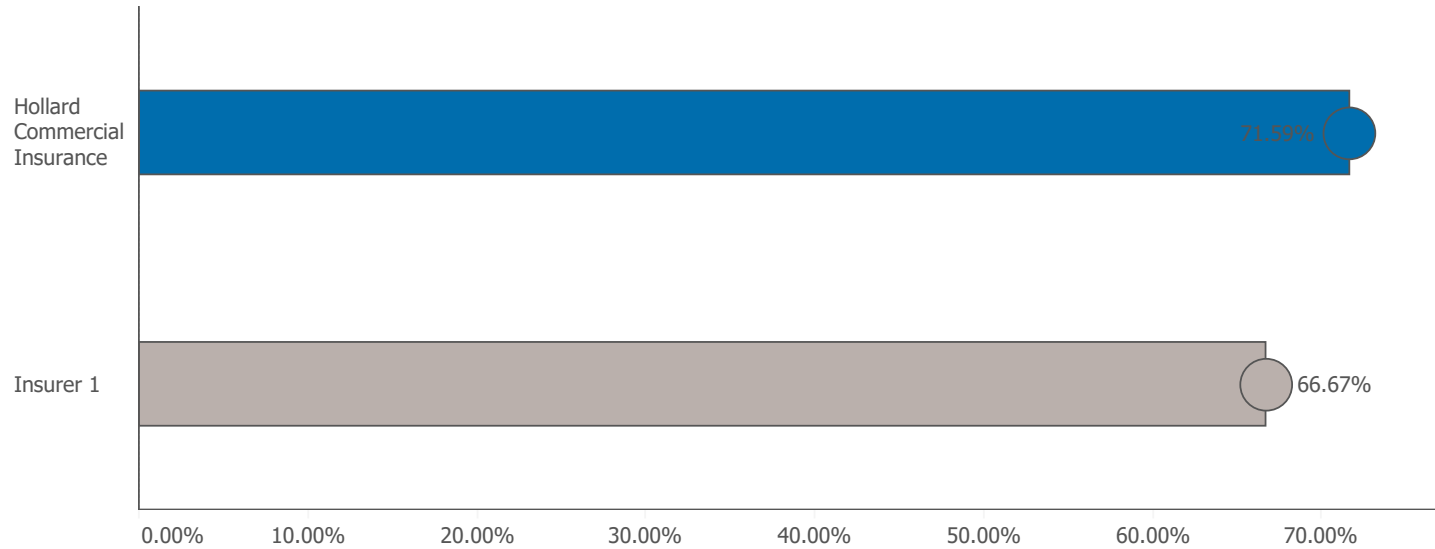
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	0	19	0	12	4	2	22	4

Retention Rate	0.00%	65.52%	0.00%	80.00%	100.00%	66.67%	75.86%	50.00%
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# Renewal Retention

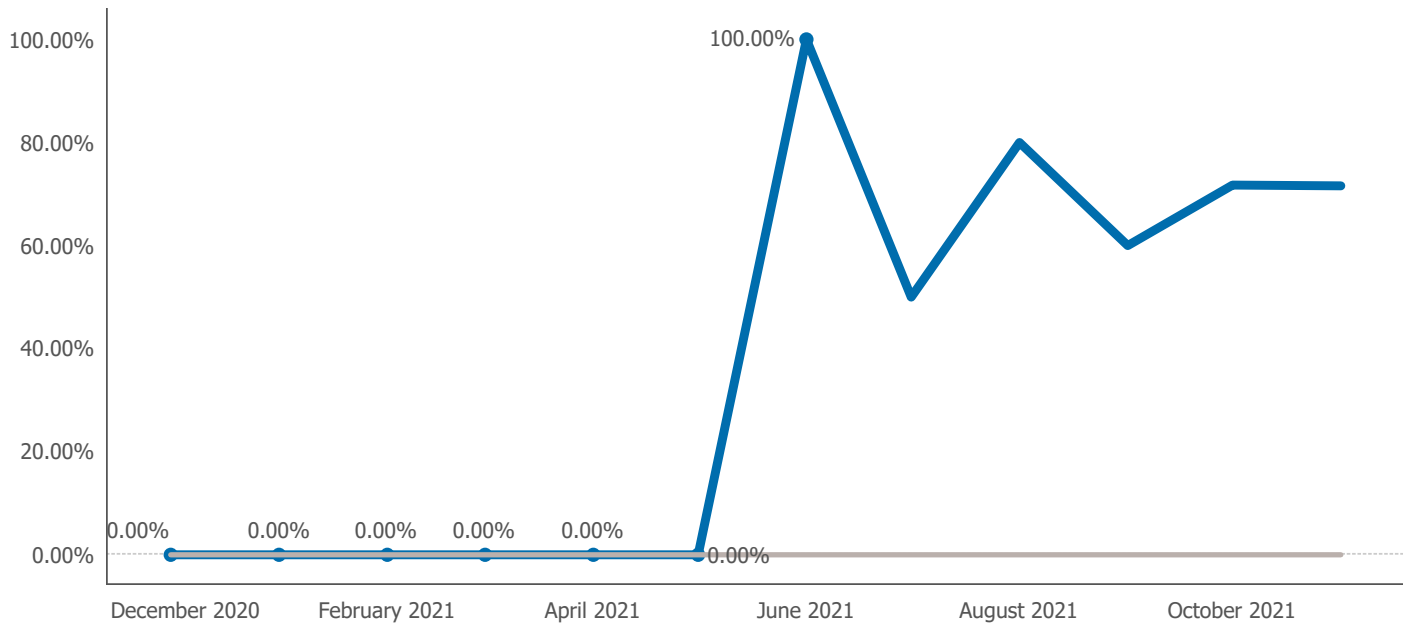
Renewal retention is based on the inception date of all renewal quotes, and is calculated as the total bound renewal opportunities divided by the number of quoted renewal opportunities.

## Renewal Retention Rate Insurer Comparison for 01/11/2021

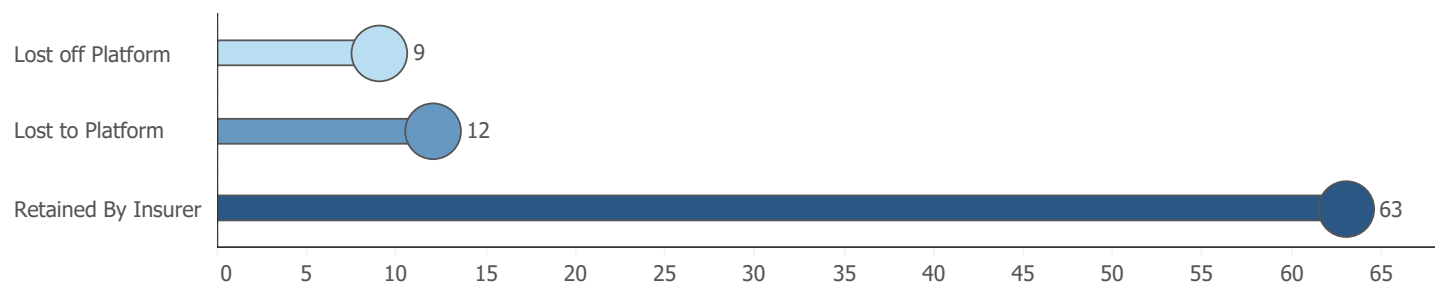


## Renewal Retention by Month

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



## Renewal Retention Breakdown

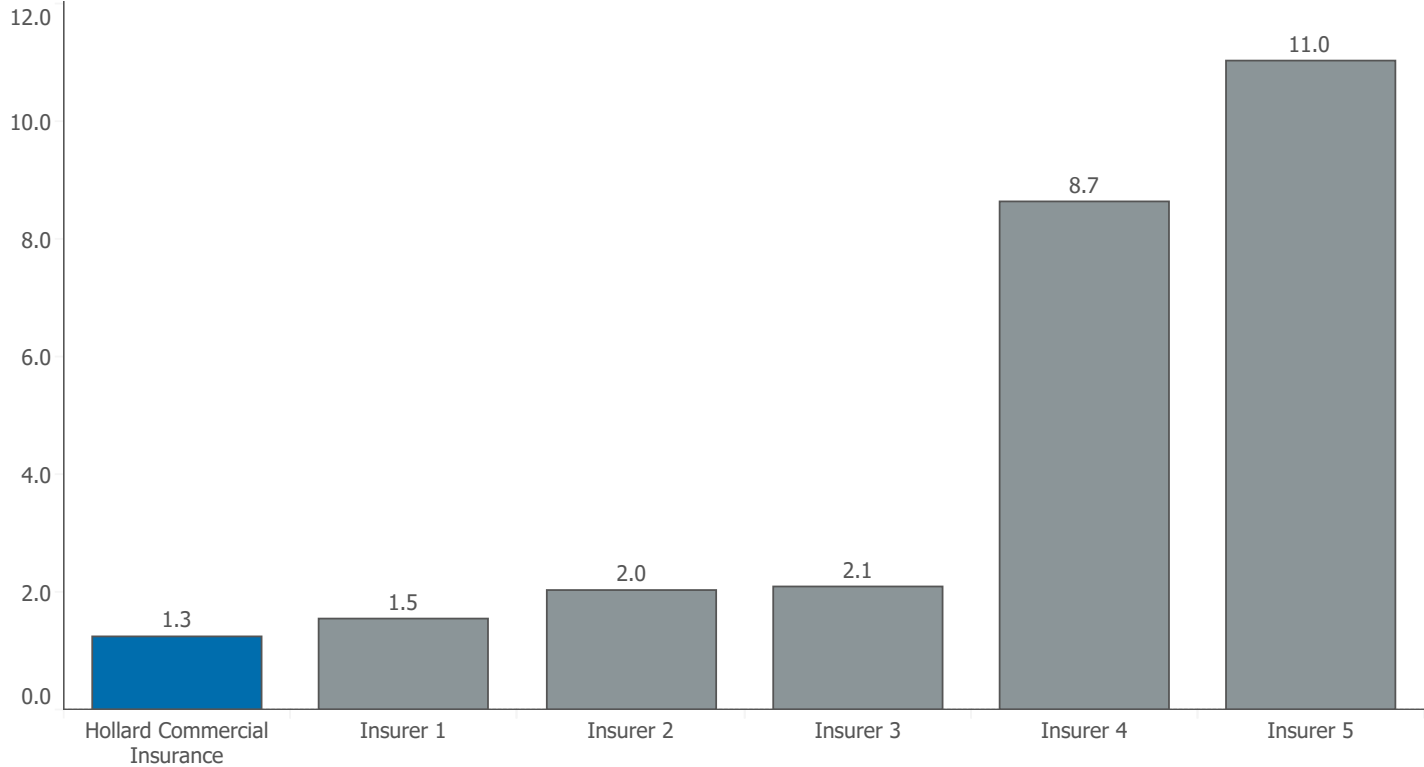


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# Response Times

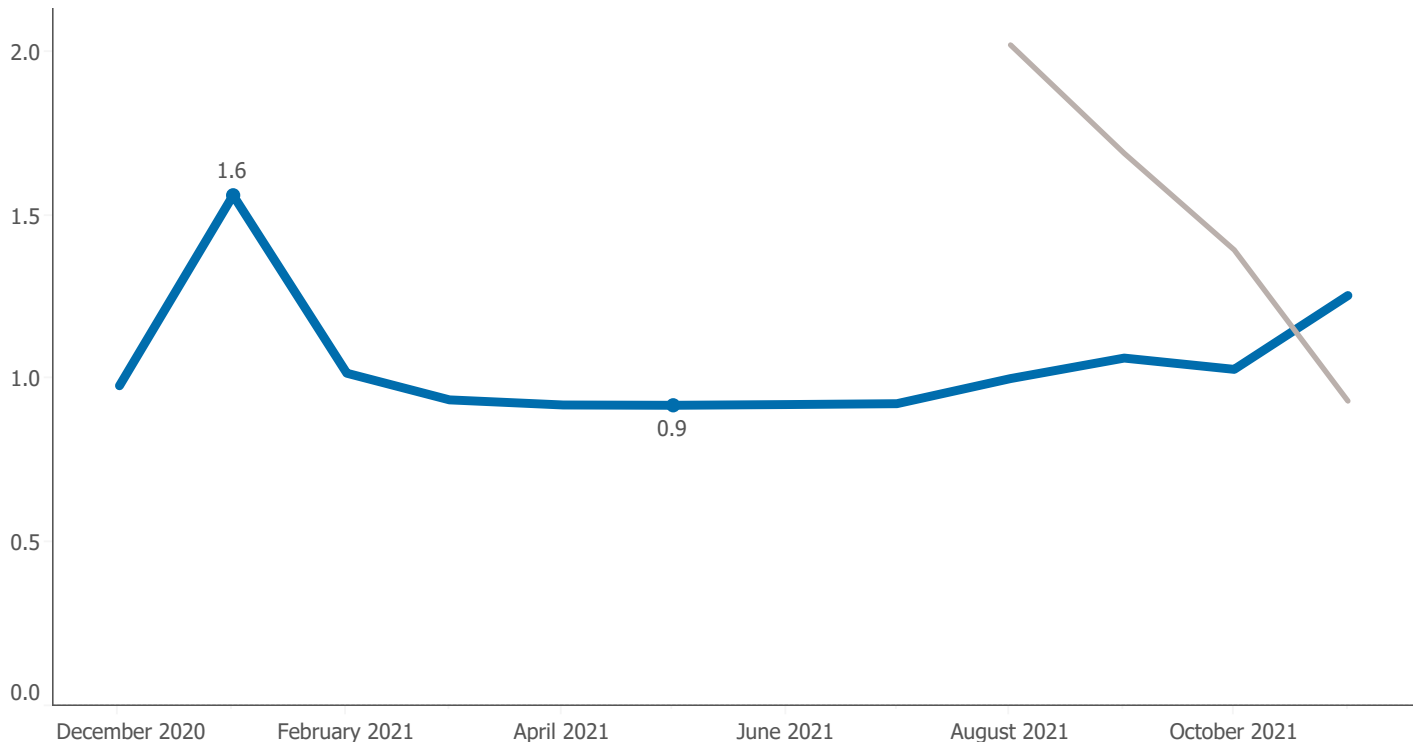
Response time is the average time between a broker sending a quote request message and the insurer responding to the message. It excludes auto rated responses where applicable. The time is calculated between the hours of 9am - 5pm AEST, Monday to Friday, inclusive of public holidays and is reported at 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
Road Freight Transport Service - No Storage	268	3	0
Plumber	236	166	23
Earthmoving	201	102	16
Electrician	185	156	23
House Construction/Alteration Owner Builder	139	94	15
Carpenter	125	91	13
Motor Mechanics	80	51	8
Concreter	74	40	7
Electricians - Commercial	71	61	15
Real Estate Agency Service	71	63	9
Handyman / Property Maintenance	66	50	9
House Construction	61	39	2
Business Administrative Services (General)	59	50	7
Delivery Service, Road (Ex. Courier)	58	3	1
Residential Building Construction Noc	53	34	9
Courier Service	50	0	0
Cabinet Manufacturing - Other	49	36	4
Mobile Motor Mechanics	49	27	1
Landscape Construction	47	28	2
Air Conditioning Installation - Commercial	45	35	9

## Top 20 Presented Occupations across SCTP Portfolio

	Presented Opportunities	Quoted Opportunities	Bound Opportunities
Road Freight Transport Service - No Storage	342	239	93
Plumber	285	268	109
Earthmoving	239	205	65
Electrician	213	205	78
House Construction/Alteration Owner Builder	149	134	40
Carpenter	143	133	38
Motor Mechanics	91	80	27
Concreter	87	81	38
Electricians - Commercial	81	78	30
Real Estate Agency Service	78	73	28
Handyman / Property Maintenance	77	71	35
Business Administrative Services (General)	68	66	23
House Construction	68	67	14
Residential Building Construction Noc	65	59	26
Delivery Service, Road (Ex. Courier)	62	34	12
Mobile Motor Mechanics	62	54	20
Cabinet Manufacturing - Other	61	57	21
Courier Service	56	18	5
Landscape Construction	54	51	12

# 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	527	300	71
Resilium Insurance Broking Pty Ltd	354	204	30
Ausure Insurance Brokers	269	143	17
Insurance House Advance	146	95	13
CBN	139	89	18
McLardy McShane Partners Pty Ltd	137	93	16
Oracle Group (Australia) Pty Ltd	103	64	7
Aviso EIA Pty Ltd	101	56	6
PSC Connect Pty Ltd (QLD)	98	54	7
Insurance House Pty Ltd	96	66	6
Consolidated Insurances Pty Ltd	95	62	7
QIB Group	92	55	6
PSC Connect Pty Ltd (VIC)	85	61	13
Steadfast Taswide Insurance Brokers	79	51	6
United Insurance Group	69	40	7
United Insurance - Winbeat site	66	47	12
GSK Insurance Brokers	57	25	2
PSC Connect Pty Ltd (NSW)	57	39	7
Centrewest Insurance Brokers Pty Ltd	56	29	0
PSC Connect Pty Ltd (SA)	50	29	2
Apollo Risk Services	48	29	3
Archer Insurance Corp	45	35	14
Garden State Insurance Brokers Pty Ltd	45	32	5
Australian Broker Network	42	24	4
Aviso (Fitzpatrick & Company Insurance Brokers Pty Ltd)	42	22	4
McKillops Insurance Brokers Pty Ltd	42	26	2
The Insurance Centre Pty Ltd	42	30	5
Phoenix Insurance Brokers Pty Ltd	41	28	2
Macey Insurance Brokers Pty Ltd	40	17	2
Brookvale Insurance Brokers	39	26	4
Your Insurance Broker Pty Ltd	39	29	9
Sear and Associates Insurance Brokers Pty Ltd	38	27	3
Coverforce Insurance Broking Pty Ltd (ARs)	37	21	5
Wymark Insurance Brokers Pty Ltd	37	29	7
RSM Insurance Brokers	36	27	2
Steadfast IRS Pty Ltd	36	23	5
Surewise	36	27	0
ADK Insurance Brokers Pty Ltd	35	23	0
Dunk Insurance	35	20	5
Elliott Insurance Brokers	34	19	4

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