

# **SCTP Commercial Insurer Performance Report**

Hollard - Business Pack

**May 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

\$4,366,416

## Fiscal Year to Date Base Premium

\$46,404,269

## Rolling 12 Base Premium

\$51,473,463

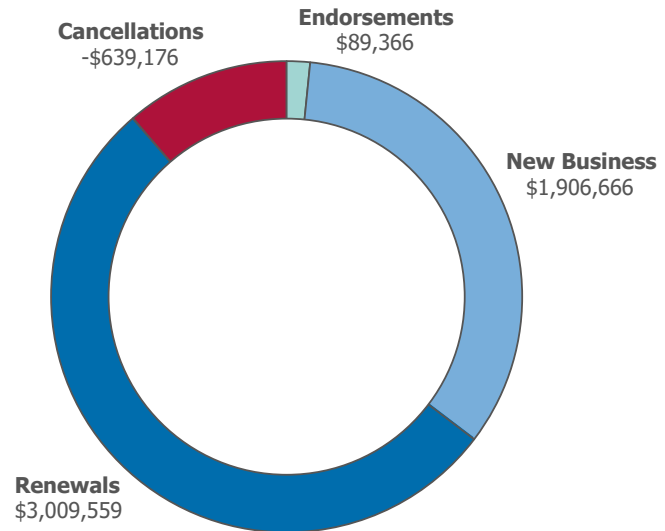
## Hollard - Average Base Premium

\$1,273

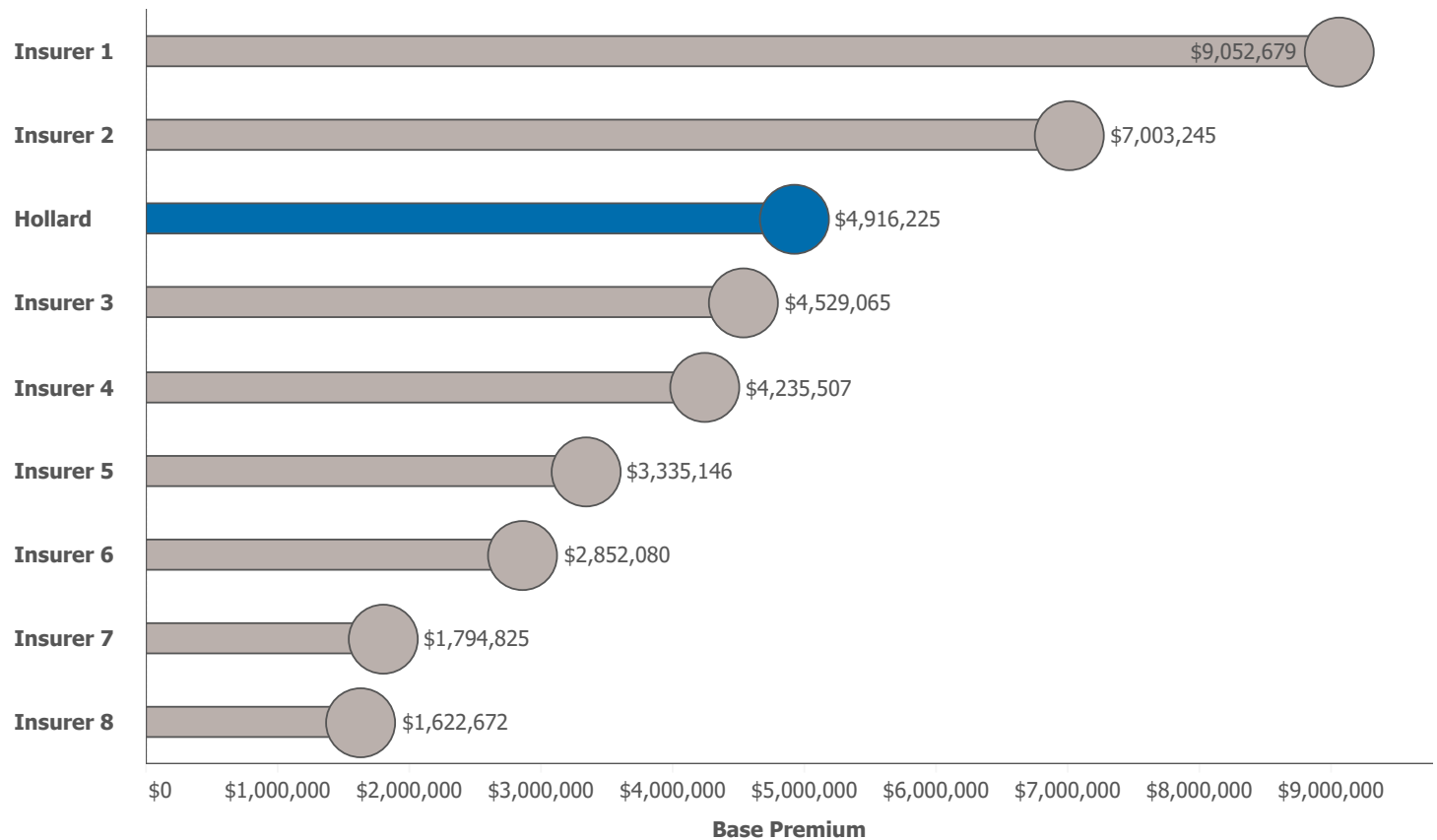
## All Insurers - Average Base Premium

\$1,892

## Transaction Type Breakdown



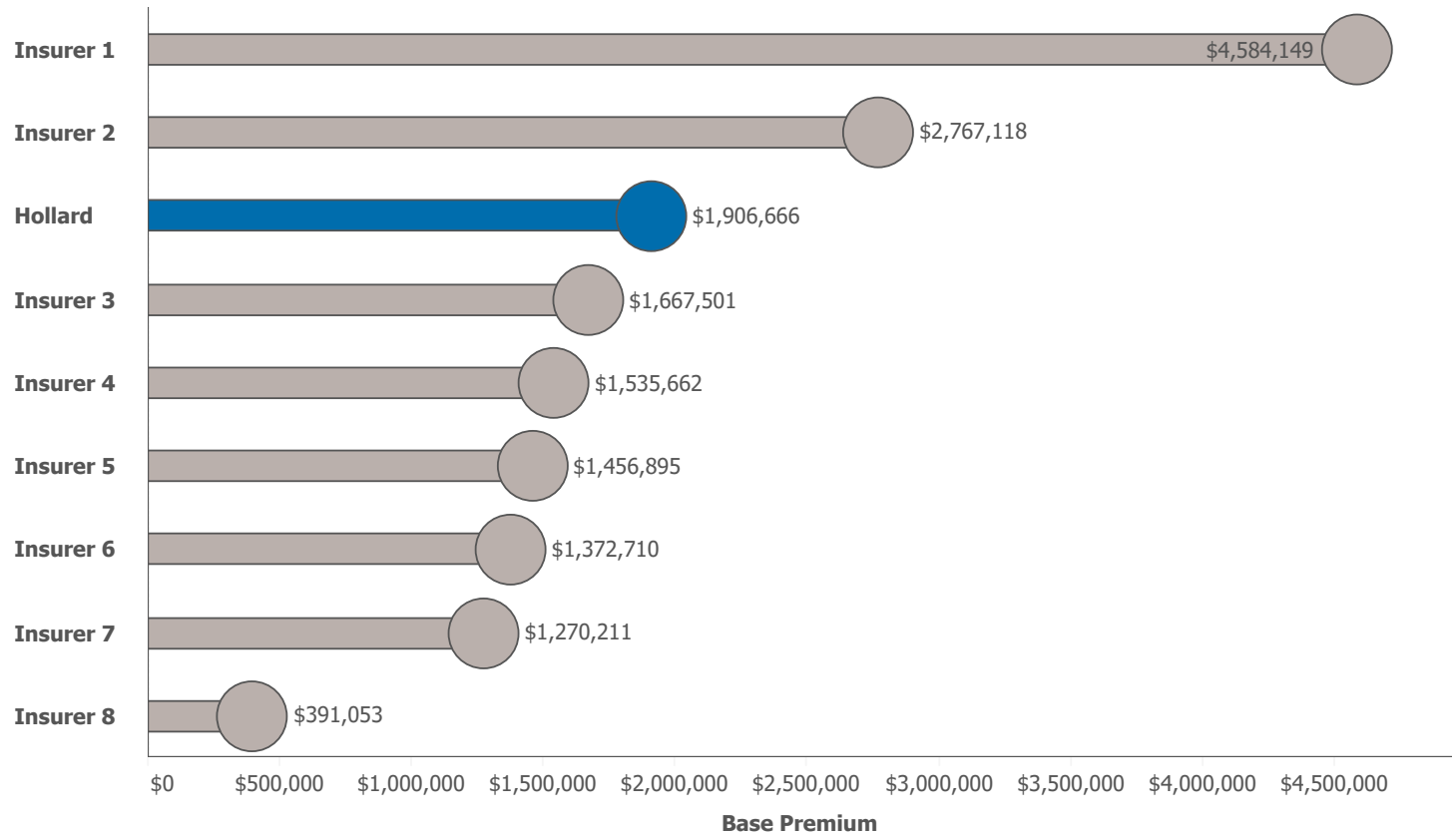
## Overall Insurer Comparison



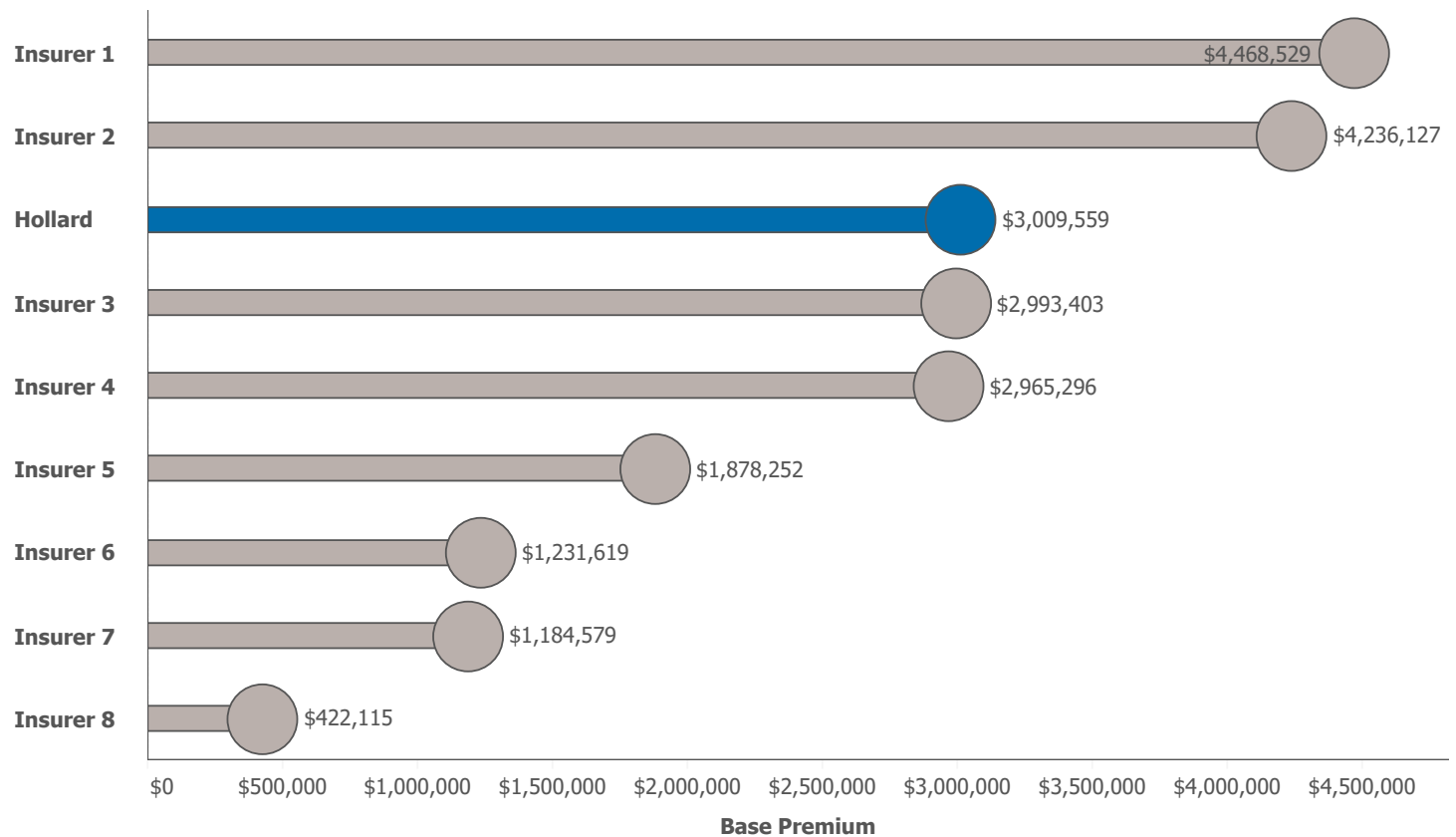
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# Base Premium

## New Business Insurer Comparison



## Renewal Insurer Comparison



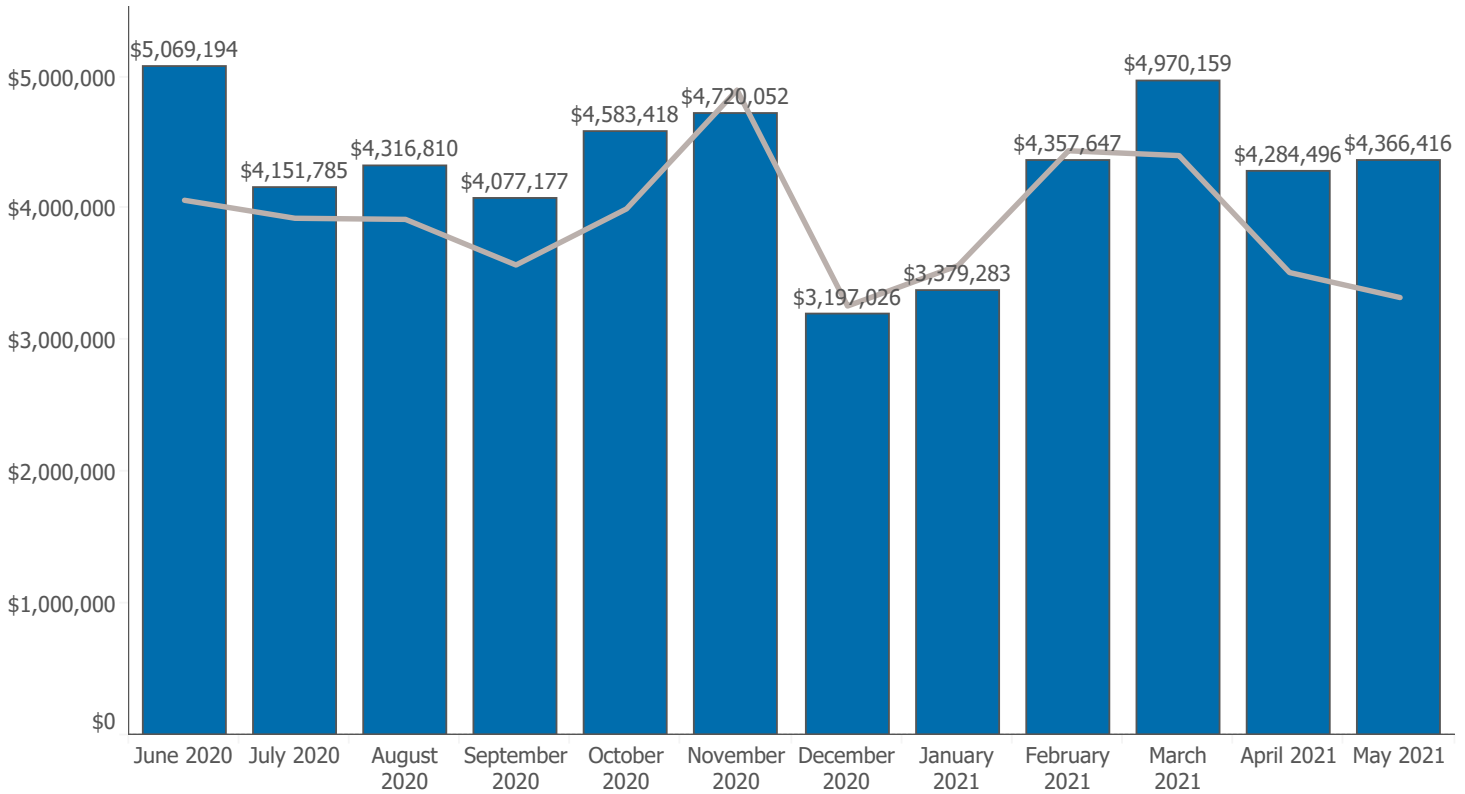
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# Base Premium

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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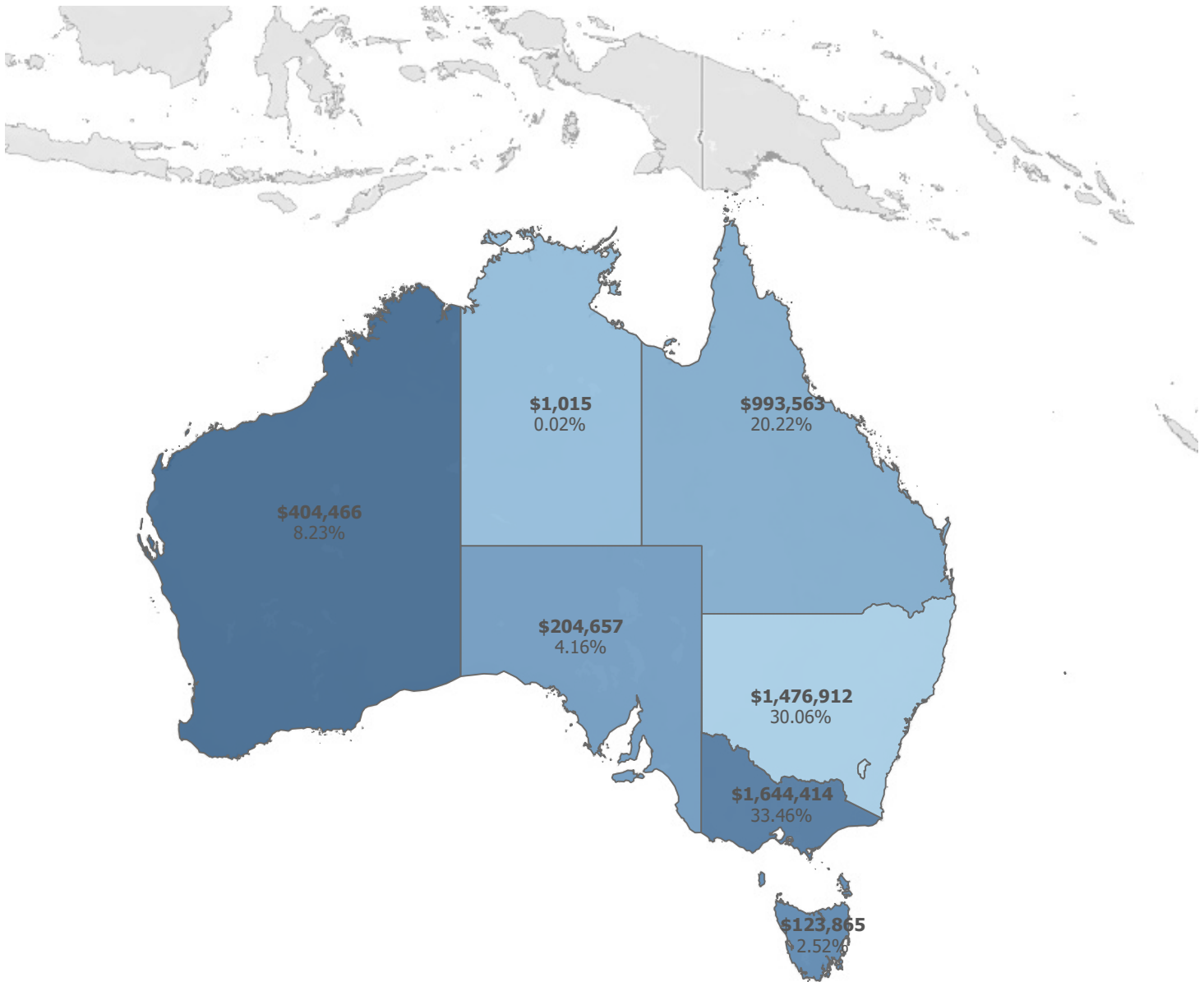
# State Activity

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 01/05/2021

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Grand Total
<b>New Business</b>	\$33,103	\$567,181	\$615	\$373,779	\$106,770	\$53,365	\$598,532	\$172,090	<b>\$1,905,435</b>
<b>Renewals</b>	\$31,949	\$909,731	\$400	\$619,784	\$97,887	\$70,500	\$1,045,882	\$232,375	<b>\$3,008,509</b>
<b>Grand Total</b>	<b>\$65,052</b>	<b>\$1,476,912</b>	<b>\$1,015</b>	<b>\$993,563</b>	<b>\$204,657</b>	<b>\$123,865</b>	<b>\$1,644,414</b>	<b>\$404,466</b>	<b>\$4,913,944</b>

## Base Premium Breakdown by State for 01/05/2021



# 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**

28,737

**Declined Opportunities**

11,072

**Quoted Opportunities**

16,049

**Bound Opportunities**

1,782

## Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
268	8,475	118	5,816	1,227	960	8,779	3,094

## Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
<b>Declined Opportunities</b>	106	3,025	67	2,694	437	456	3,118	1,169

<b>Decline Rate</b>	39.55%	35.69%	56.78%	46.32%	35.62%	47.50%	35.52%	37.78%
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## Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
<b>Quoted Opportunities</b>	150	4,956	46	2,859	731	438	5,099	1,770

<b>Quote Rate</b>	92.59%	90.94%	90.20%	91.58%	92.53%	86.90%	90.07%	91.95%
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## Bound Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
<b>Bound Opportunities</b>	21	560	2	365	90	49	505	190

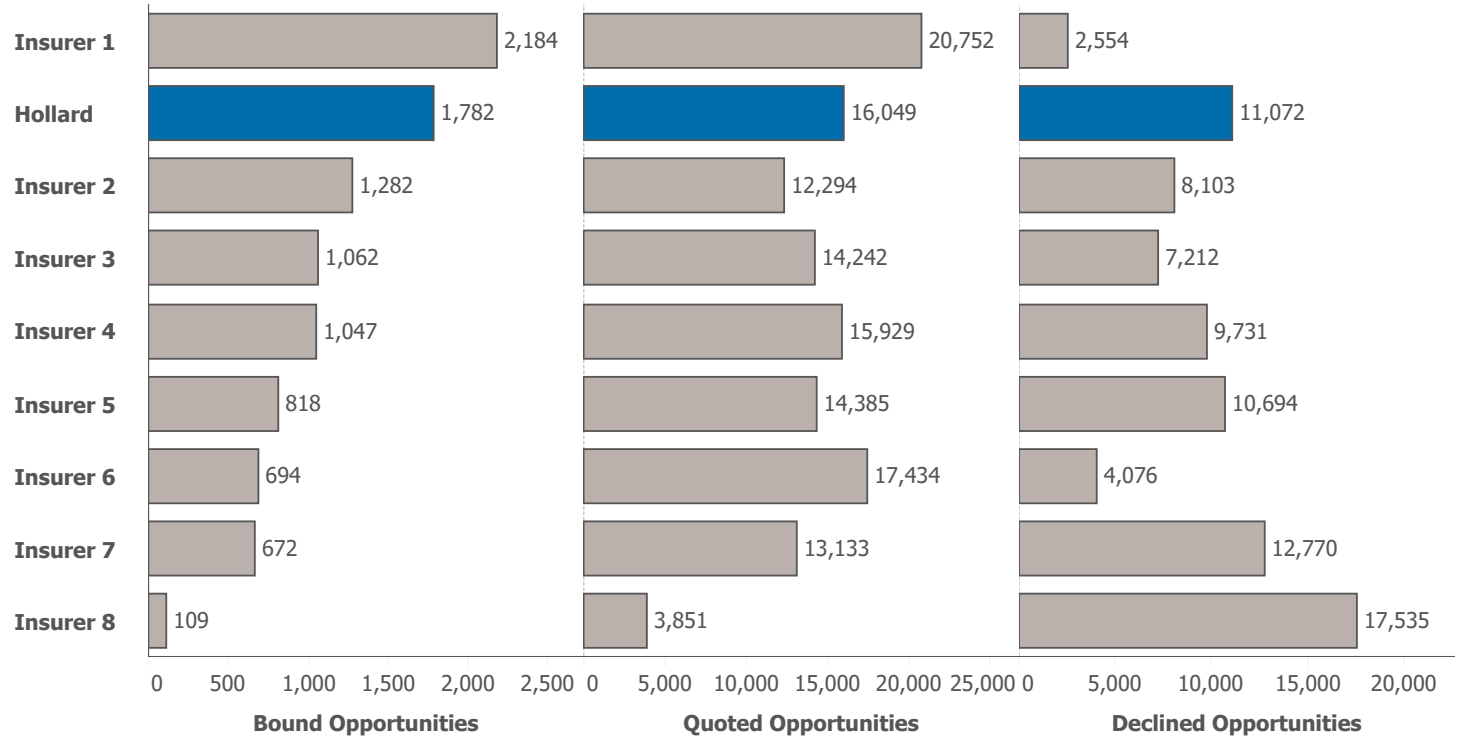
<b>Strike Rate</b>	14.00%	11.30%	4.35%	12.77%	12.31%	11.19%	9.90%	10.73%
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# New Business Opportunities - Insurer Comparison

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

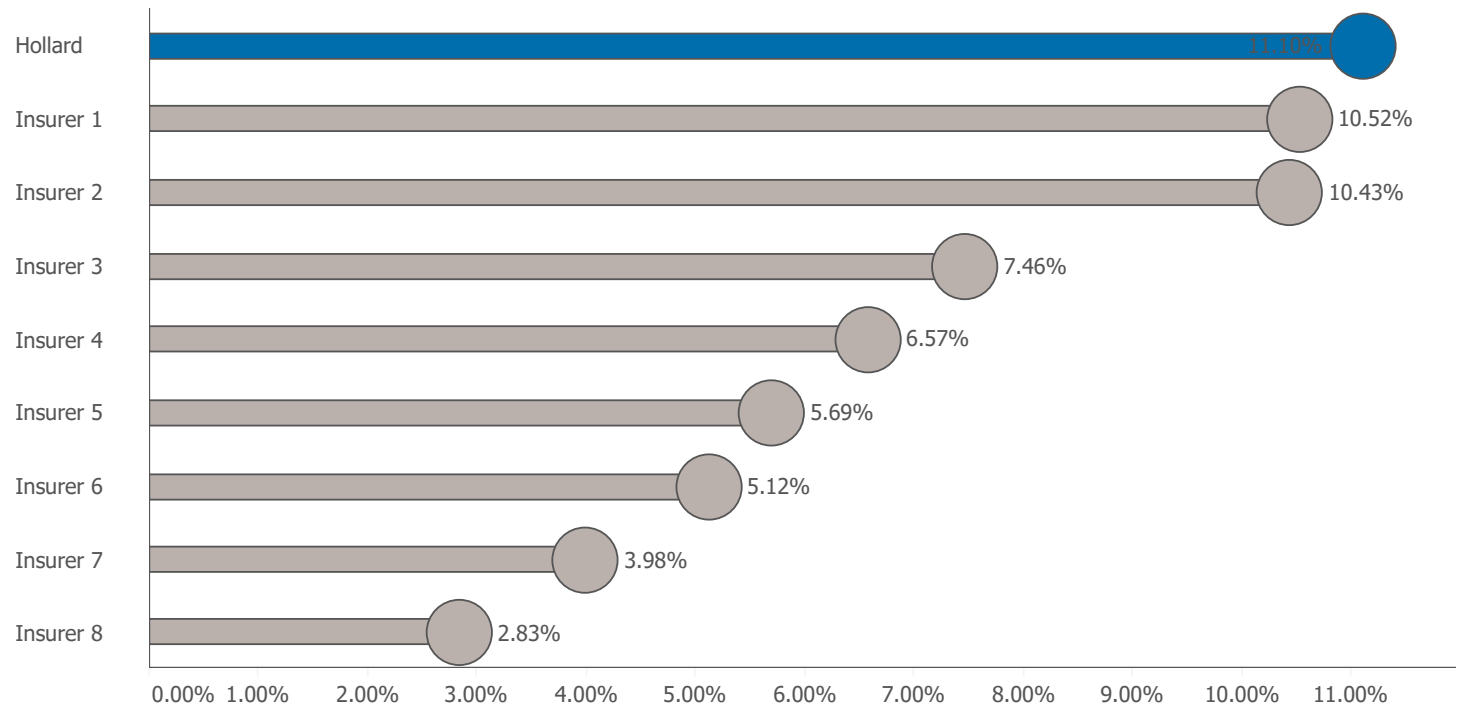
	Insurer 1	Hollard	Insurer 2	Insurer 3	Insurer 4	Insurer 5	Insurer 6	Insurer 7	Insurer 8
Total Opportunities	29,505	28,737	28,942	29,763	29,195	29,023	29,897	29,818	29,680
Declined Opportunities	2,554	11,072	8,103	7,212	9,731	10,694	4,076	12,770	17,535
Decline Rate	8.66%	38.53%	28.00%	24.23%	33.33%	36.85%	13.63%	42.83%	59.08%
Quoted Opportunities	20,752	16,049	12,294	14,242	15,929	14,385	17,434	13,133	3,851
Bound Opportunities	2,184	1,782	1,282	1,062	1,047	818	694	672	109
Strike Rate	10.52%	11.10%	10.43%	7.46%	6.57%	5.69%	3.98%	5.12%	2.83%



# Strike Rate

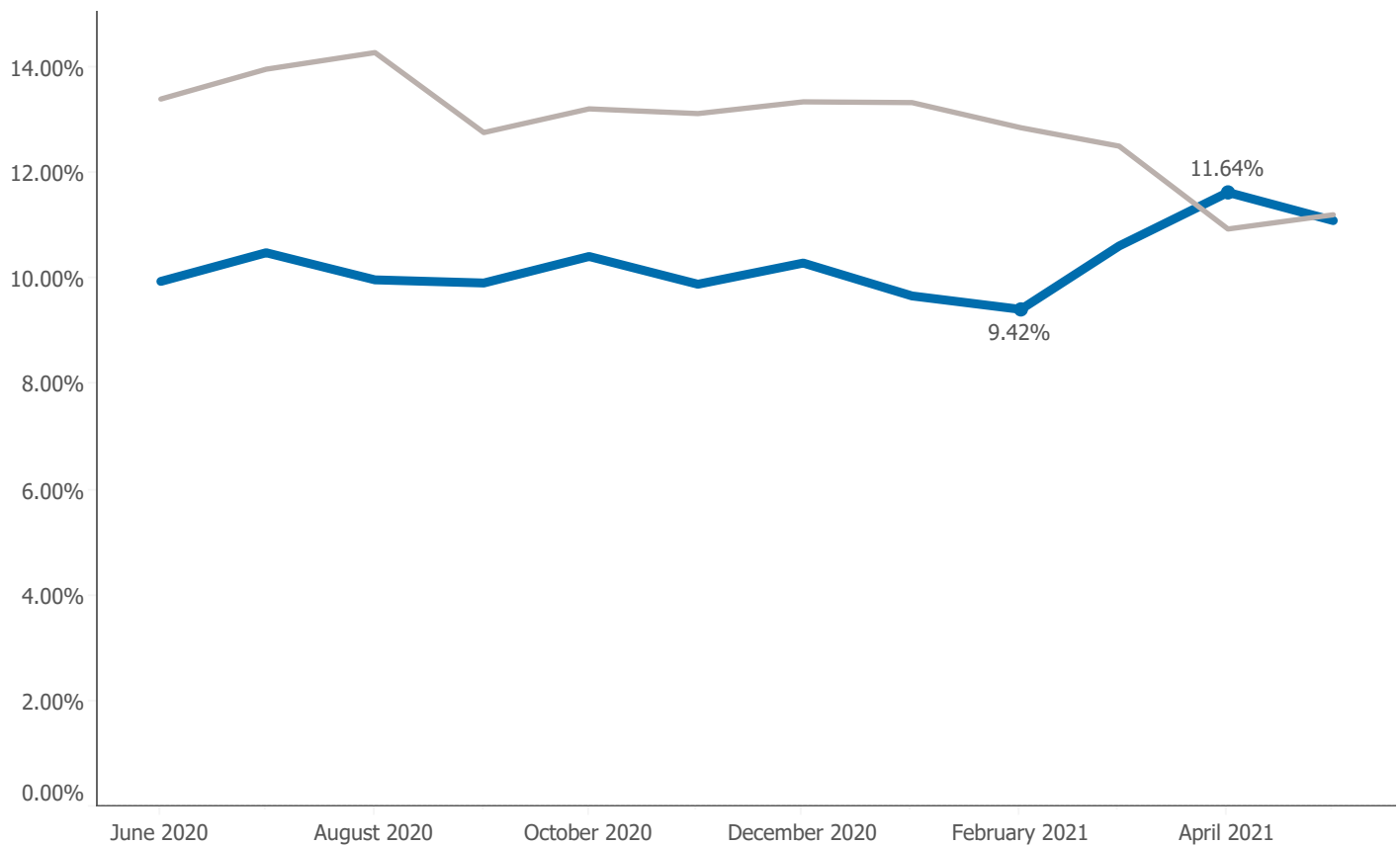
The strike rate is the total bound opportunities divided by the number of quoted opportunities and is measured at the inception date of the opportunity across all new business transactions.

## Strike Rate Insurer Comparison for 01/05/2021



## 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

2,400

## Declined Opportunities

14

## Quoted Opportunities

2,351

## Bound Opportunities

1,886

## Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
31	745	1	468	88	45	819	203

## Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	0	4	0	3	0	1	4	2

Decline Rate	0.00%	0.54%	0.00%	0.64%	0.00%	2.22%	0.49%	0.99%
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## Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	30	731	1	458	88	43	803	197

Quote Rate	96.77%	98.65%	100.00%	98.49%	100.00%	97.73%	98.53%	98.01%
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## Bound Opportunities

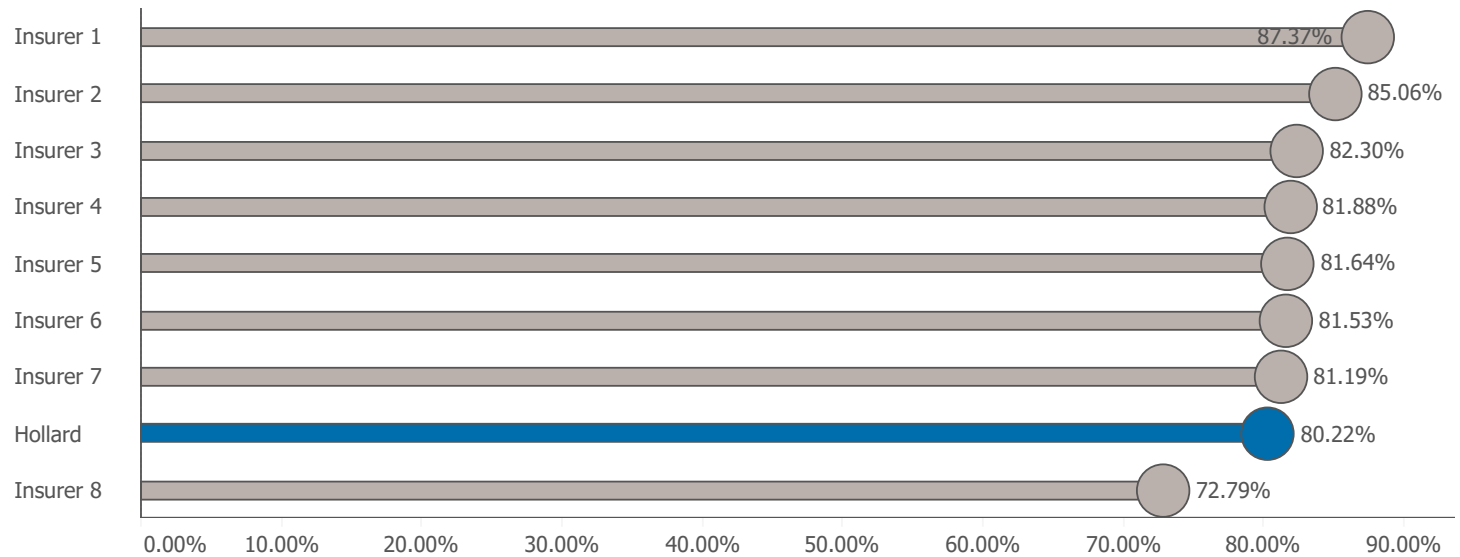
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	20	588	0	377	71	33	638	159

Retention Rate	66.67%	80.44%	0.00%	82.31%	80.68%	76.74%	79.45%	80.71%
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# Renewal Retention

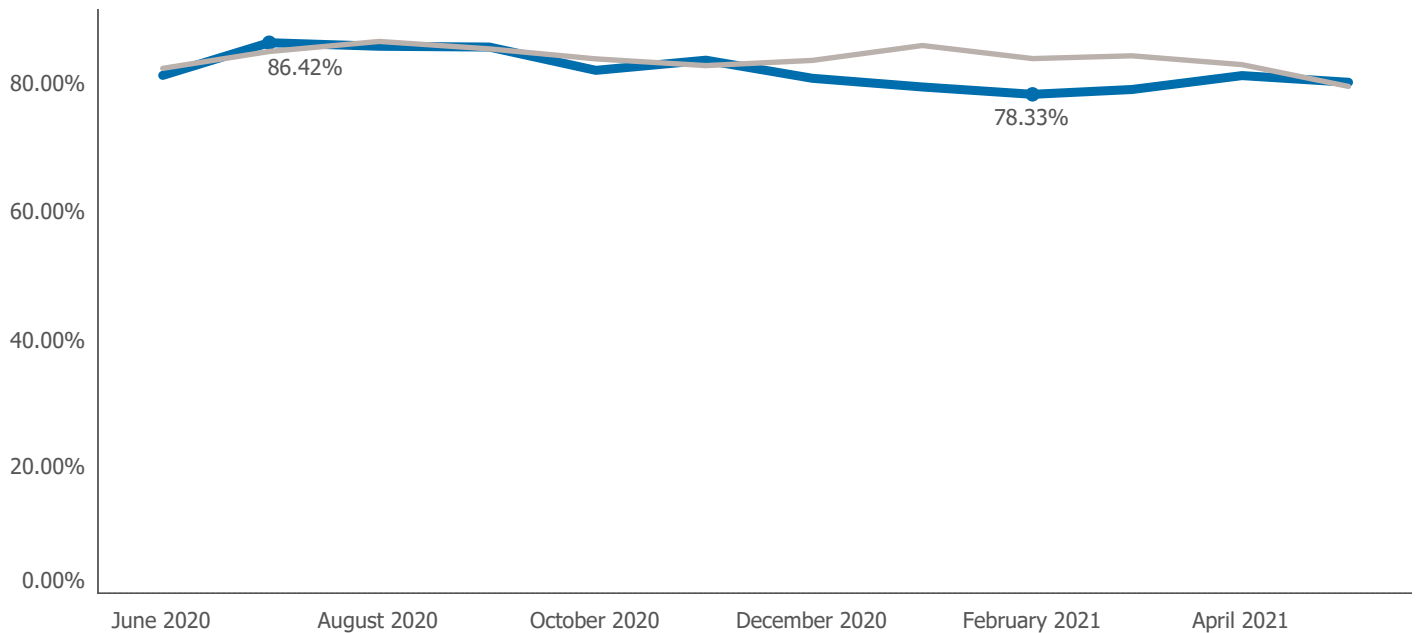
Renewal retention is based on the inception date of all renewal quotes, and is calculated as the total bound renewal opportunities divided by the number of quoted renewal opportunities.

## Renewal Retention Rate Insurer Comparison for 01/05/2021



## Renewal Retention by Month

CURRENT YEAR | PRIOR YEAR

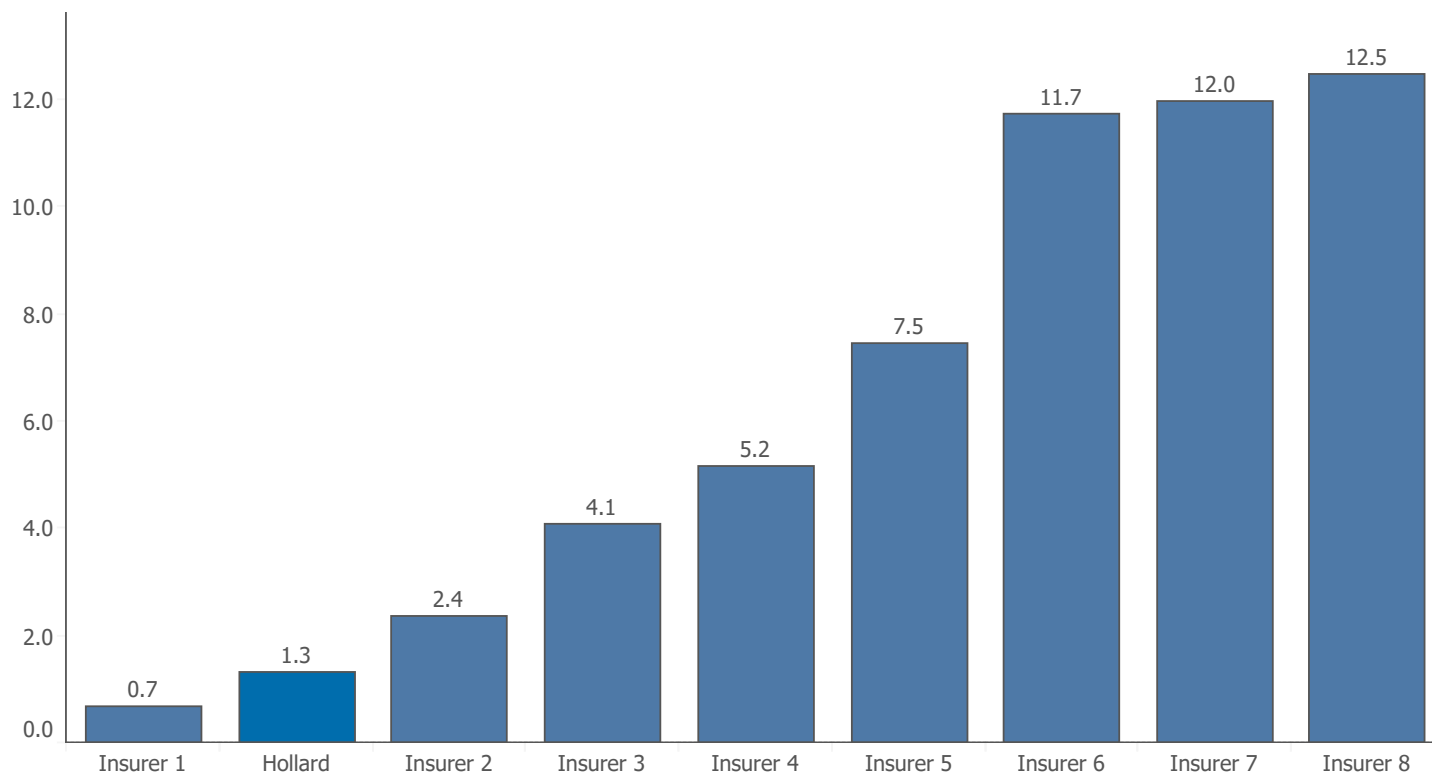


## Renewal Retention Breakdown

# Response Times

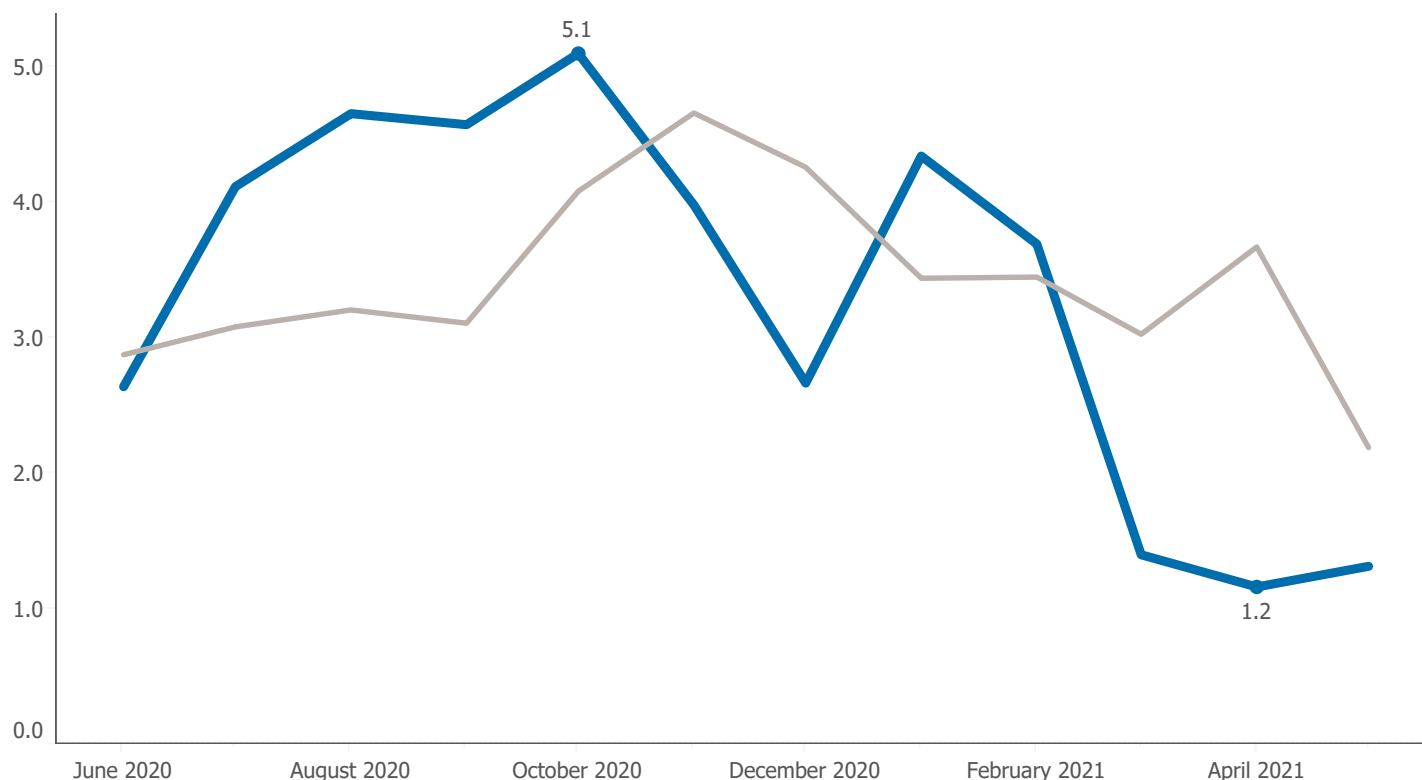
Response time is the average time between a broker sending a quote request message and the insurer responding to the message. It excludes auto rated responses where applicable. The time is calculated between the hours of 9am - 5pm AEST, Monday to Friday, inclusive of public holidays and is reported at 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 Opportunities	Quoted Opportunities	Bound Opportunities
Property Owner - Retail (Not arcades/Malls)	2,568	1,537	110
Property Owner - Factory/Industrial	1,668	903	111
Plumber	636	370	113
Electrician	551	337	107
Property Owner - Office (Single Storey)	536	405	19
Carpenter	533	399	151
Handyman / Property Maintenance	469	226	46
Property Owner - Noc	465	209	26
Property Owner - Warehouse	439	222	20
Restaurant, Licensed, With Deep Frying	437	293	50
Property Owner - Office (Multi Storey)	406	253	51
Road Freight Transport Service - No Storage	400	121	14
Beauty Salon Operation	324	278	80
Hairdressing Service	313	278	84
Earthmoving	299	77	12
Cafe Operation, Not Licensed With Deep Frying	254	185	67
Cleaning Service Noc	213	125	27
Electricians - Commercial	210	131	34
Motor Mechanics	187	133	9

## Top 20 Presented Occupations across SCTP Portfolio

	Presented Opportunities	Quoted Opportunities	Bound Opportunities
Property Owner - Retail (Not arcades/Malls)	3,394	3,221	1,948
Property Owner - Factory/Industrial	2,320	2,180	1,401
Plumber	844	825	455
Property Owner - Office (Single Storey)	738	714	456
Electrician	710	695	444
Carpenter	658	648	409
Handyman / Property Maintenance	620	606	379
Property Owner - Warehouse	612	562	350
Road Freight Transport Service - No Storage	605	598	407
Property Owner - Noc	595	540	279
Restaurant, Licensed, With Deep Frying	549	512	260
Property Owner - Office (Multi Storey)	537	513	326
Hairdressing Service	444	434	319
Beauty Salon Operation	429	422	259
Earthmoving	415	400	238
Real Estate Agency Service	306	306	211
Cafe Operation, Not Licensed With Deep Frying	305	296	165
Electricians - Commercial	271	255	150
Cleaning Service Noc	261	252	127
Concreter	242	234	119

# 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	2,315	1,438	374
Community Broker Network	2,286	1,418	379
Ausure Insurance Brokers	2,228	1,490	318
United Insurance Group	1,219	792	177
CBN	1,026	638	187
McLardy McShane Partners Pty Ltd	554	325	90
PSC Connect Pty Ltd (VIC)	492	310	62
Insurance House Pty Ltd	482	256	63
Regional Insurance Brokers Pty Ltd	460	196	56
Insurance House Advance	377	233	56
Oracle Group (Australia) Pty Ltd	370	218	33
Aviso EIA Pty Ltd	344	186	35
Steadfast Taswide Insurance Brokers	328	150	25
PSC Connect Pty Ltd (QLD)	315	155	44
Centrewest Insurance Brokers Pty Ltd	303	183	32
Pollard Insurance Brokers Pty Ltd	280	185	28
Consolidated Insurance Agencies Pty Ltd	269	184	42
Consolidated Insurances Pty Ltd	262	135	37
Brookvale Insurance Brokers	258	145	35
Steadfast Eastern Insurance Brokers	250	181	50
PSC Connect Pty Ltd (NSW)	250	144	45
Alliance Insurance Broking Services Pty Ltd	223	144	21
United Insurance - Winbeat site	208	131	39
Reliance Franchise Partners	201	122	33
Midland Insurance Brokers Australia Pty Ltd	200	122	11
Steadfast IRS Pty Ltd	197	118	24
Coverforce Insurance Broking Pty Ltd (NSW)	195	120	30
Apollo Risk Services	194	111	19
Coverforce Insurance Broking Pty Ltd (ARs)	193	128	24
Dunk Insurance	192	99	16
Blackburn Insurance Brokers Pty Ltd	189	145	37
AIS Insurance Brokers	183	99	10
Action Insurance Brokers	180	111	39
BJS Insurance Brokers Pty Ltd	177	105	29
Garden State Insurance Brokers Pty Ltd	169	91	12
Network Insurance Group	167	106	27
Phoenix Insurance Brokers Pty Ltd	163	98	26
Elliott Insurance Brokers	156	83	23
Aviso (Fitzpatrick & Company Insurance Brokers Pty Ltd)	151	72	8
Surewise	150	97	16