

SCTP Insurer Performance Report

Hollard - Business Pack

September
2019

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

\$3,305,474

Fiscal Year to Date Base Premium

\$11,150,463

Rolling 12 Base Premium

\$38,460,643

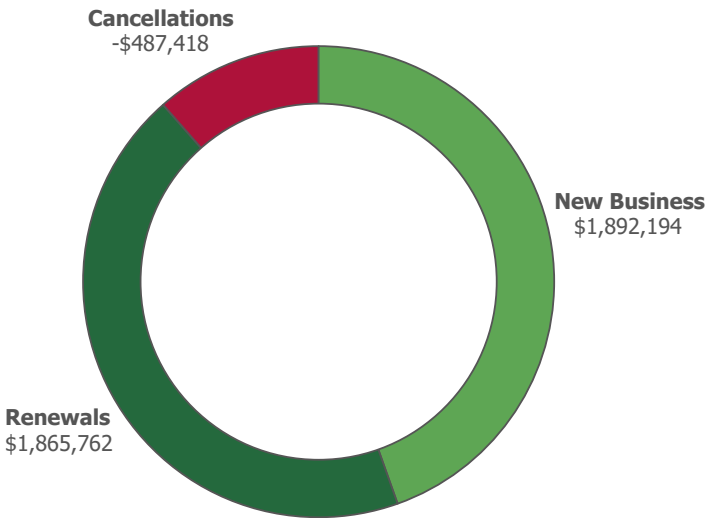
Hollard - Average Base Premium

\$1,528

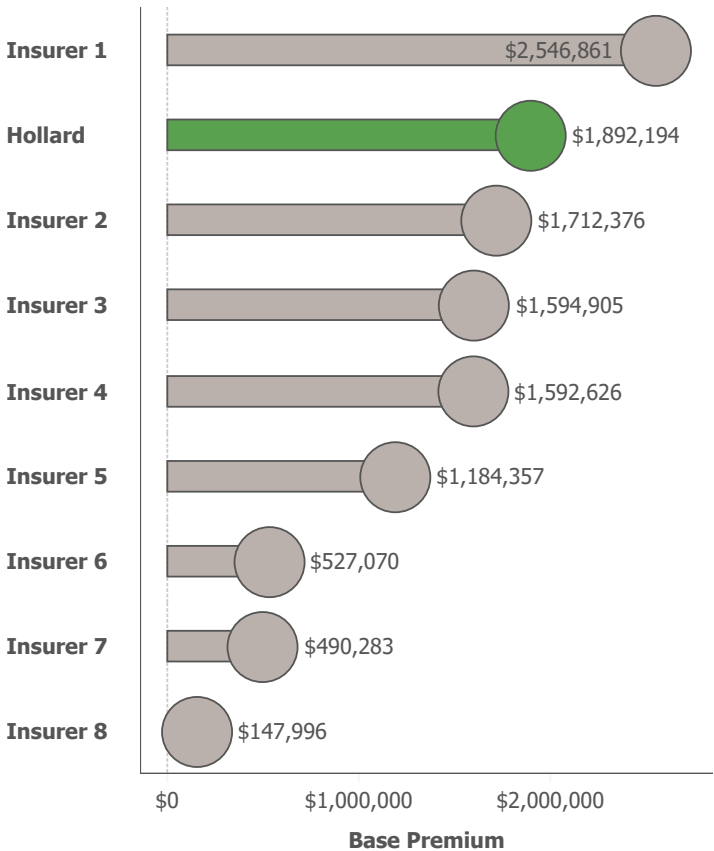
All Insurers - Average Base Premium

\$1,877

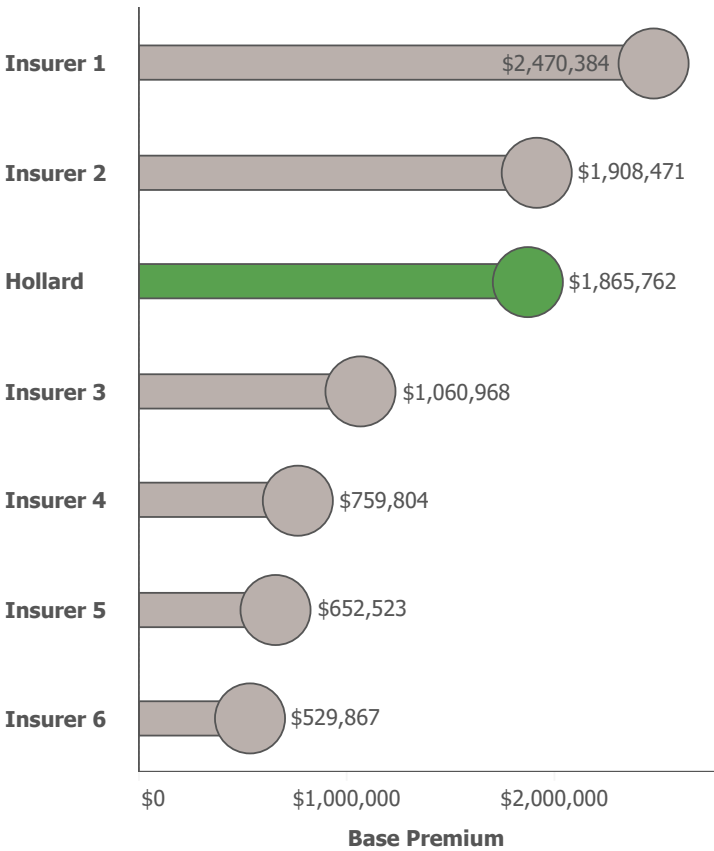
Transaction Type Breakdown



New Business Insurer Comparison



Renewal Insurer Comparison

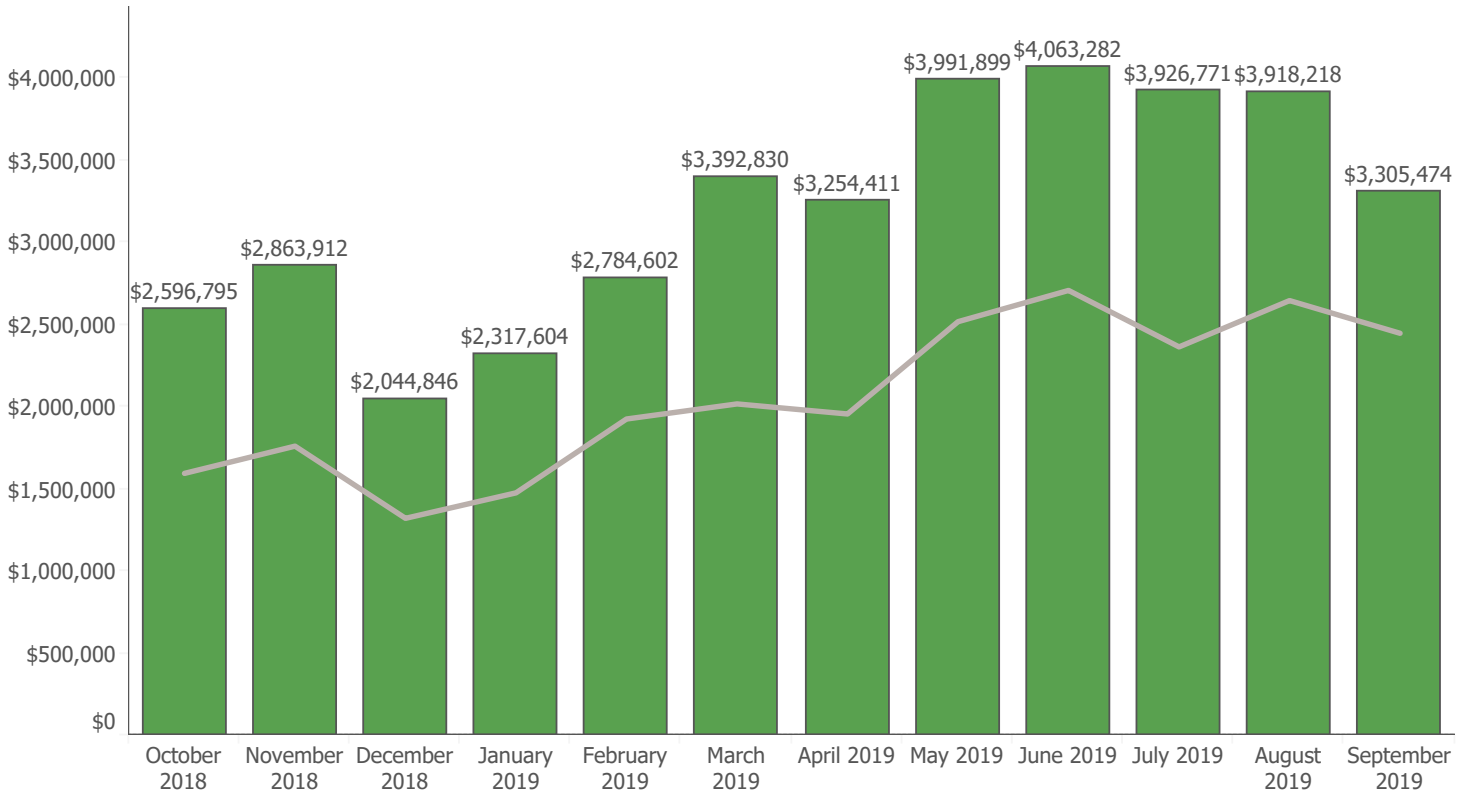


Base Premium

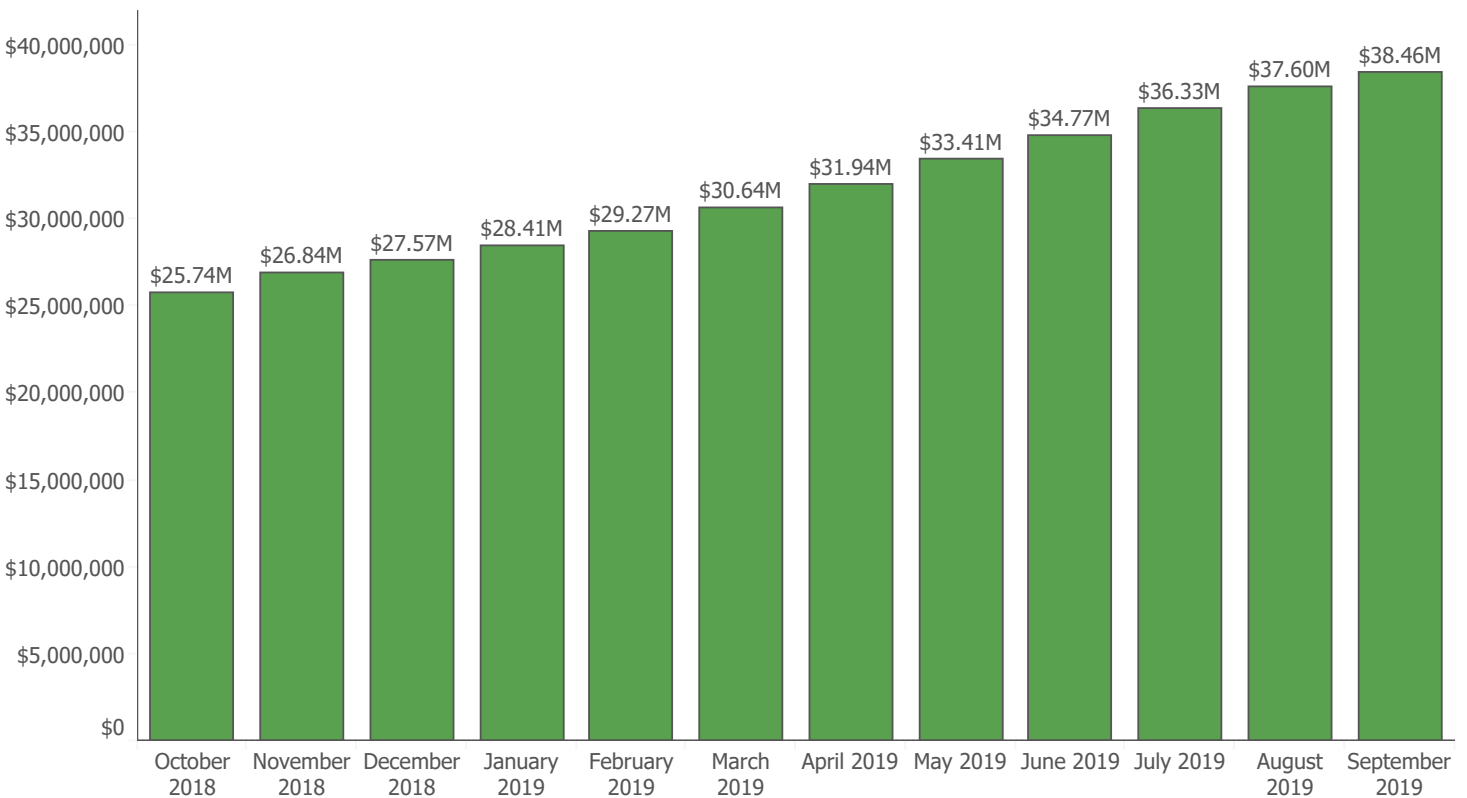
Base premium of policies bound during the reporting period includes cancellations and endorsements and is measured on the bound date of policies.

Base Premium by Month

CURRENT YEAR | **PRIOR YEAR**



Rolling 12 Months Base Premium



Strictly Commercial-in-Confidence

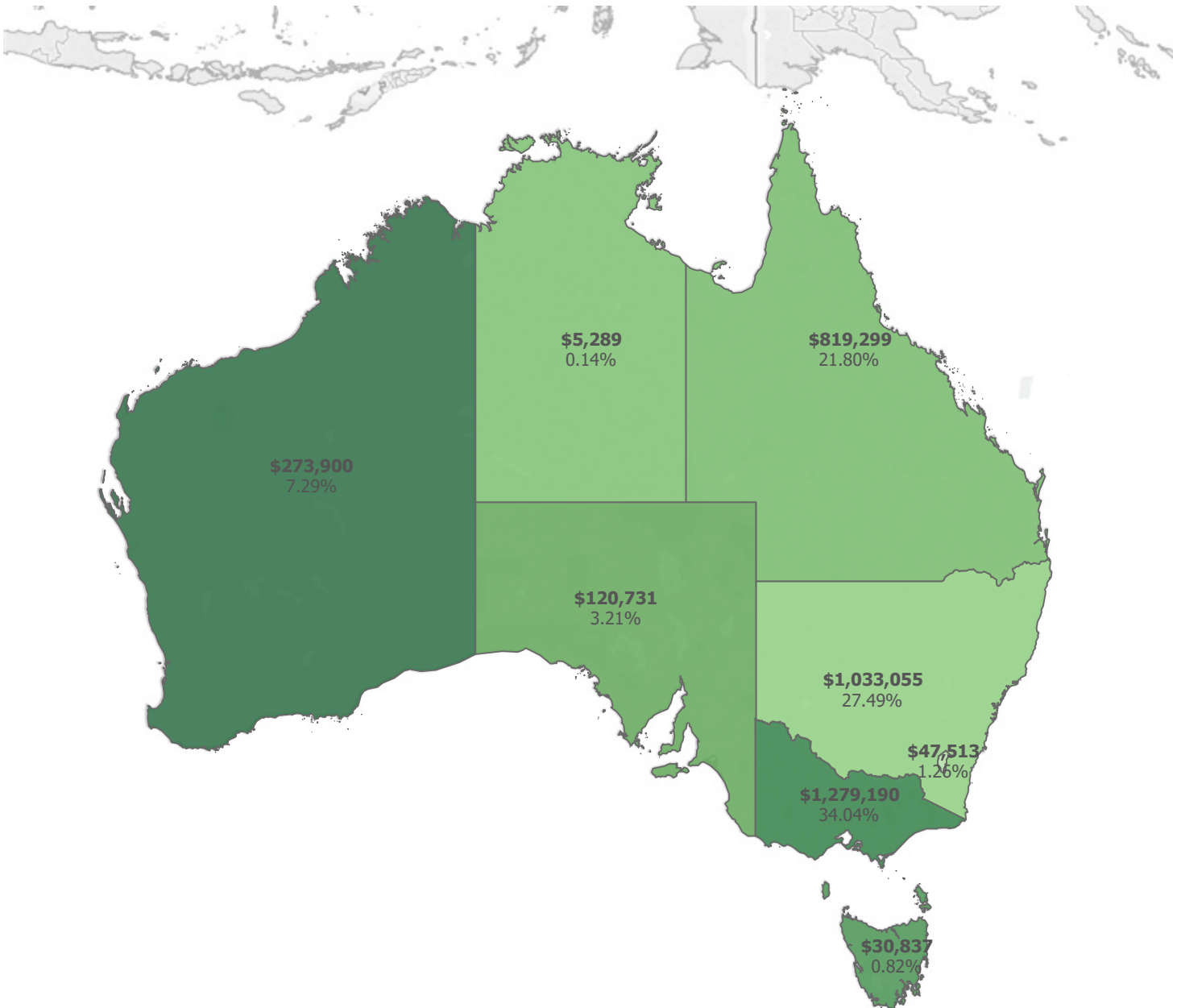
State Activity

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 01/09/2019

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
New Business	\$25,309	\$556,488	\$5,289	\$400,912	\$62,074	\$18,376	\$600,882	\$150,402
Renewals	\$22,205	\$476,566	\$0	\$418,387	\$58,657	\$12,461	\$678,308	\$123,499
Grand Total	\$47,513	\$1,033,055	\$5,289	\$819,299	\$120,731	\$30,837	\$1,279,190	\$273,900

Base Premium Breakdown by State for 01/09/2019



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

20,520

Declined Opportunities

8,469

Quoted Opportunities

11,238

Bound Opportunities

1,418

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
214	5,844	90	4,676	885	759	5,951	2,101

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	81	2,294	63	2,297	366	401	2,114	853

Decline Rate	37.85%	39.25%	70.00%	49.12%	41.36%	52.83%	35.52%	40.60%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	128	3,314	27	2,238	488	328	3,547	1,168

Quote Rate	96.24%	93.35%	100.00%	94.07%	94.03%	91.62%	92.44%	93.59%
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Bound Opportunities

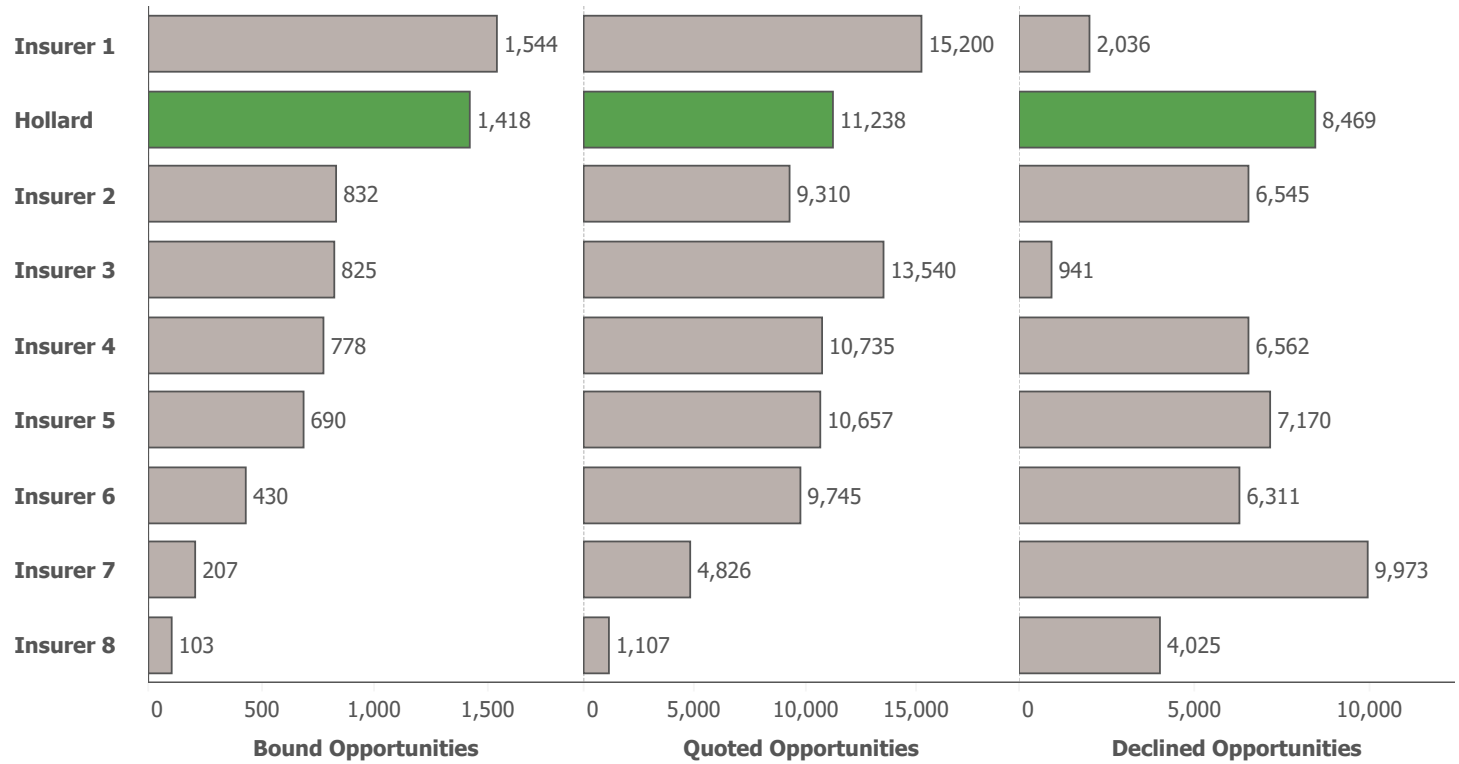
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	25	416	2	308	55	23	459	130

Strike Rate	19.53%	12.55%	7.41%	13.76%	11.27%	7.01%	12.94%	11.13%
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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



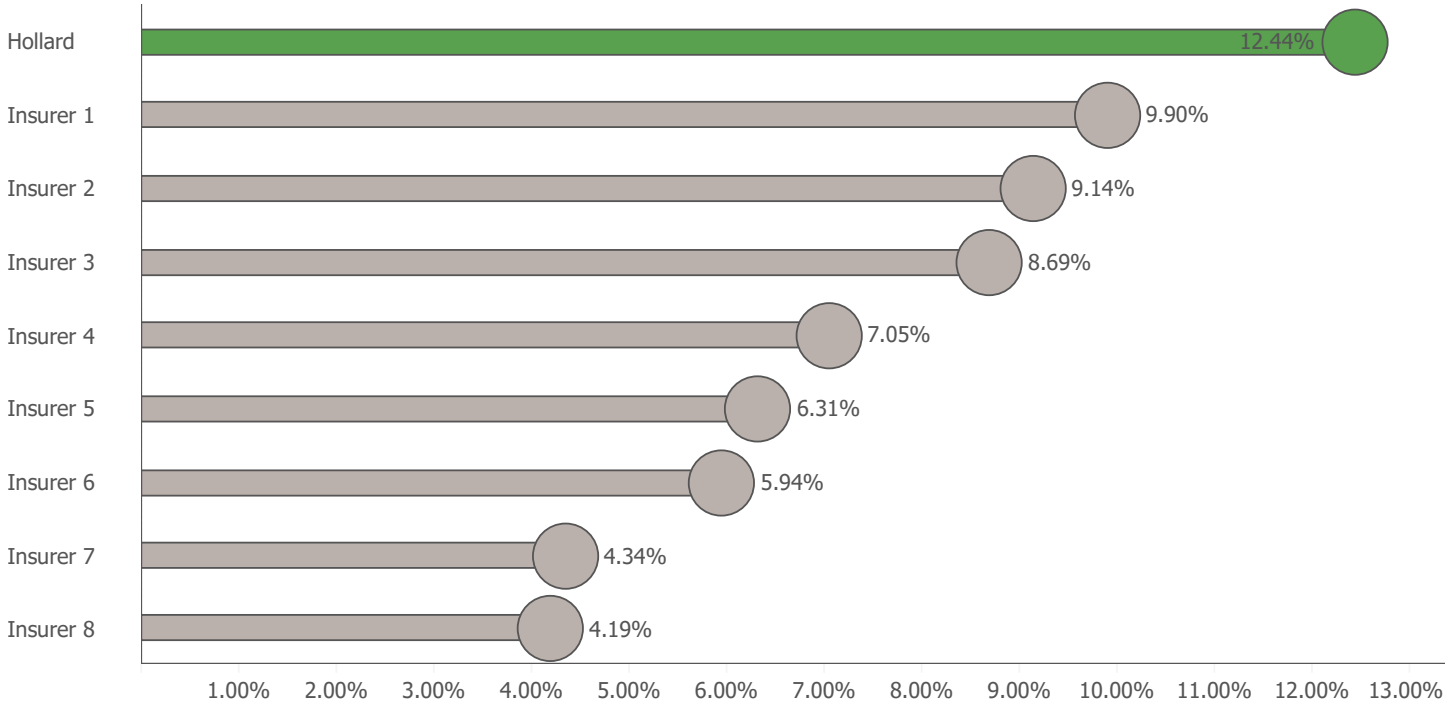
Opportunity Comparison by Insurer

	Insurer 1	Hollard	Insurer 2	Insurer 3	Insurer 4	Insurer 5	Insurer 6	Insurer 7	Insurer 8
Total Opportunities	20,909	20,520	21,678	21,459	21,403	21,564	21,207	19,170	5,768
Declined Opportunities	6,545	8,469	2,036	941	7,170	6,311	9,973	6,562	4,025
Decline Rate	31.30%	41.27%	9.39%	4.39%	33.50%	29.27%	47.03%	34.23%	69.78%
Quoted Opportunities	9,310	11,238	15,200	13,540	10,657	9,745	4,826	10,735	1,107
Bound Opportunities	832	1,418	1,544	825	690	430	207	778	103
Strike Rate	8.94%	12.62%	10.16%	6.09%	6.47%	4.41%	4.29%	7.25%	9.30%

Strike Rate

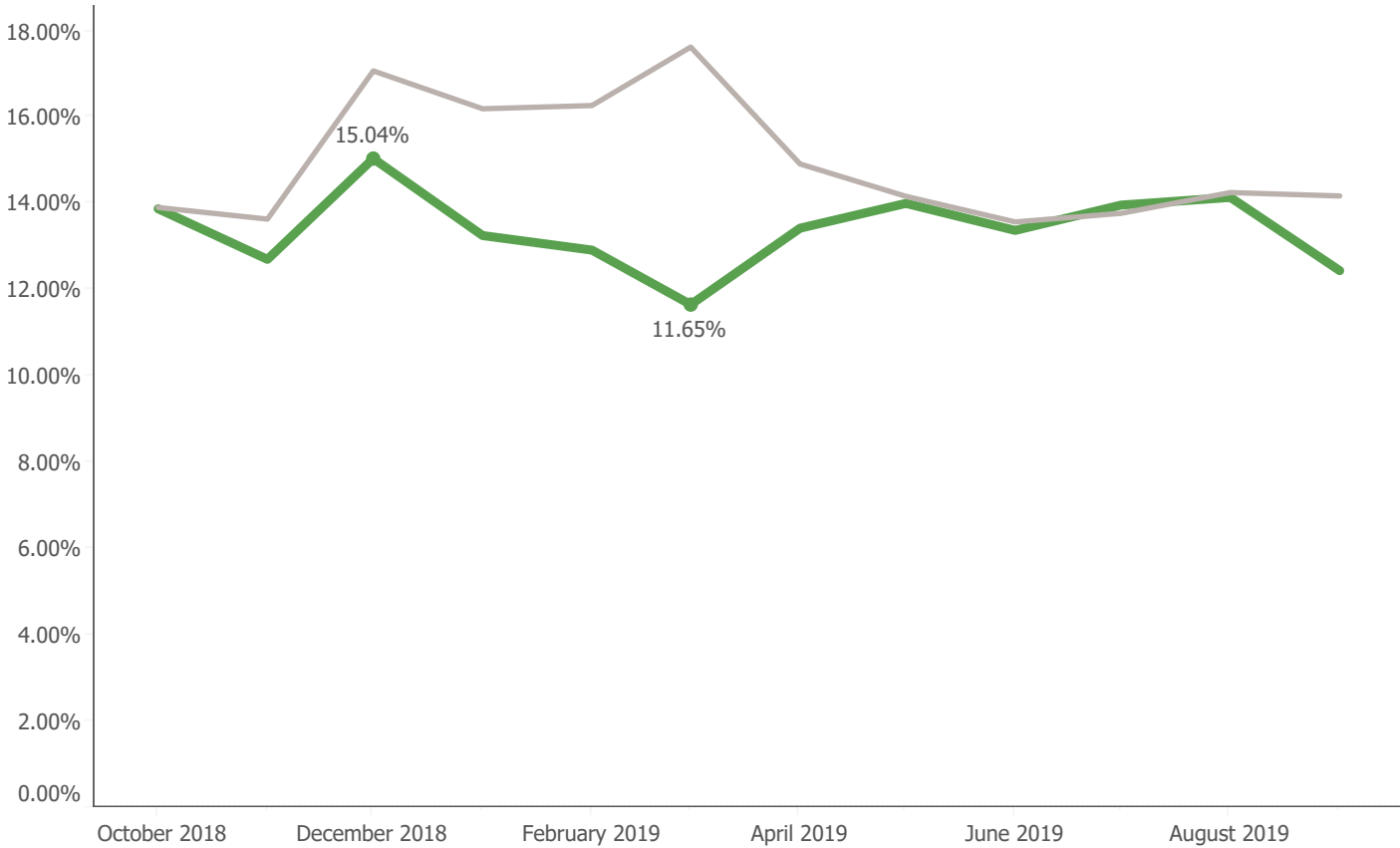
The strike rate is the total bound opportunities divided by the number of quoted opportunities and is measured at the inception date of the opportunity across all new business transactions.

Strike Rate Insurer Comparison for 01/09/2019



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	Declined Opportunities	Quoted Opportunities	Bound Opportunities
1,584	14	1,559	1,314

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
15	459	0	331	35	24	621	99

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	1	2	0	1	0	0	10	0

Decline Rate	6.67%	0.44%	0.00%	0.30%	0.00%	0.00%	1.61%	0.00%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	14	455	0	325	35	24	608	98

Quote Rate	100.00%	99.56%	0.00%	98.48%	100.00%	100.00%	99.51%	98.99%
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Bound Opportunities

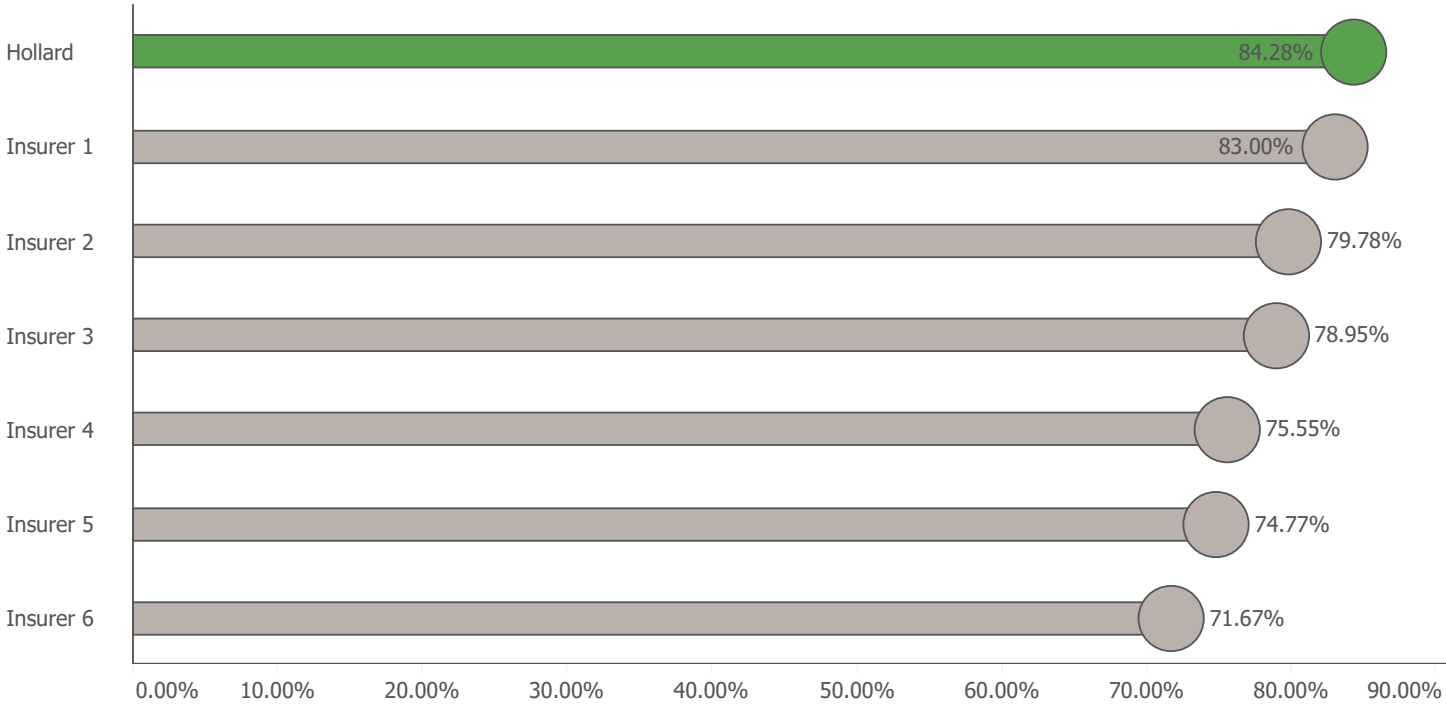
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	13	391	0	270	32	21	507	80

Retention Rate	92.86%	85.93%	0.00%	83.08%	91.43%	87.50%	83.39%	81.63%
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Renewal Retention

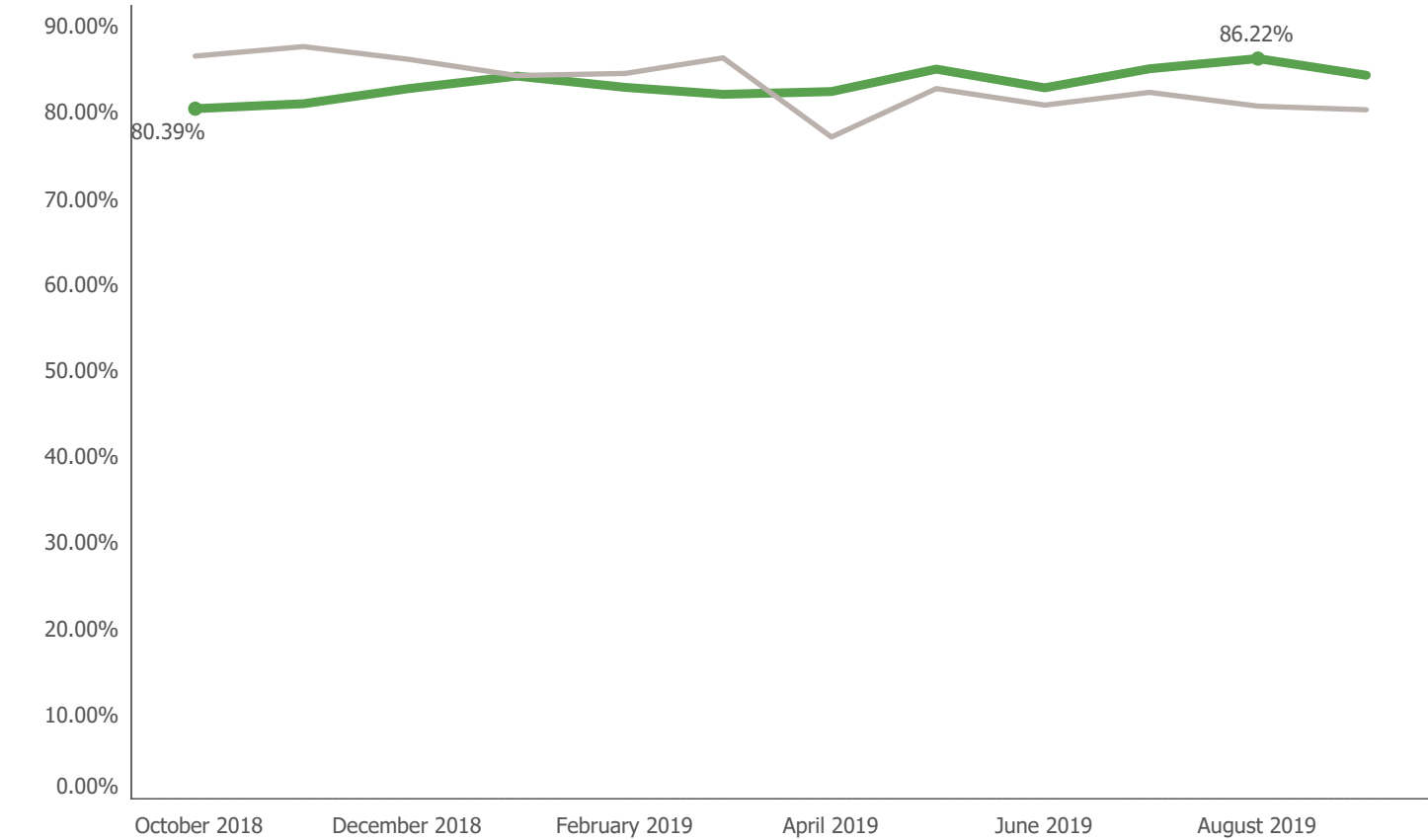
Renewal retention is based on the inception date of all renewal quotes, and is calculated as the total bound renewal opportunities divided by the number of quoted renewal opportunities.

Renewal Retention Rate Insurer Comparison for 01/09/2019



Renewal Retention by Month

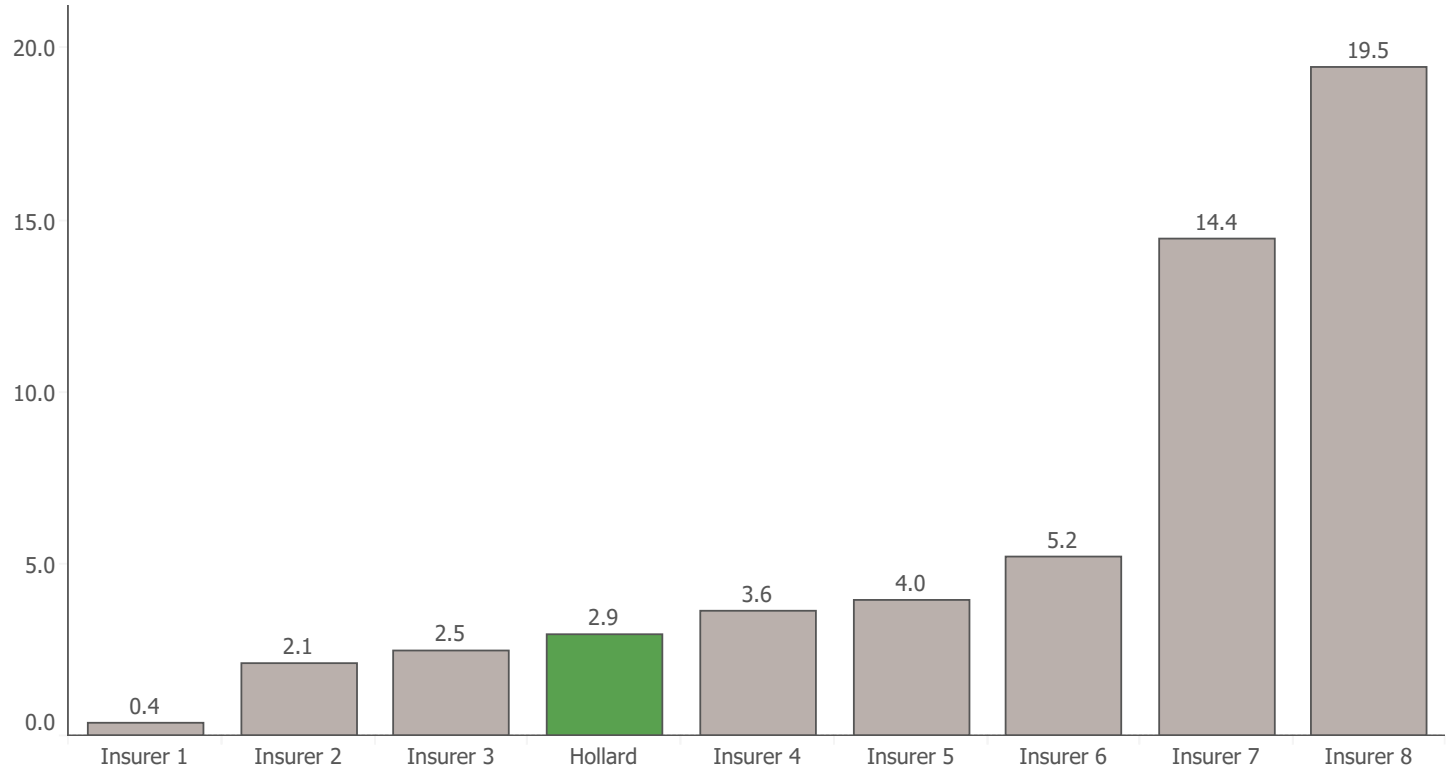
CURRENT YEAR | PRIOR YEAR



Response Times

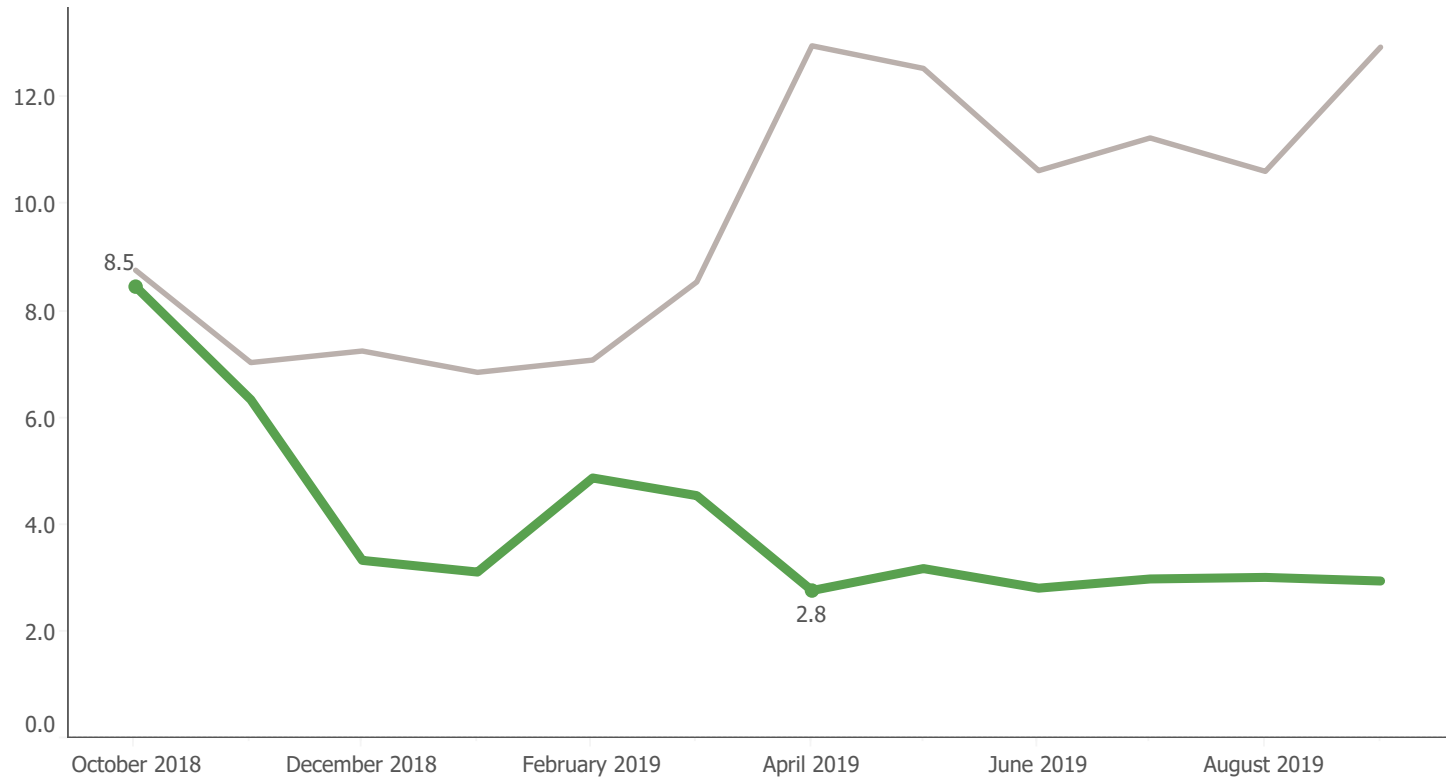
Response time is the average time between a broker sending a quote request message and the insurer responding to the message. It excludes auto rated responses where applicable. The time is calculated between the hours of 9am - 5pm AEST, Monday to Friday, inclusive of public holidays and is reported at 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)	1,885	230
Property Owner - Factory/Industrial	1,138	153
Property Owner - Warehouse	381	46
Plumber	366	38
Electrician	342	70
Carpenter	342	53
Restaurant, Licensed, With Deep Frying	340	71
Property Owner - Office (Single Storey)	335	67
Property Owner - Office (Multi Storey)	319	72
Handyman / Property Maintenance	301	32
Hairdressing Service	253	80
Property Owner - Noc	246	16
Cafe Operation, Not Licensed With Deep Frying	246	63
Beauty Salon Operation	210	43
Road Freight Transport Service - No Storage	190	2
Earthmoving	187	3
Take Away Foods Retailing (With Deep Fryer)	152	24
Motor Mechanics	148	12
Cafe Operation, Not Licensed, No Deep Frying	145	38
Cafe Operation, Licensed With Deep Frying	132	22

Top 20 Presented Occupations across SCTP Portfolio

	Presented Opportunities	Bound Opportunities
Property Owner - Retail (Not arcades/Malls)	2,329	1,135
Property Owner - Factory/Industrial	1,477	816
Property Owner - Warehouse	497	228
Plumber	491	188
Property Owner - Office (Single Storey)	457	262
Carpenter	442	244
Electrician	428	239
Property Owner - Office (Multi Storey)	421	220
Restaurant, Licensed, With Deep Frying	415	180
Handyman / Property Maintenance	382	205
Hairdressing Service	331	208
Property Owner - Noc	301	112
Cafe Operation, Not Licensed With Deep Frying	289	124
Beauty Salon Operation	273	140
Road Freight Transport Service - No Storage	271	153
Earthmoving	254	140
Cafe Operation, Not Licensed, No Deep Frying	192	117
Motor Mechanics	191	69
Take Away Foods Retailing (With Deep Fryer)	181	80
Cleaning Service Noc	176	76

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
CBN	2,403	408
Ausure Insurance Brokers	2,067	252
Resilium Insurance Broking Pty Ltd	1,895	235
United Insurance Group	1,036	154
Regional Insurance Brokers Pty Ltd	517	43
PSC Connect Pty Ltd (VIC)	345	49
Consolidated Insurance Agencies Pty Ltd	312	52
Empire Insurance Services-Winbeat site	307	66
Steadfast Taswide Insurance Brokers	294	14
Consolidated Insurances Pty Ltd	271	70
Pollard Insurance Brokers Pty Ltd	253	38
Centrewest Insurance Brokers Pty Ltd	236	30
United Insurance - Winbeat site	232	51
Brookvale Insurance Brokers	214	23
BJS Insurance Brokers Pty Ltd	209	15
Steadfast Eastern Insurance Brokers	194	46
AIS Insurance Brokers	193	15
Community Broker Network	188	36
Reliance Franchise Partners	185	35
Network Insurance Group	184	31
PSC Connect Pty Ltd (NSW)	182	30
Tony Bemrose Insurance Brokers Pty Ltd	169	25
Steadfast IRS Pty Ltd	167	22
Phoenix Insurance Brokers Pty Ltd	166	18
PSC Connect Pty Ltd (QLD)	162	25
Australian Insurance Solutions - NSW	147	23
Alliance Insurance Broking Services Pty Ltd	146	27
McKillops Insurance Brokers Pty Ltd	144	8
Action Insurance Brokers	144	21
Aviso (Fitzpatrick & Company Insurance Brokers Pty Ltd)	141	15
The Insurance Centre Pty Ltd	137	29
Insurance Aid General Brokers Partnership Pty Ltd	137	20
Eagle Insurance Brokers	131	7
Blackburn Insurance Brokers Pty Ltd	130	24
Armstrongs Insurance Brokers	130	8
ADK Insurance Brokers Pty Ltd	130	24
Westlawn Insurance Brokers Pty Ltd	129	7
Allsafe Insurance Brokers Pty Ltd	129	10
Integra Insurance Brokers	120	10
Steel Pacific Insurance Brokers	118	4