

SCTP Commercial Insurer Performance Report

Hollard - Business Pack

March 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

\$4,970,159

Fiscal Year to Date Base Premium

\$37,753,357

Rolling 12 Base Premium

\$49,661,812

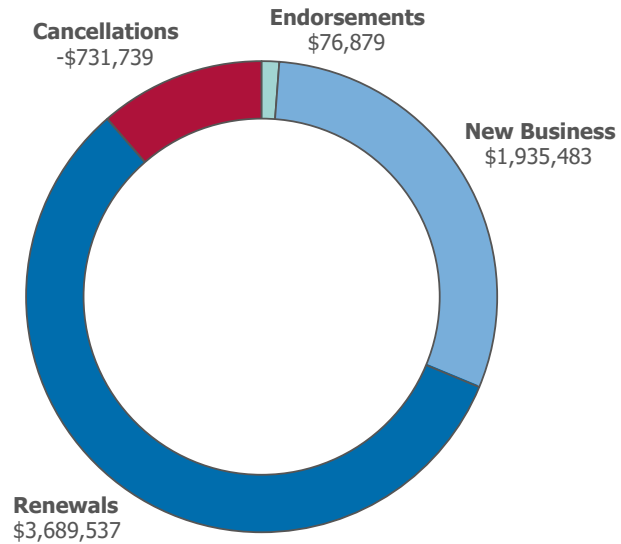
Hollard - Average Base Premium

\$1,414

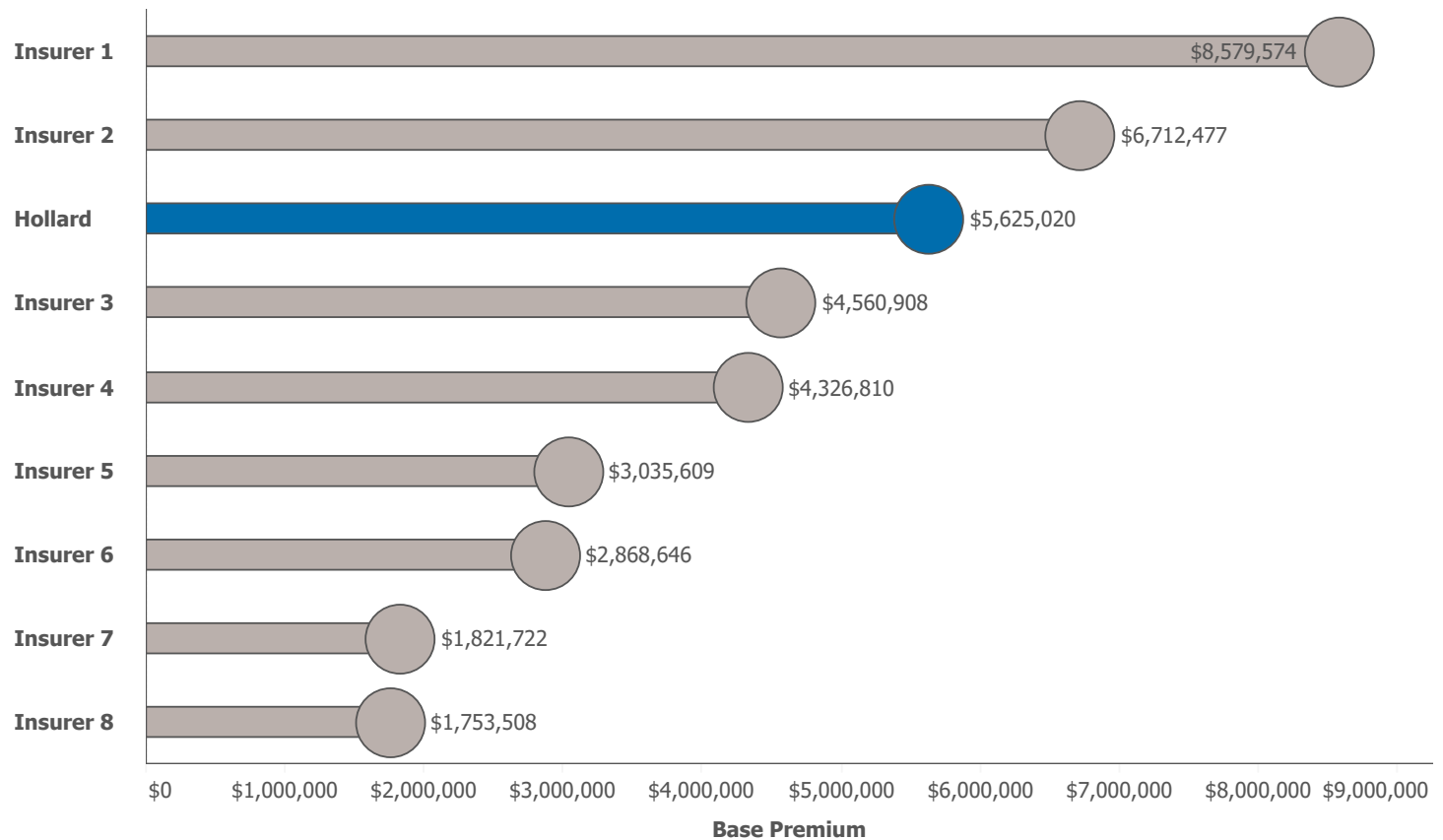
All Insurers - Average Base Premium

\$1,946

Transaction Type Breakdown



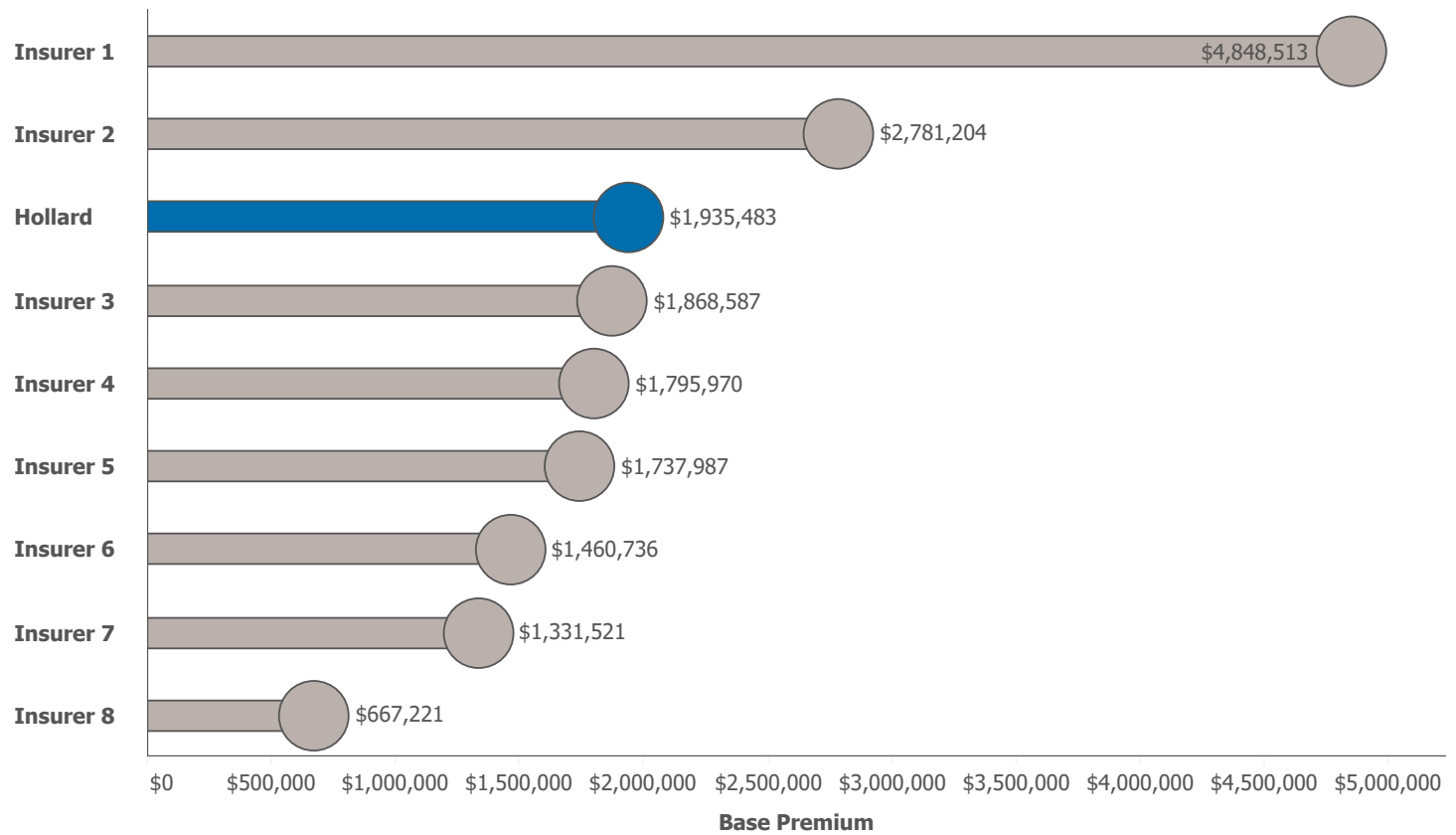
Overall Insurer Comparison



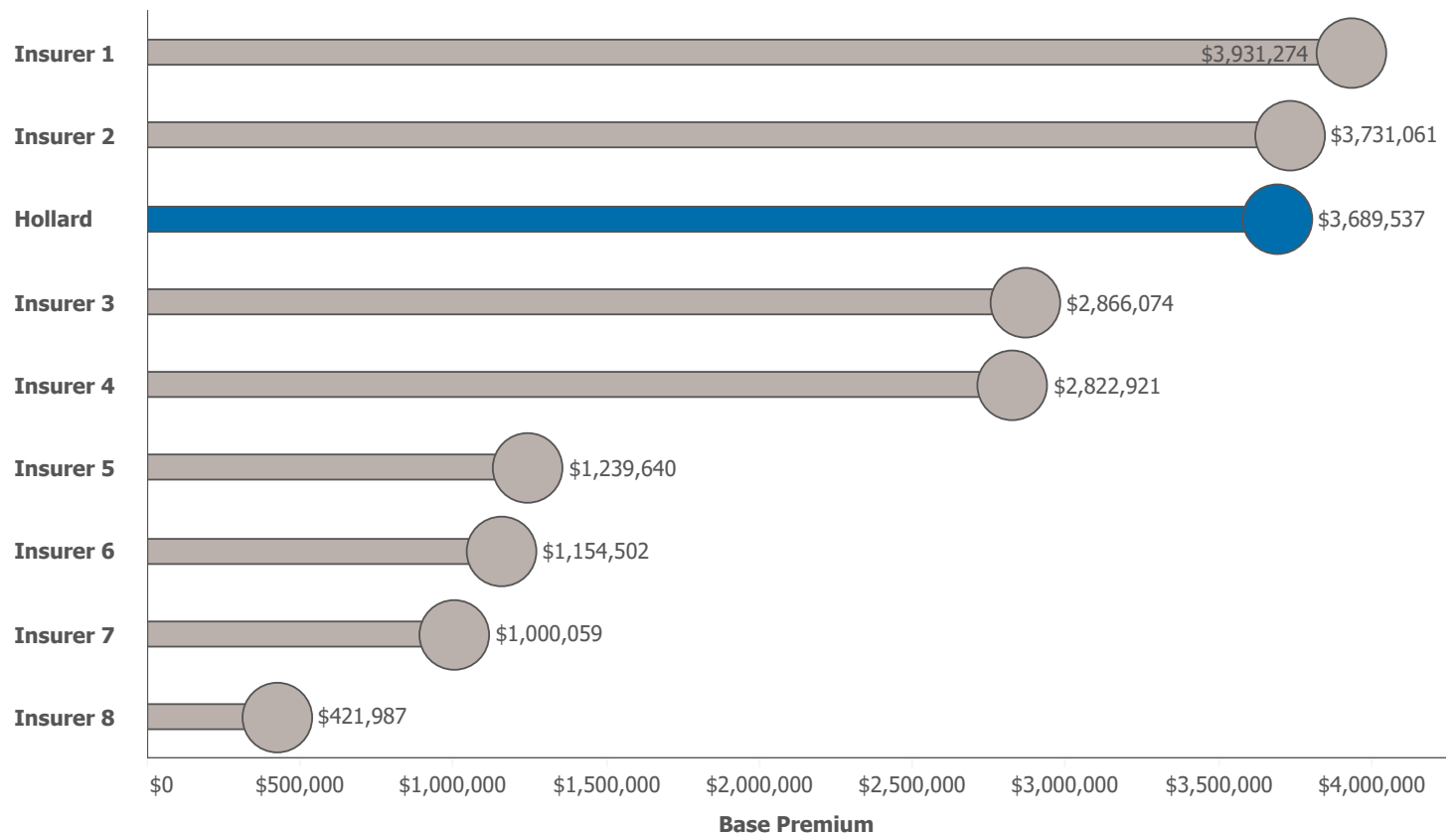
Strictly Commercial-in-Confidence

Base Premium

New Business Insurer Comparison



Renewal Insurer Comparison



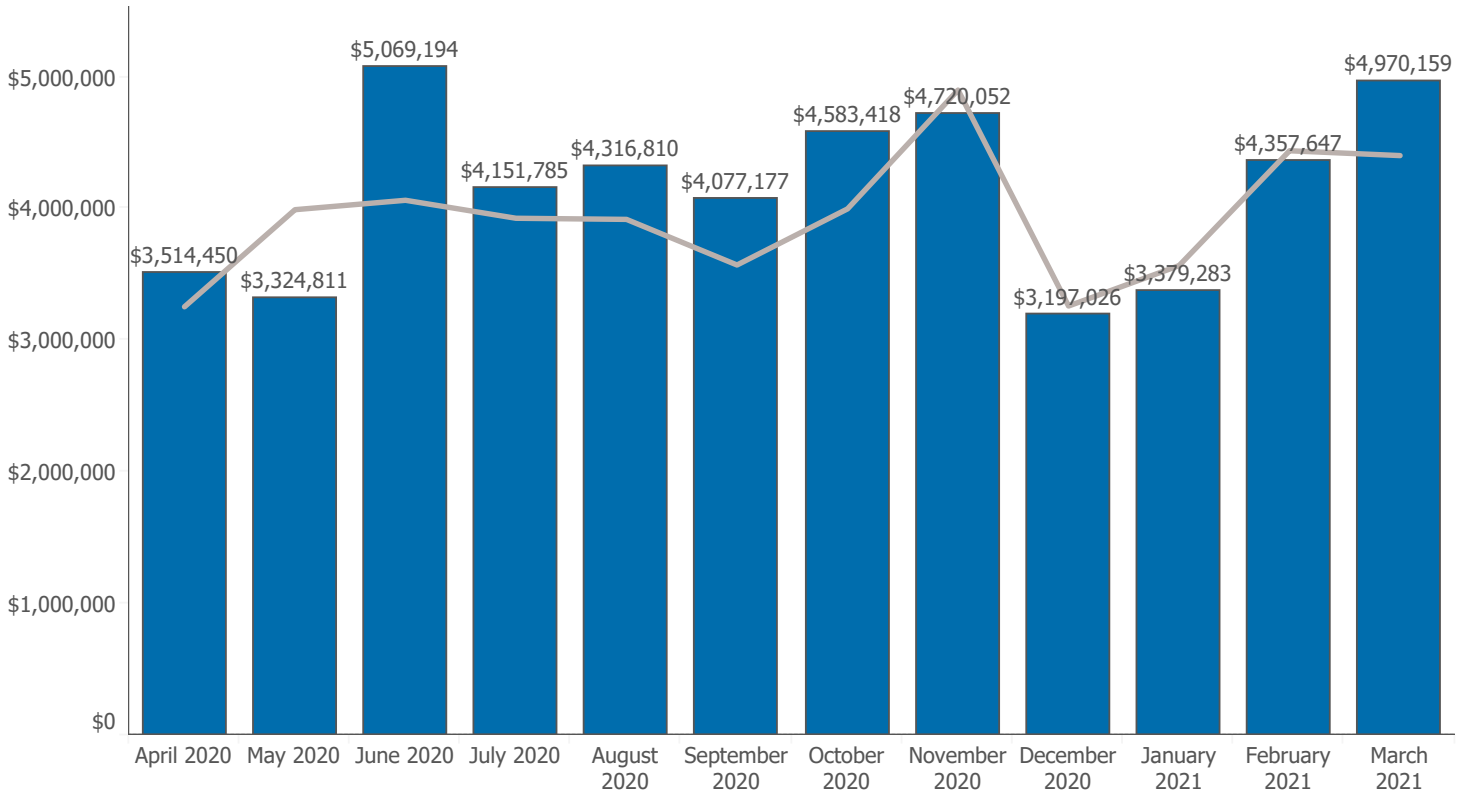
Strictly Commercial-in-Confidence

Base Premium

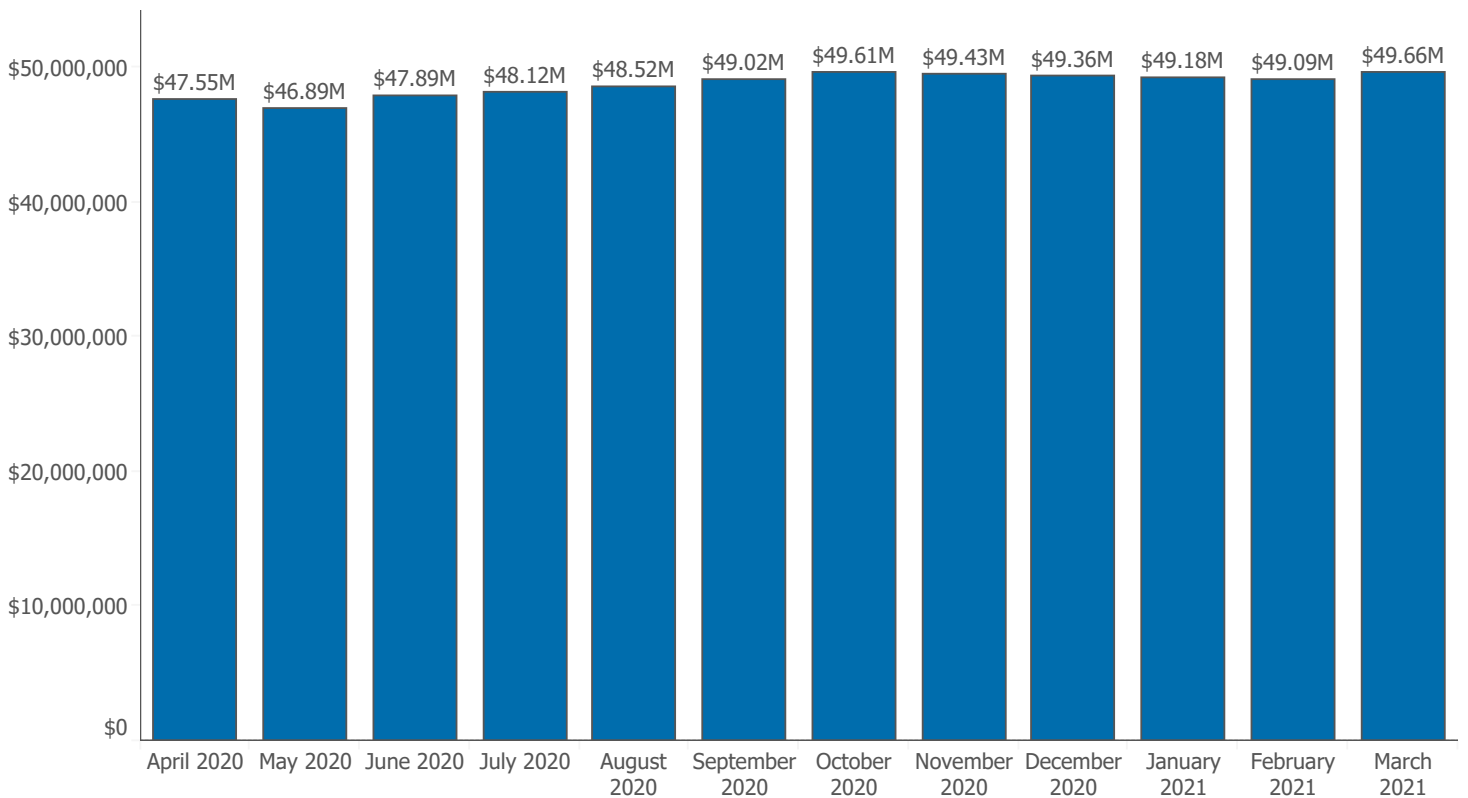
Base premium of policies bound during the reporting period includes cancellations and endorsements and is measured on the bound date of policies.

Base Premium by Month

CURRENT YEAR | **PRIOR YEAR**



Rolling 12 Months Base Premium



Strictly Commercial-in-Confidence

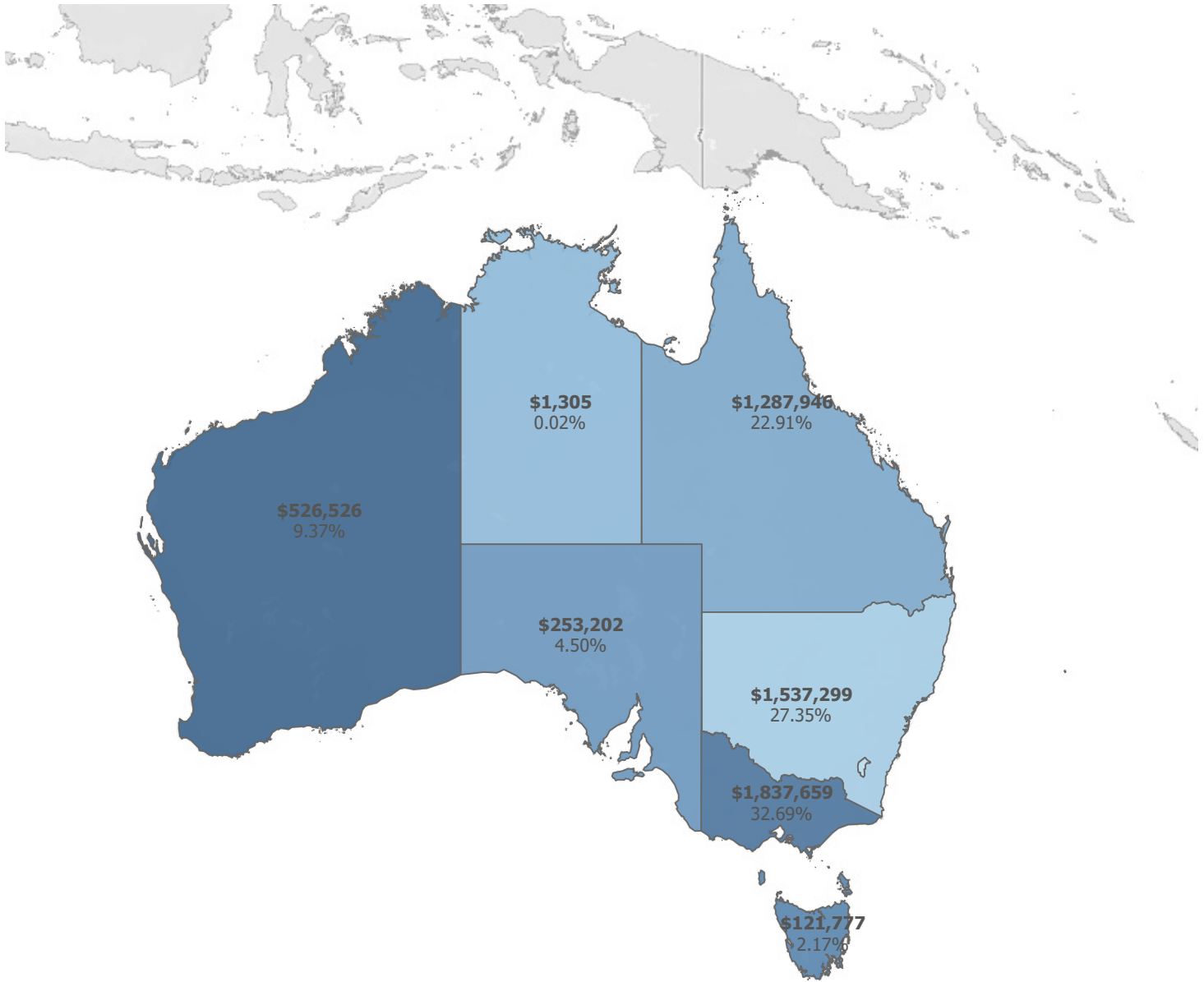
State Activity

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 01/03/2021

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Grand Total
New Business	\$22,116	\$590,790	\$1,087	\$485,515	\$85,524	\$51,268	\$560,439	\$138,744	\$1,935,483
Renewals	\$33,351	\$946,508	\$218	\$802,431	\$167,678	\$70,510	\$1,277,220	\$387,782	\$3,685,698
Grand Total	\$55,467	\$1,537,299	\$1,305	\$1,287,946	\$253,202	\$121,777	\$1,837,659	\$526,526	\$5,621,181

Base Premium Breakdown by State for 01/03/2021



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	Declined Opportunities	Quoted Opportunities	Bound Opportunities
29,679	11,920	16,206	1,660

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
318	8,720	134	6,355	1,321	927	8,633	3,271

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	115	3,262	81	2,952	515	453	3,310	1,232

Decline Rate	36.16%	37.41%	60.45%	46.45%	38.99%	48.87%	38.34%	37.66%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	192	4,975	44	3,128	745	422	4,843	1,857

Quote Rate	94.58%	91.15%	83.02%	91.92%	92.43%	89.03%	90.98%	91.07%
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Bound Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	21	525	2	385	74	41	461	151

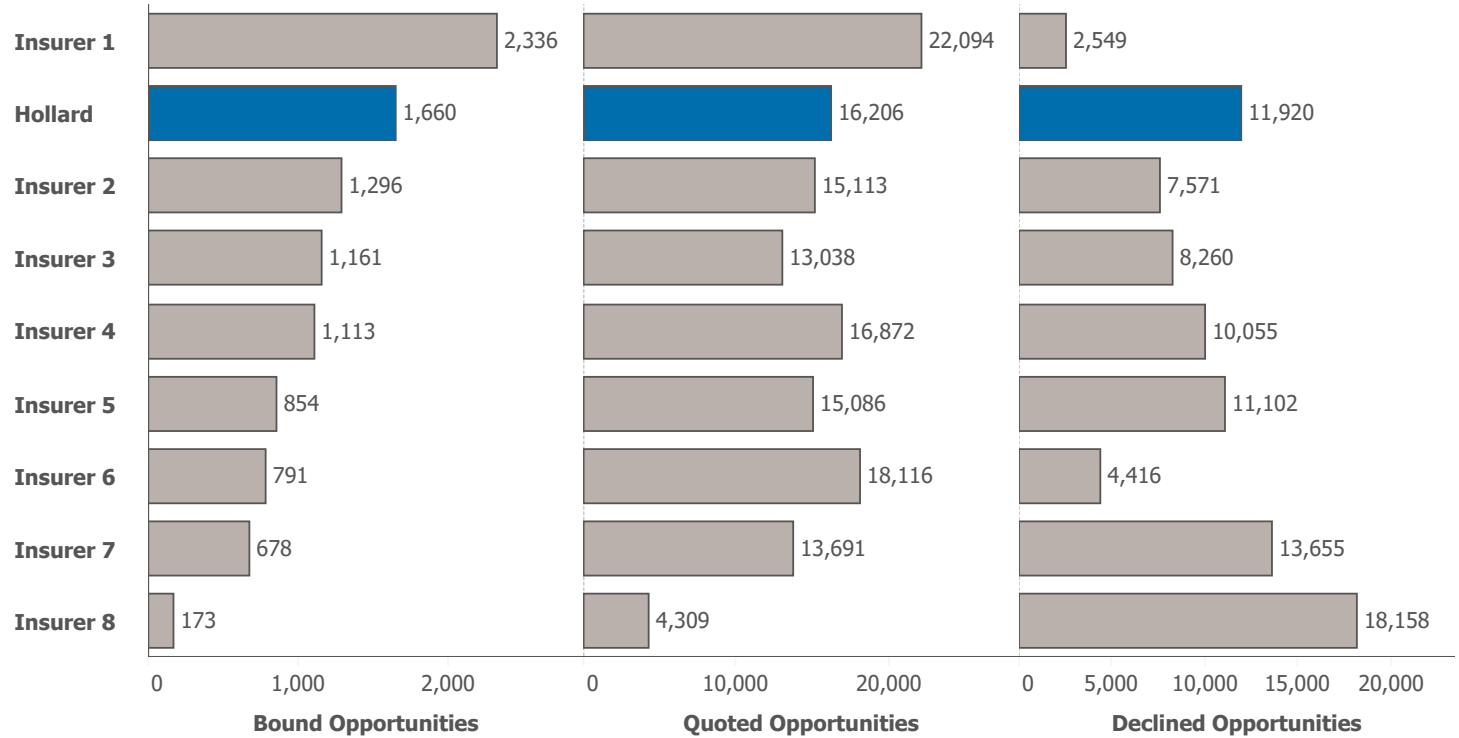
Strike Rate	10.94%	10.55%	4.55%	12.31%	9.93%	9.72%	9.52%	8.13%
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New Business Opportunities - Insurer Comparison

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.

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



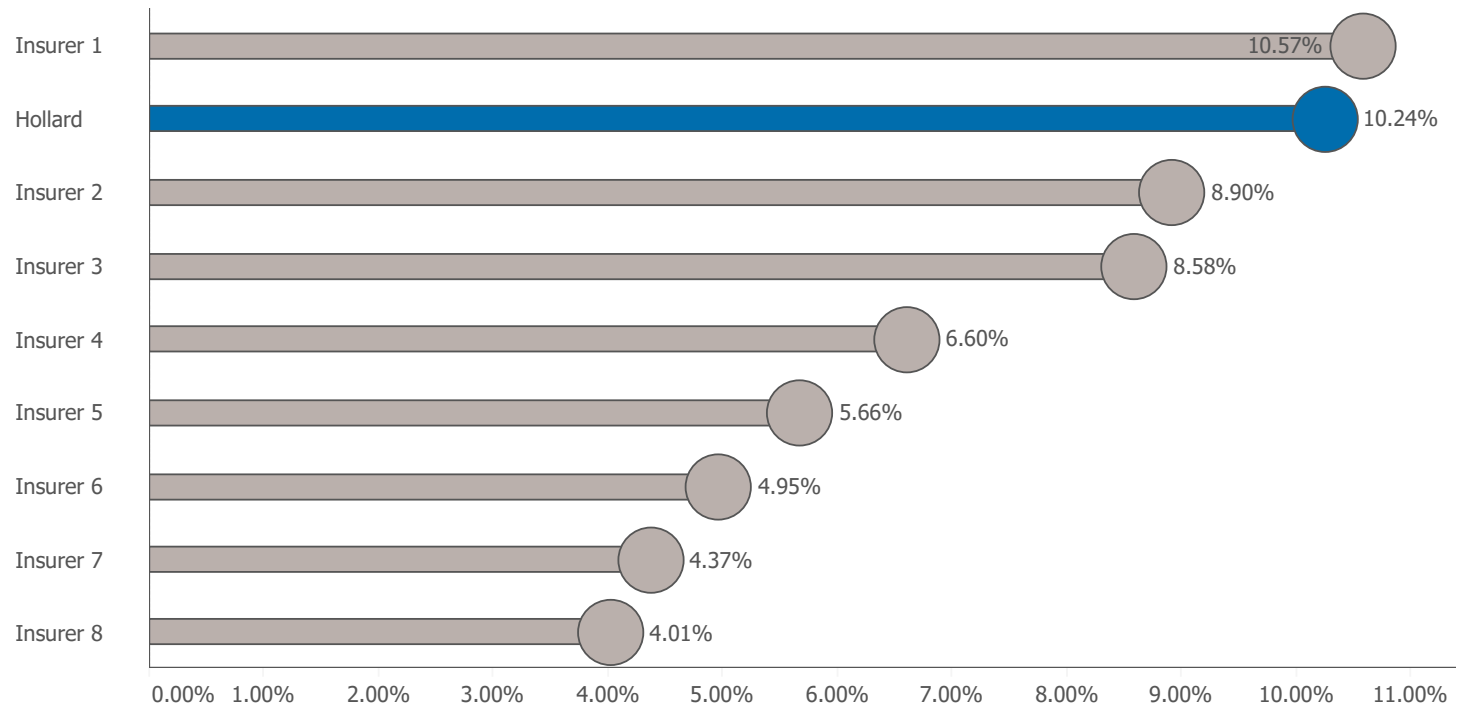
Opportunity Comparison by Insurer

	Insurer 1	Hollard	Insurer 2	Insurer 3	Insurer 4	Insurer 5	Insurer 6	Insurer 7	Insurer 8
Total Opportunities	31,067	29,679	31,338	30,215	30,448	30,296	31,048	31,039	30,829
Declined Opportunities	2,549	11,920	7,571	8,260	10,055	11,102	4,416	13,655	18,158
Decline Rate	8.20%	40.16%	24.16%	27.34%	33.02%	36.65%	14.22%	43.99%	58.90%
Quoted Opportunities	22,094	16,206	15,113	13,038	16,872	15,086	18,116	13,691	4,309
Bound Opportunities	2,336	1,660	1,296	1,161	1,113	854	791	678	173
Strike Rate	10.57%	10.24%	8.58%	8.90%	6.60%	5.66%	4.37%	4.95%	4.01%

Strike Rate

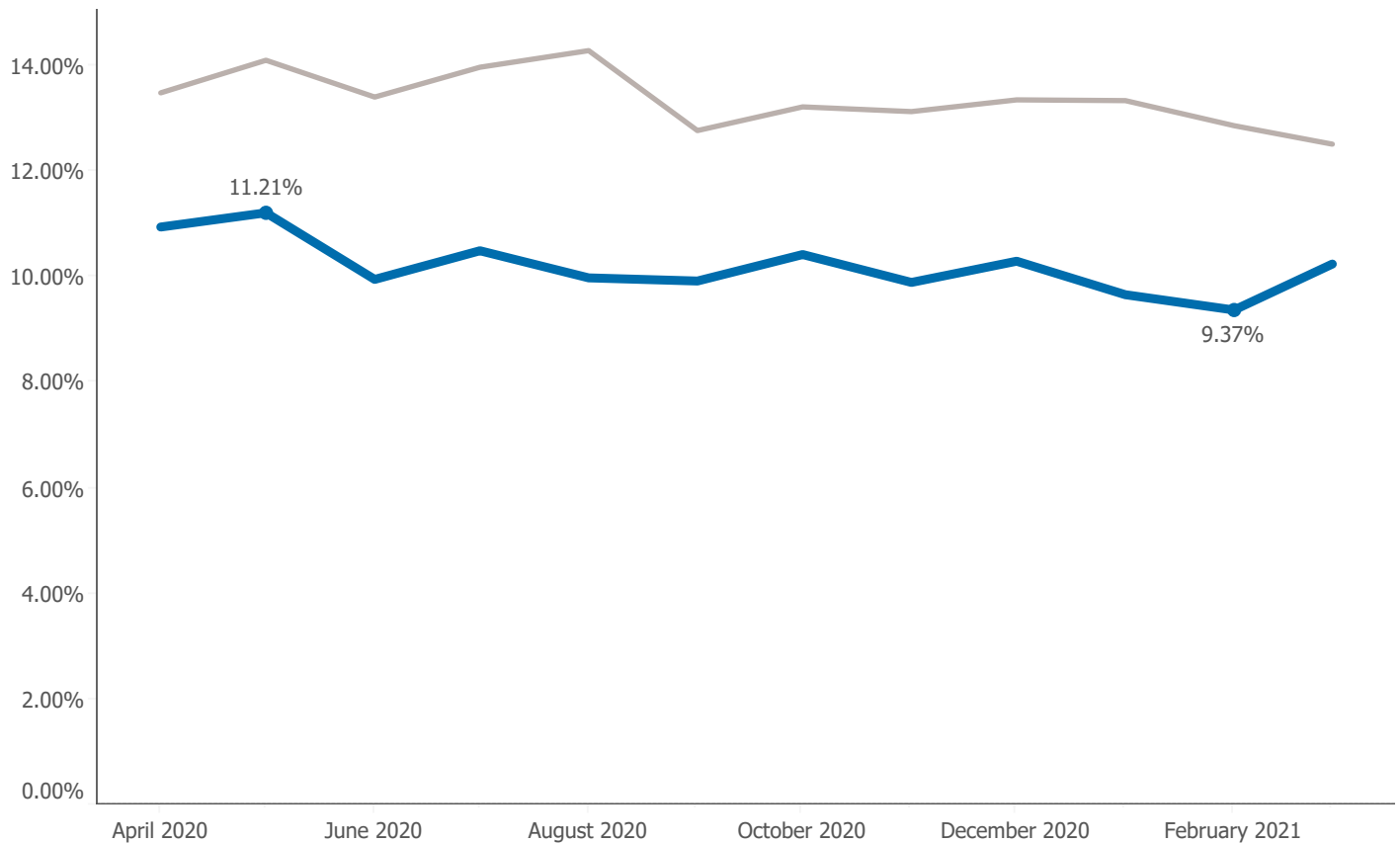
The strike rate is the total bound opportunities divided by the number of quoted opportunities and is measured at the inception date of the opportunity across all new business transactions.

Strike Rate Insurer Comparison for 01/03/2021



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

2,595

Declined Opportunities

17

Quoted Opportunities

2,525

Bound Opportunities

1,985

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
32	746	2	545	94	53	831	292

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	0	3	1	3	0	0	7	3

Decline Rate	0.00%	0.40%	50.00%	0.55%	0.00%	0.00%	0.84%	1.03%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	31	730	1	530	94	52	805	282

Quote Rate	96.88%	98.25%	100.00%	97.79%	100.00%	98.11%	97.69%	97.58%
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Bound Opportunities

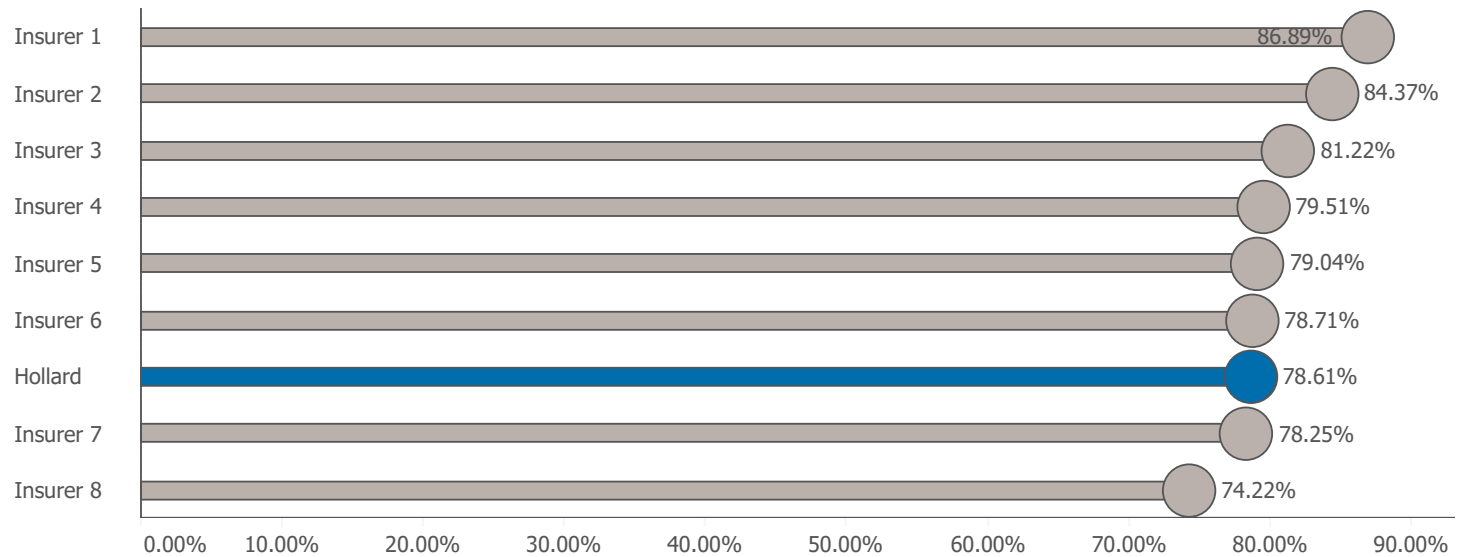
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	24	548	1	427	84	42	632	227

Retention Rate	77.42%	75.07%	100.00%	80.57%	89.36%	80.77%	78.51%	80.50%
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Renewal Retention

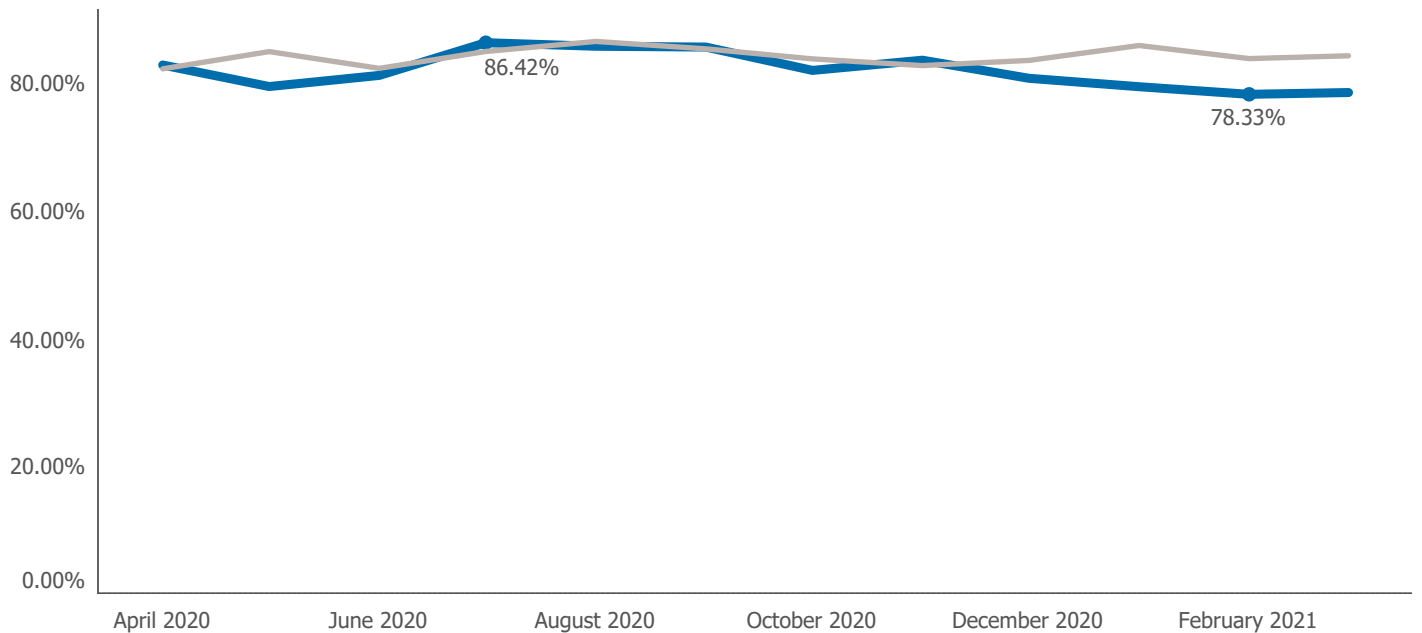
Renewal retention is based on the inception date of all renewal quotes, and is calculated as the total bound renewal opportunities divided by the number of quoted renewal opportunities.

Renewal Retention Rate Insurer Comparison for 01/03/2021



Renewal Retention by Month

CURRENT YEAR | PRIOR YEAR

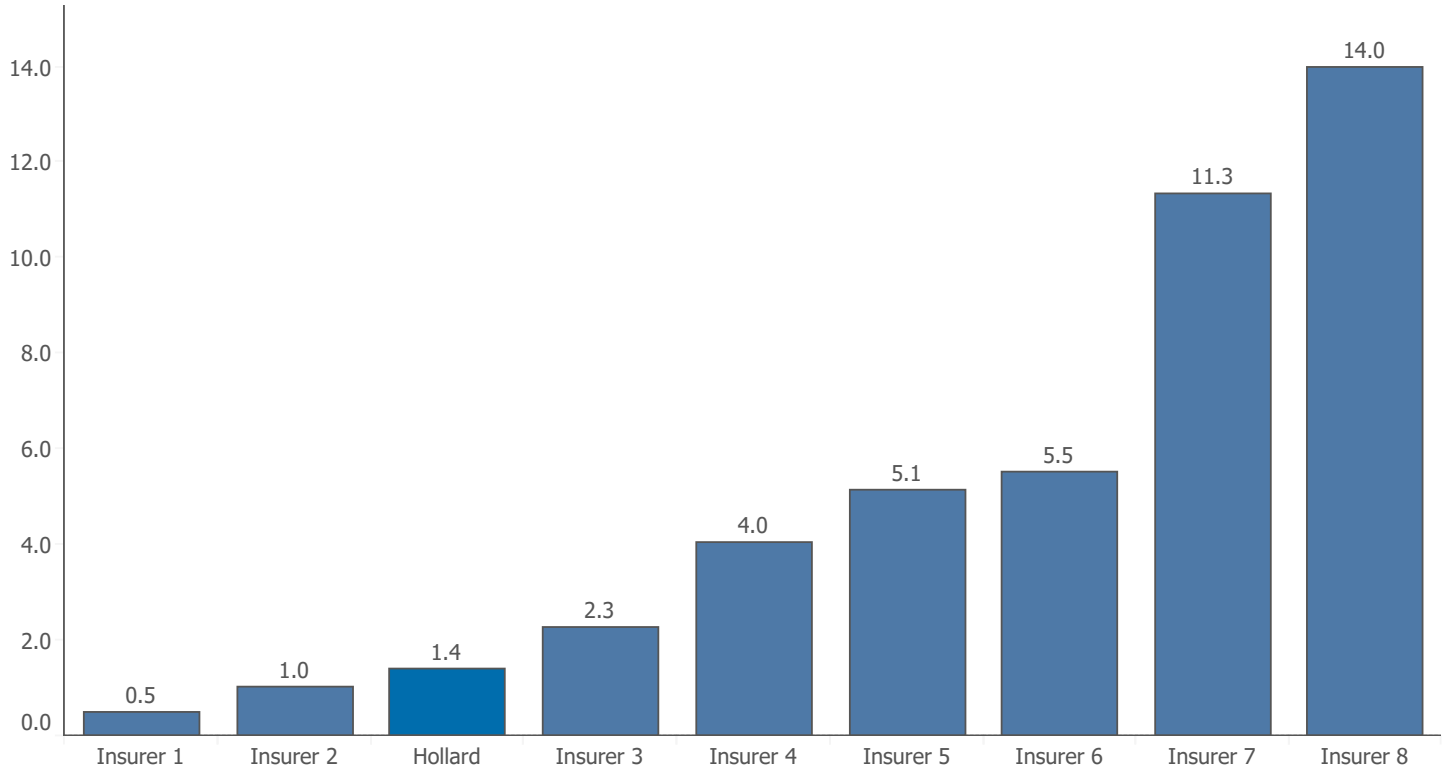


Renewal Retention Breakdown

Response Times

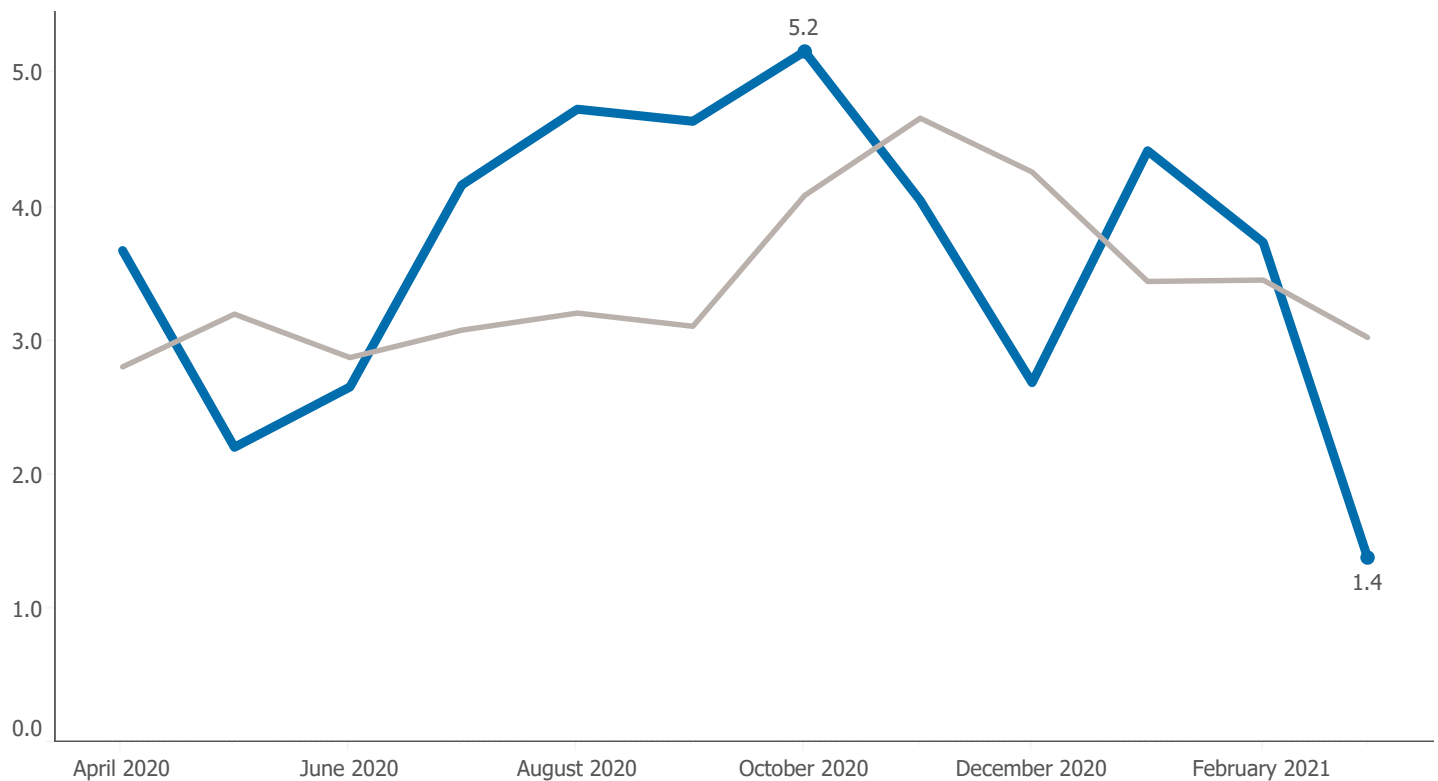
Response time is the average time between a broker sending a quote request message and the insurer responding to the message. It excludes auto rated responses where applicable. The time is calculated between the hours of 9am - 5pm AEST, Monday to Friday, inclusive of public holidays and is reported at 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)	2,434	1,316	161
Property Owner - Factory/Industrial	1,660	807	127
Plumber	764	387	97
Carpenter	603	530	132
Property Owner - Office (Single Storey)	550	375	52
Electrician	528	316	100
Property Owner - Noc	494	217	21
Handyman / Property Maintenance	479	244	43
Restaurant, Licensed, With Deep Frying	474	303	62
Property Owner - Office (Multi Storey)	455	222	54
Property Owner - Warehouse	436	224	39
Road Freight Transport Service - No Storage	392	118	11
Beauty Salon Operation	342	292	55
Hairdressing Service	324	295	93
Earthmoving	290	66	13
Cafe Operation, Not Licensed With Deep Frying	265	197	57
Cleaning Service Noc	221	147	42
Motor Mechanics	195	145	9
Electricians - Commercial	189	106	35

Top 20 Presented Occupations across SCTP Portfolio

	Presented Opportunities	Quoted Opportunities	Bound Opportunities
Property Owner - Retail (Not arcades/Malls)	3,184	3,002	1,668
Property Owner - Factory/Industrial	2,257	2,080	1,277
Plumber	1,085	1,053	539
Carpenter	754	739	419
Property Owner - Office (Single Storey)	747	725	435
Electrician	667	648	397
Property Owner - Noc	645	569	278
Restaurant, Licensed, With Deep Frying	625	587	301
Handyman / Property Maintenance	623	617	378
Road Freight Transport Service - No Storage	615	602	388
Property Owner - Office (Multi Storey)	609	583	338
Property Owner - Warehouse	600	553	338
Beauty Salon Operation	426	417	203
Hairdressing Service	420	416	282
Earthmoving	392	379	238
Real Estate Agency Service	333	326	217
Cafe Operation, Not Licensed With Deep Frying	310	304	141
Take Away Foods Retailing (With Deep Fryer)	267	261	135
Cleaning Service Noc	267	256	117
Cafe Operation, Licensed With Deep Frying	250	244	102

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	2,425	1,537	407
Ausure Insurance Brokers	2,314	1,473	308
Community Broker Network	2,176	1,327	290
CBN	1,454	959	274
United Insurance Group	1,299	838	217
Regional Insurance Brokers Pty Ltd	559	234	43
McLardy McShane Partners Pty Ltd	533	318	76
Insurance House Pty Ltd	494	228	35
PSC Connect Pty Ltd (VIC)	458	278	40
Insurance House Advance	457	272	60
Oracle Group (Australia) Pty Ltd	366	211	43
Aviso EIA Pty Ltd	366	213	54
Steadfast Taswide Insurance Brokers	327	150	39
PSC Connect Pty Ltd (QLD)	317	163	38
Consolidated Insurances Pty Ltd	303	148	33
PSC Connect Pty Ltd (NSW)	292	179	38
Centrewest Insurance Brokers Pty Ltd	286	169	28
Pollard Insurance Brokers Pty Ltd	271	159	30
United Insurance - Winbeat site	269	174	52
Brookvale Insurance Brokers	263	155	45
Consolidated Insurance Agencies Pty Ltd	248	148	37
Steadfast IRS Pty Ltd	222	129	25
Steadfast Eastern Insurance Brokers	216	148	50
Apollo Risk Services	208	114	17
Coverforce Insurance Broking Pty Ltd (NSW)	204	103	22
Reliance Franchise Partners	197	133	32
BJS Insurance Brokers Pty Ltd	196	120	30
ADK Insurance Brokers Pty Ltd	190	115	20
Macey Insurance Brokers Pty Ltd	189	100	9
Midland Insurance Brokers Australia Pty Ltd	188	108	13
Aviso (Fitzpatrick & Company Insurance Brokers Pty Ltd)	182	114	16
Coverforce Insurance Broking Pty Ltd (ARs)	175	92	22
Alliance Insurance Broking Services Pty Ltd	168	106	32
Dunk Insurance	163	101	19
Phoenix Insurance Brokers Pty Ltd	161	87	15
Network Insurance Group	161	103	21
Tony Bemrose Insurance Brokers Pty Ltd	160	116	30
Steadfast NSG Insurance Brokers	156	79	15
Blackburn Insurance Brokers Pty Ltd	156	108	25
Australian Insurance Solutions - NSW	156	110	33