

SCTP Commercial Insurer Performance Report

Hollard - Business Pack

October 2020



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

\$4,583,418

Fiscal Year to Date Base Premium

\$17,129,189

Rolling 12 Base Premium

\$49,607,421

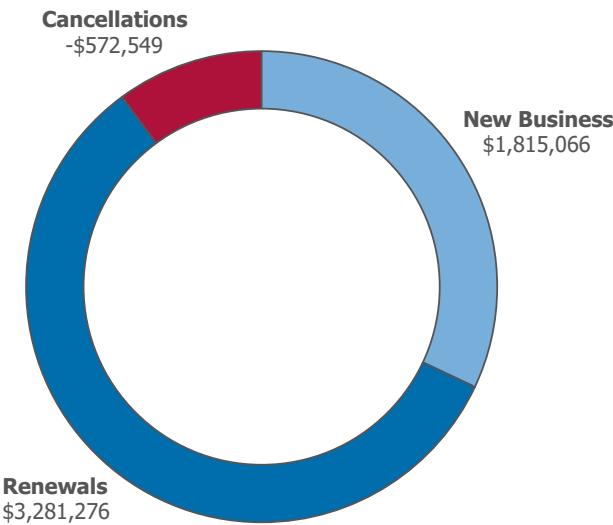
Hollard - Average Base Premium

\$1,464

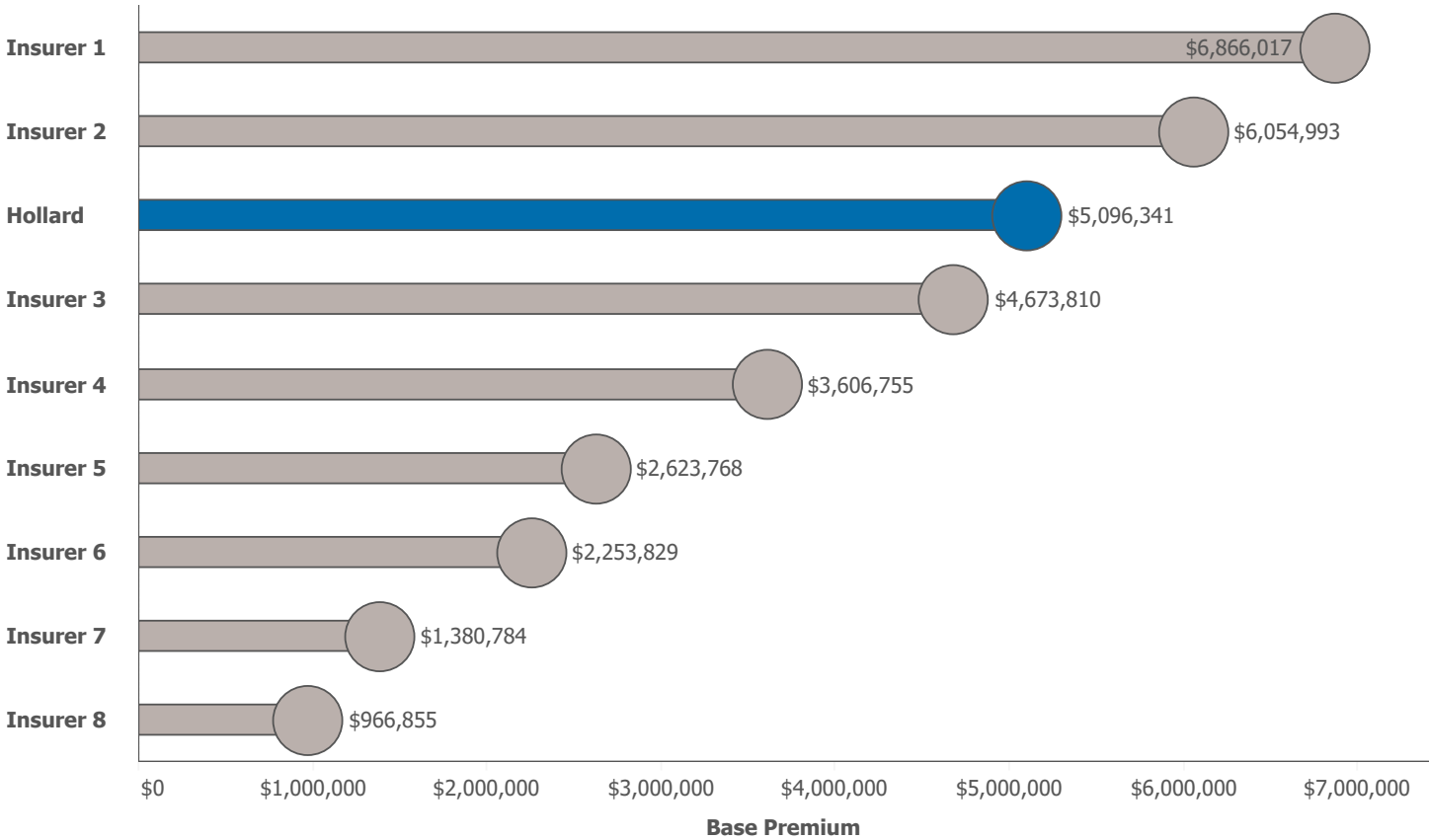
All Insurers - Average Base Premium

\$1,867

Transaction Type Breakdown

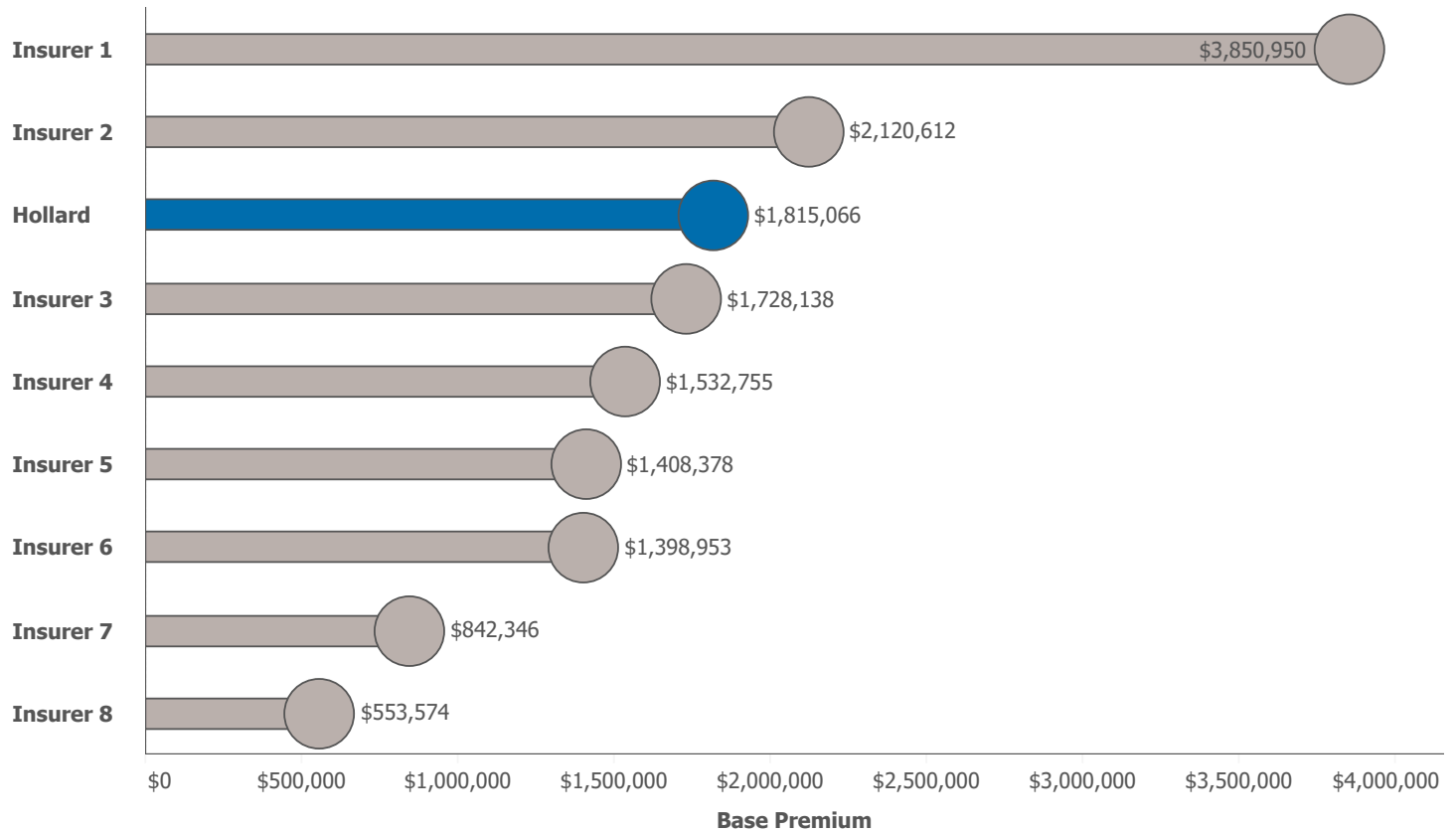


Overall Insurer Comparison

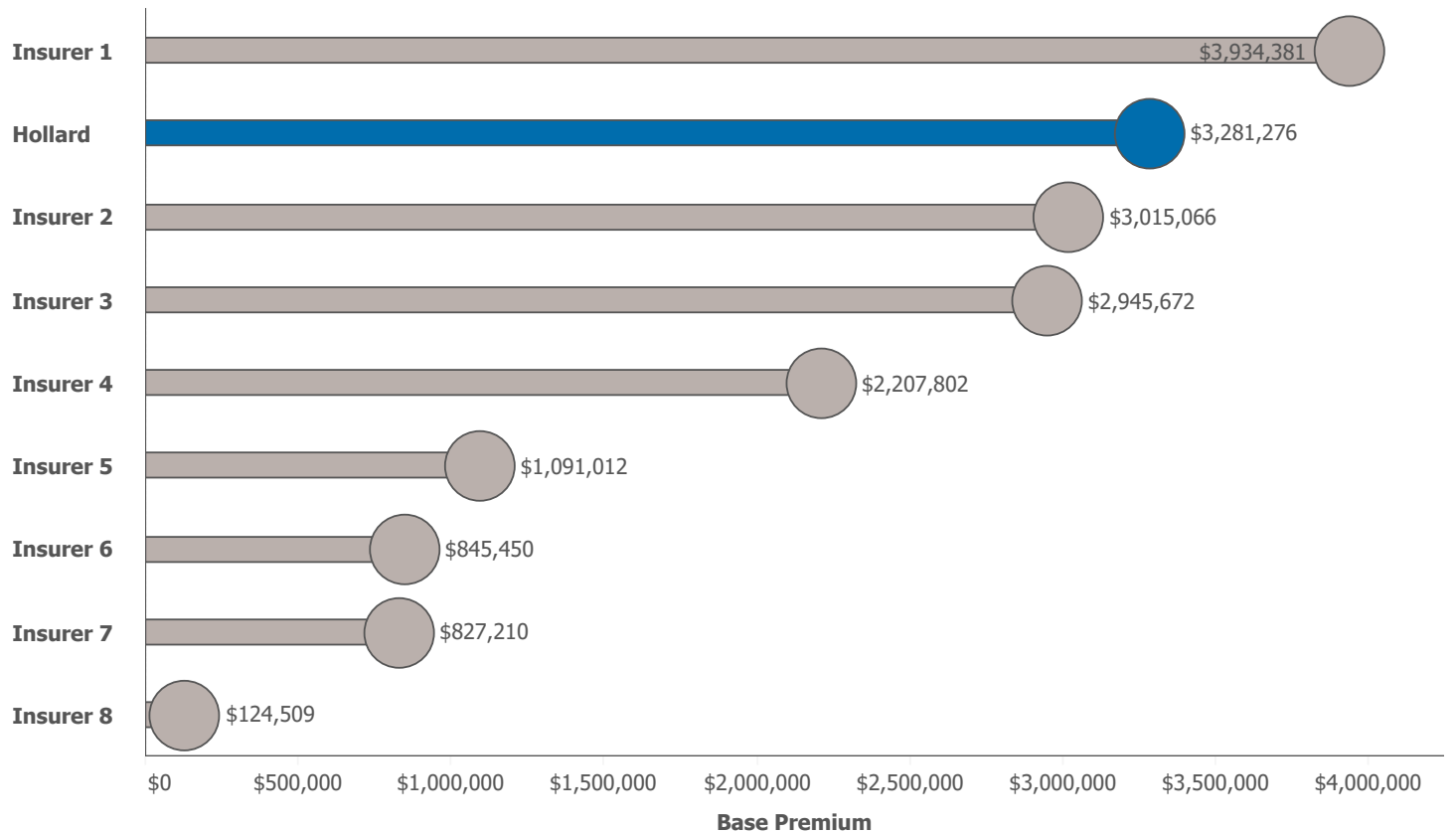


Base Premium

New Business Insurer Comparison



Renewal Insurer Comparison



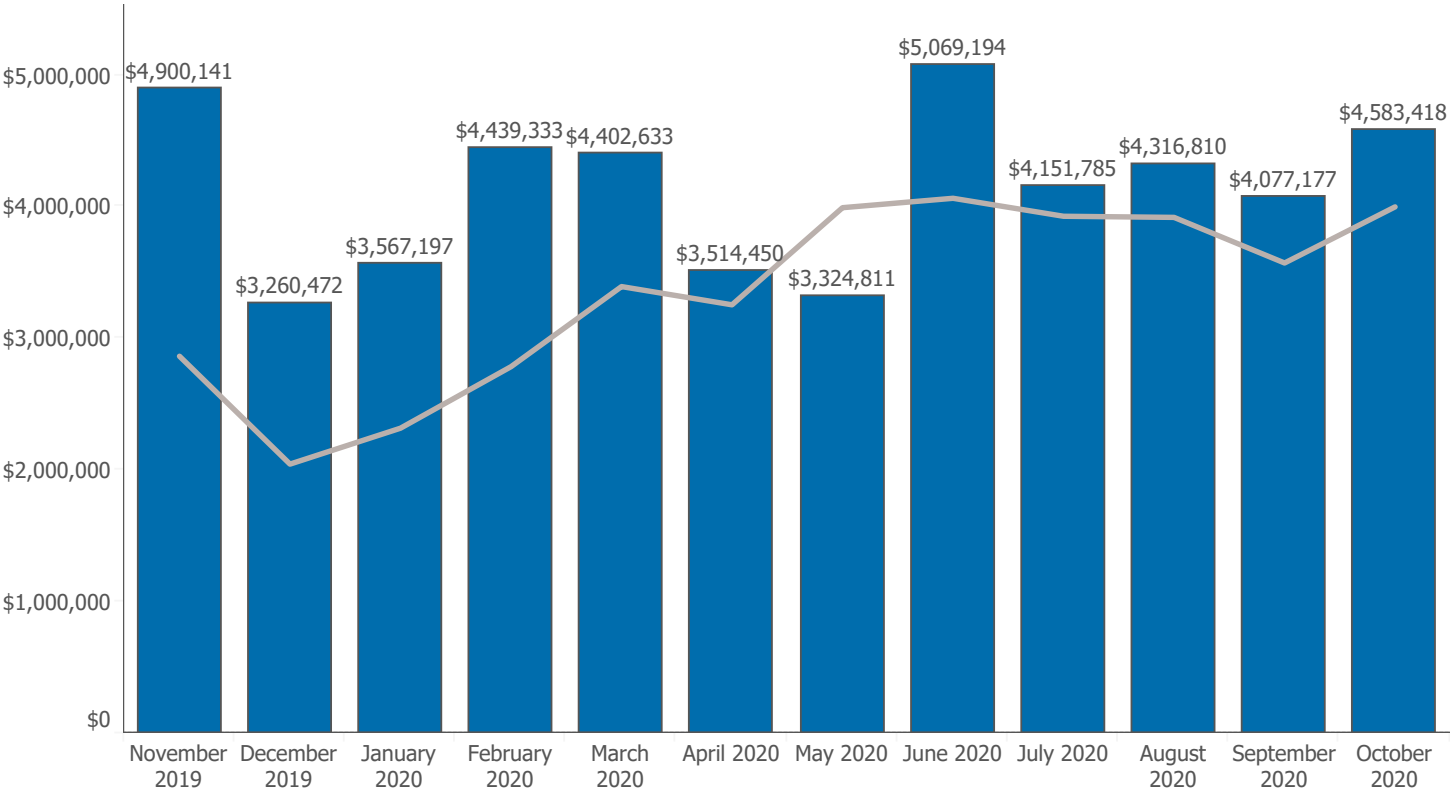
Strictly Commercial-in-Confidence

Base Premium

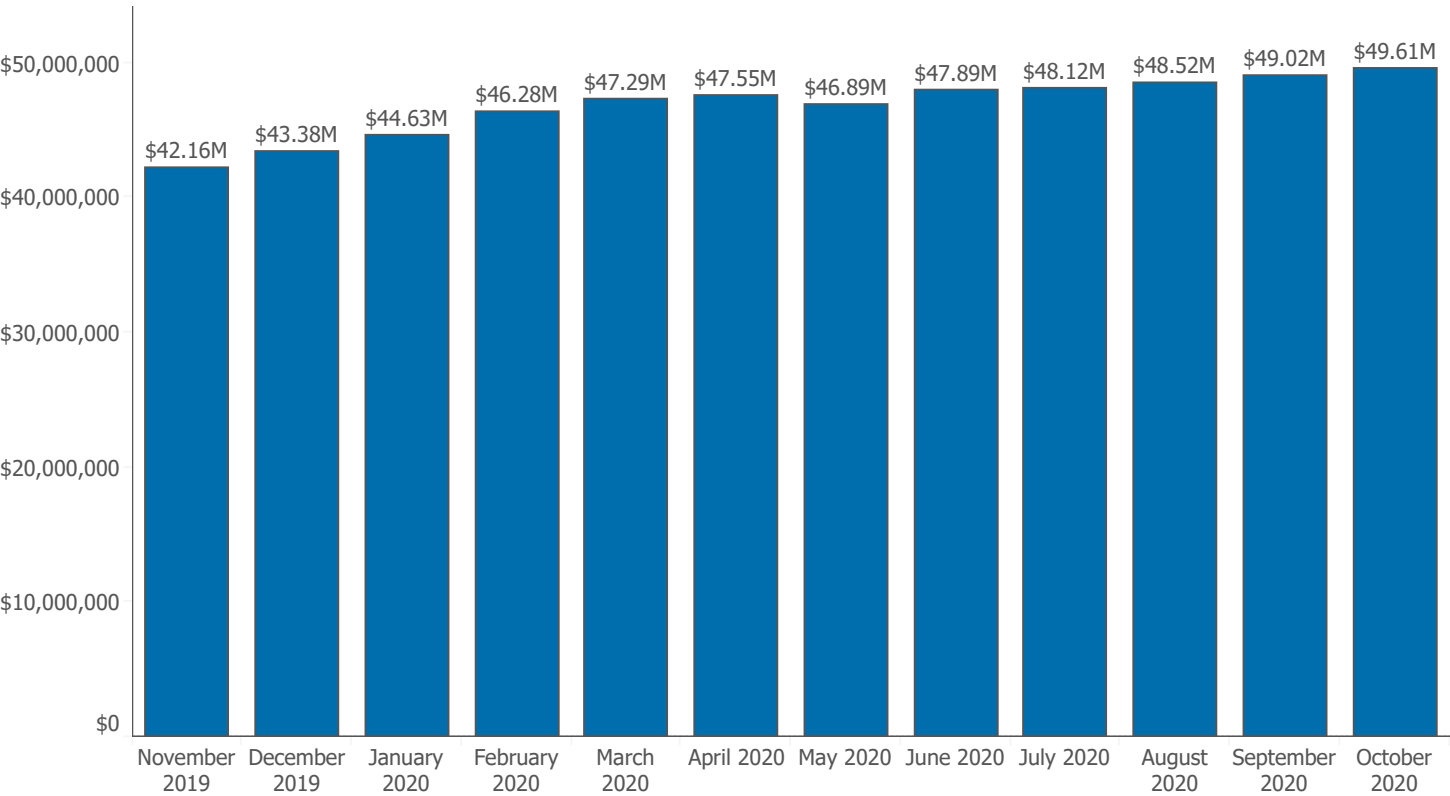
Base premium of policies bound during the reporting period includes cancellations and endorsements and is measured on the bound date of policies.

Base Premium by Month

CURRENT YEAR | PRIOR YEAR



Rolling 12 Months Base Premium



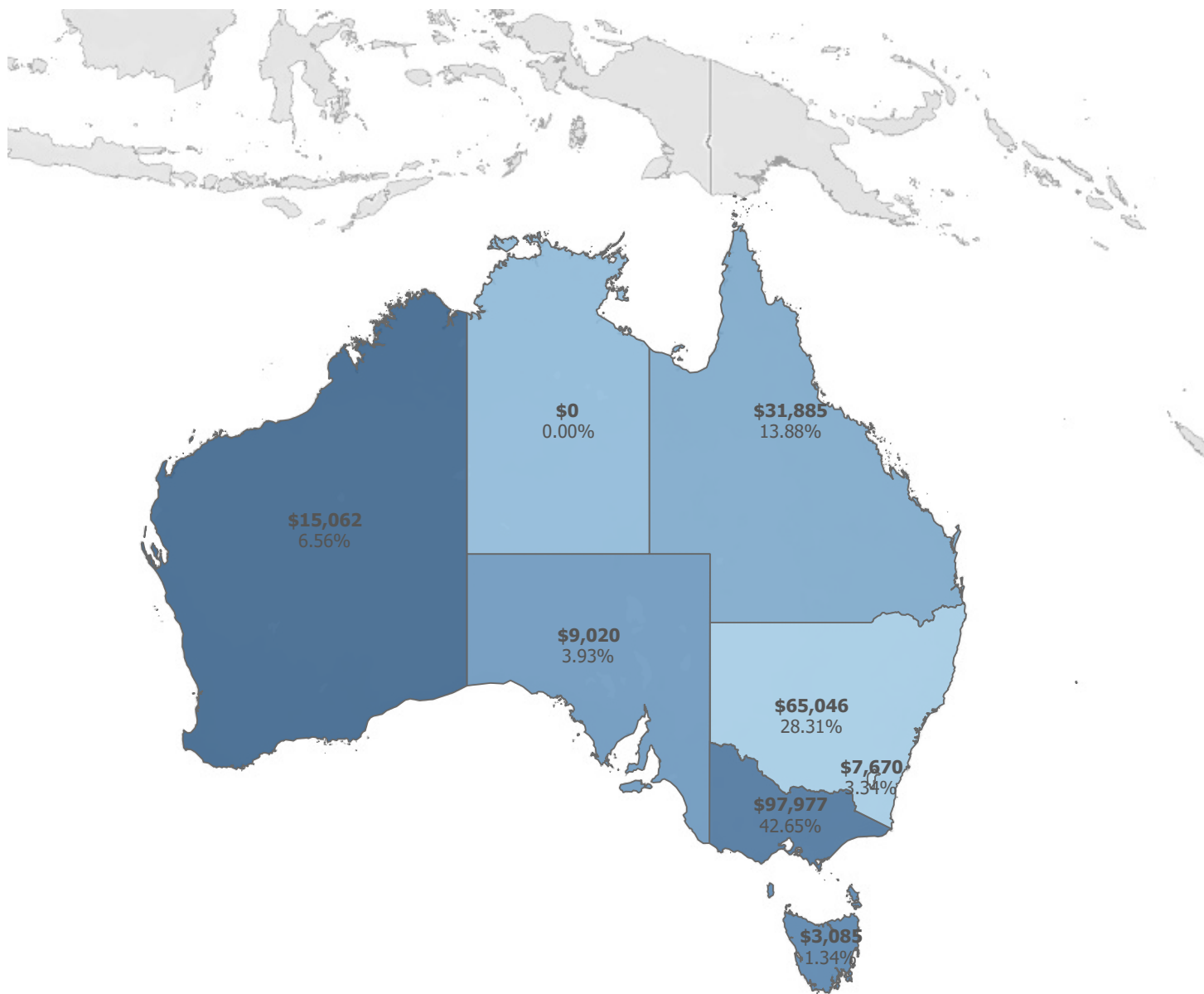
State Activity

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 01/10/2020

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Grand Total
New Business	\$1,135	\$21,750	\$0	\$8,038	\$875	\$2,114	\$32,741	\$3,408	\$70,060
Renewals	\$6,535	\$43,296	\$0	\$23,847	\$8,146	\$971	\$65,236	\$11,654	\$159,685
Grand Total	\$7,670	\$65,046	\$0	\$31,885	\$9,020	\$3,085	\$97,977	\$15,062	\$229,746

Base Premium Breakdown by State for 01/10/2020



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
12,639	4,777	7,095	655

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
104	3,484	43	2,896	473	520	3,814	1,305

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	34	1,191	29	1,310	167	251	1,334	461

Decline Rate	32.69%	34.18%	67.44%	45.23%	35.31%	48.27%	34.98%	35.33%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	65	2,089	12	1,458	275	234	2,194	768

Quote Rate	92.86%	91.10%	85.71%	91.93%	89.87%	86.99%	88.47%	91.00%
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Bound Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	5	208	0	169	20	12	177	64

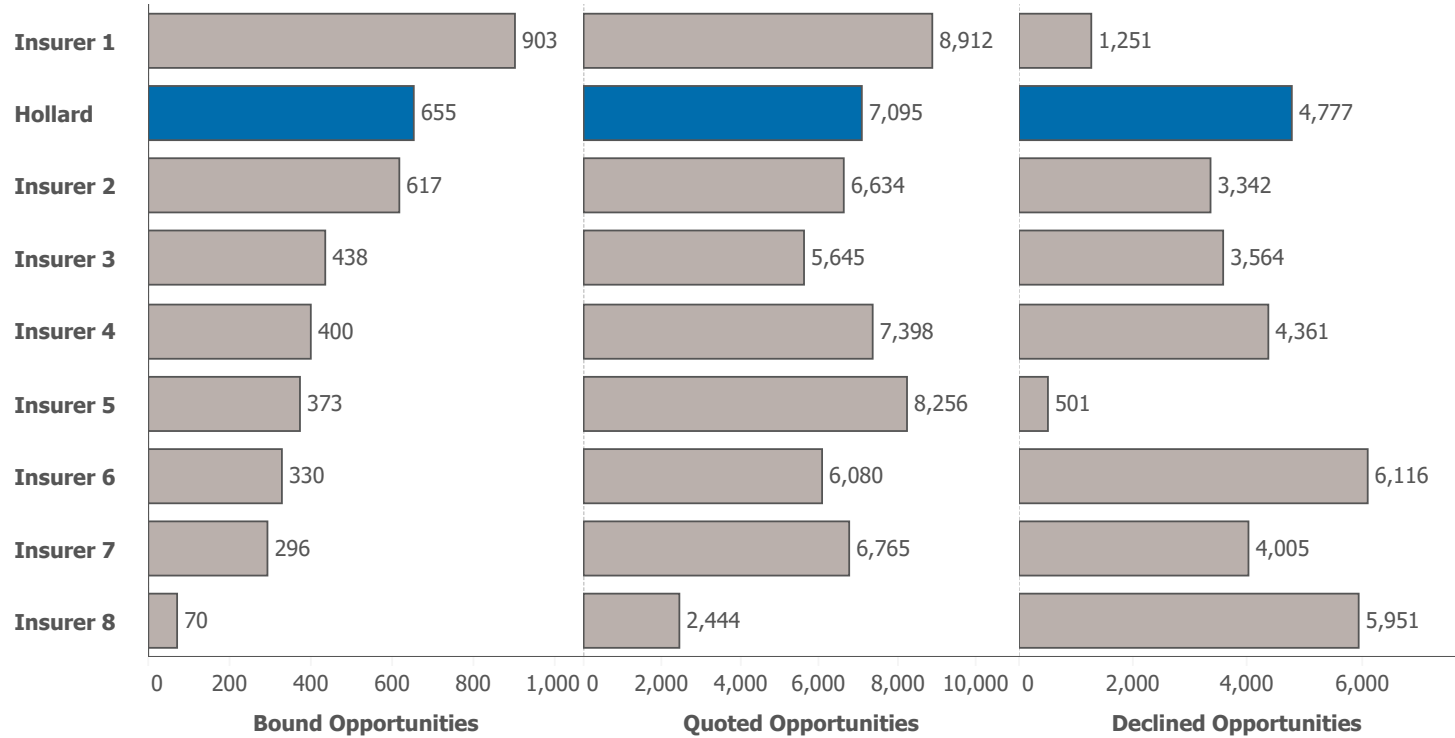
Strike Rate	7.69%	9.96%	0.00%	11.59%	7.27%	5.13%	8.07%	8.33%
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New Business Opportunities - Insurer Comparison

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



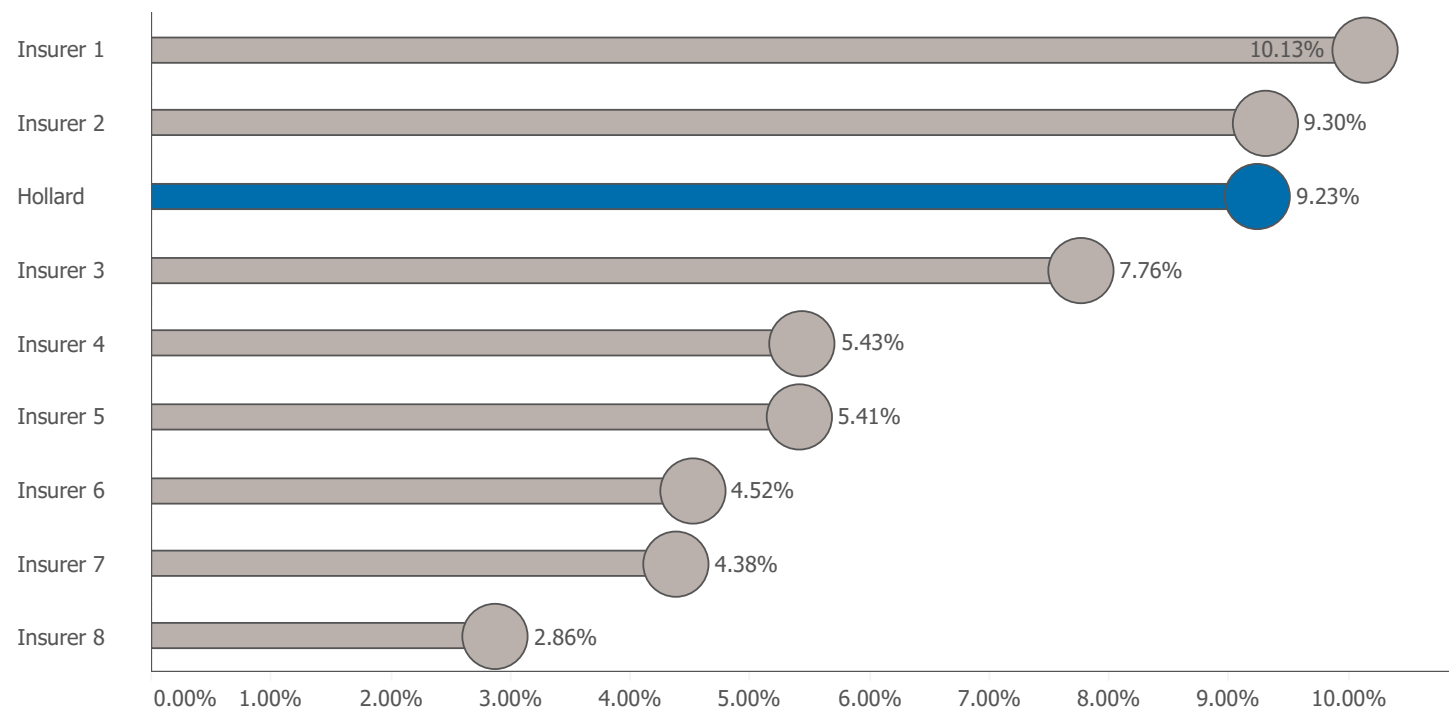
Opportunity Comparison by Insurer

	Insurer 1	Hollard	Insurer 2	Insurer 3	Insurer 4	Insurer 5	Insurer 6	Insurer 7	Insurer 8
Total Opportunities	13,357	12,639	13,969	13,054	13,493	13,611	13,758	13,445	13,665
Declined Opportunities	1,251	4,777	3,342	3,564	4,361	501	6,116	4,005	5,951
Decline Rate	9.37%	37.80%	23.92%	27.30%	32.32%	3.68%	44.45%	29.79%	43.55%
Quoted Opportunities	8,912	7,095	6,634	5,645	7,398	8,256	6,080	6,765	2,444
Bound Opportunities	903	655	617	438	400	373	330	296	70
Strike Rate	10.13%	9.23%	9.30%	7.76%	5.41%	4.52%	5.43%	4.38%	2.86%

Strike Rate

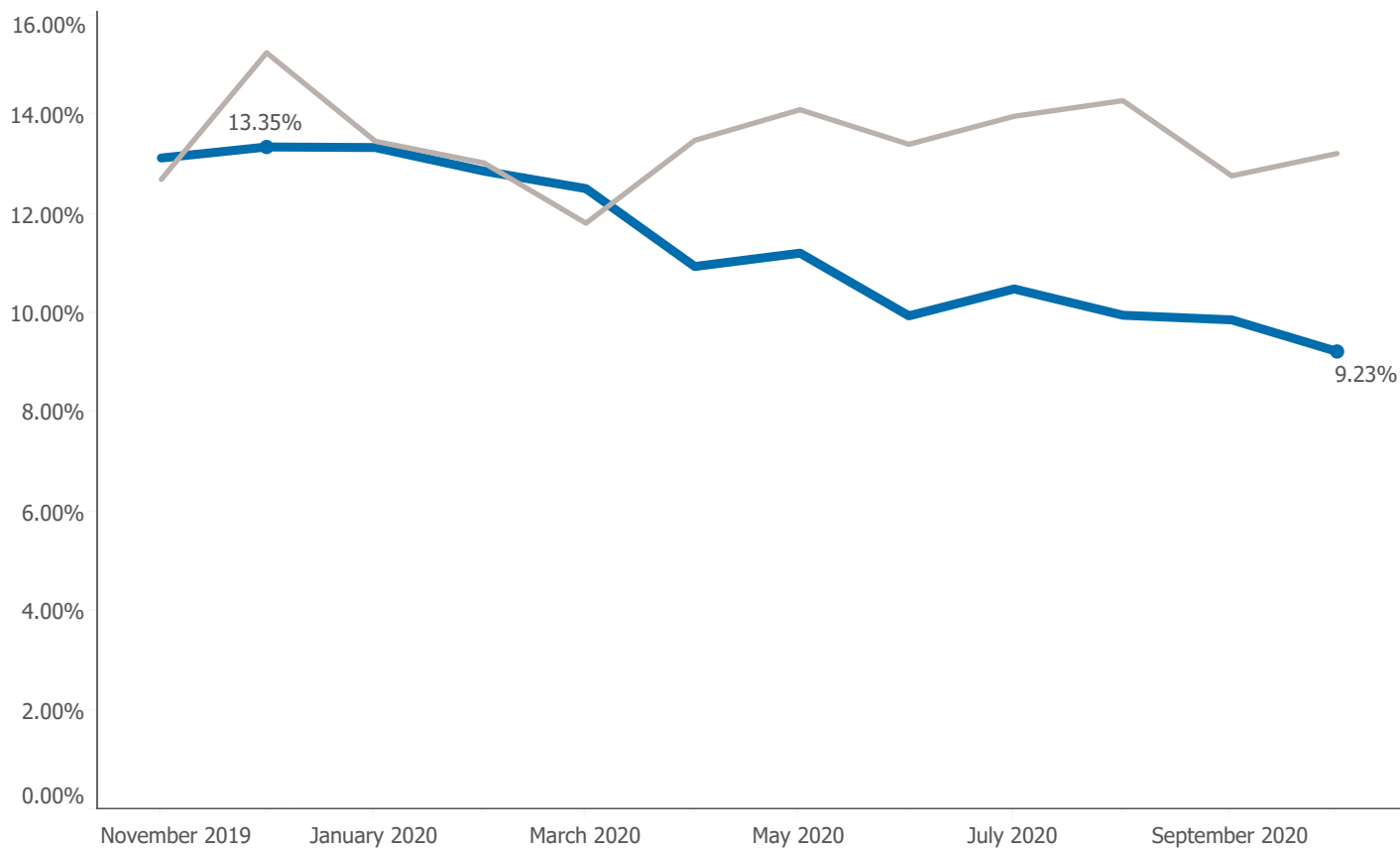
The strike rate is the total bound opportunities divided by the number of quoted opportunities and is measured at the inception date of the opportunity across all new business transactions.

Strike Rate Insurer Comparison for 01/10/2020



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
2,138	20	2,075	1,701

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
21	601	0	449	86	31	774	176

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	0	4	0	5	0	1	10	0

Decline Rate	0.00%	0.67%	0.00%	1.11%	0.00%	3.23%	1.29%	0.00%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	21	580	0	435	85	30	753	171

Quote Rate	100.00%	97.15%	0.00%	97.97%	98.84%	100.00%	98.56%	97.16%
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Bound Opportunities

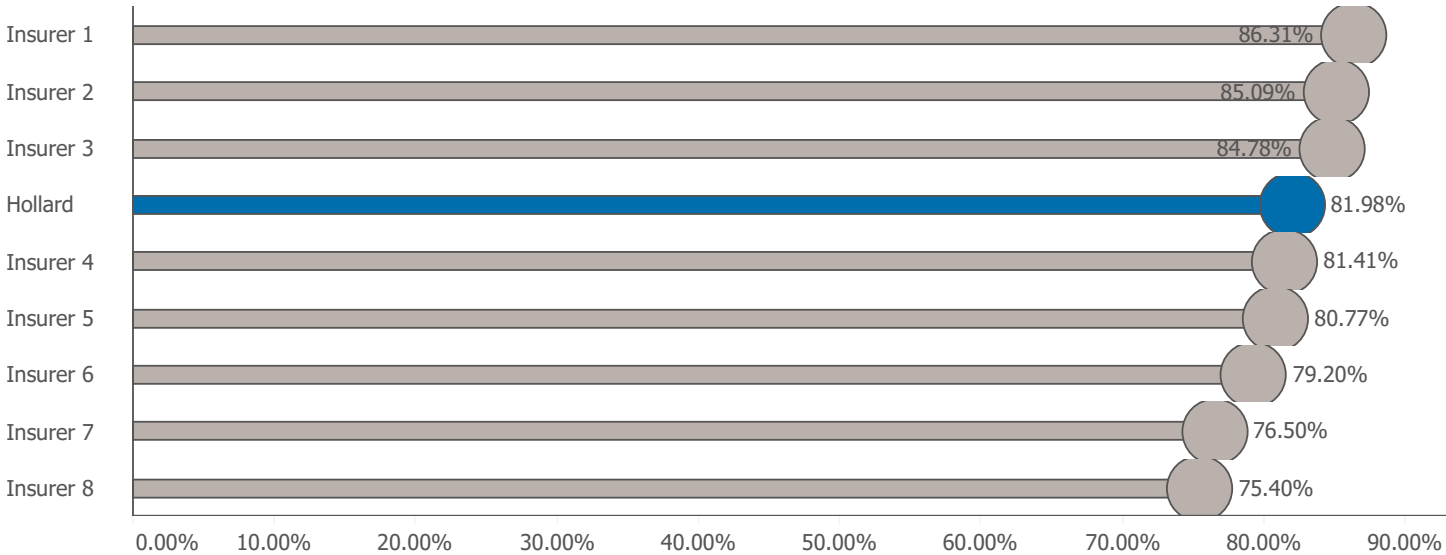
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	16	483	0	360	70	23	623	126

Retention Rate	76.19%	83.28%	0.00%	82.76%	82.35%	76.67%	82.74%	73.68%
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Renewal Retention

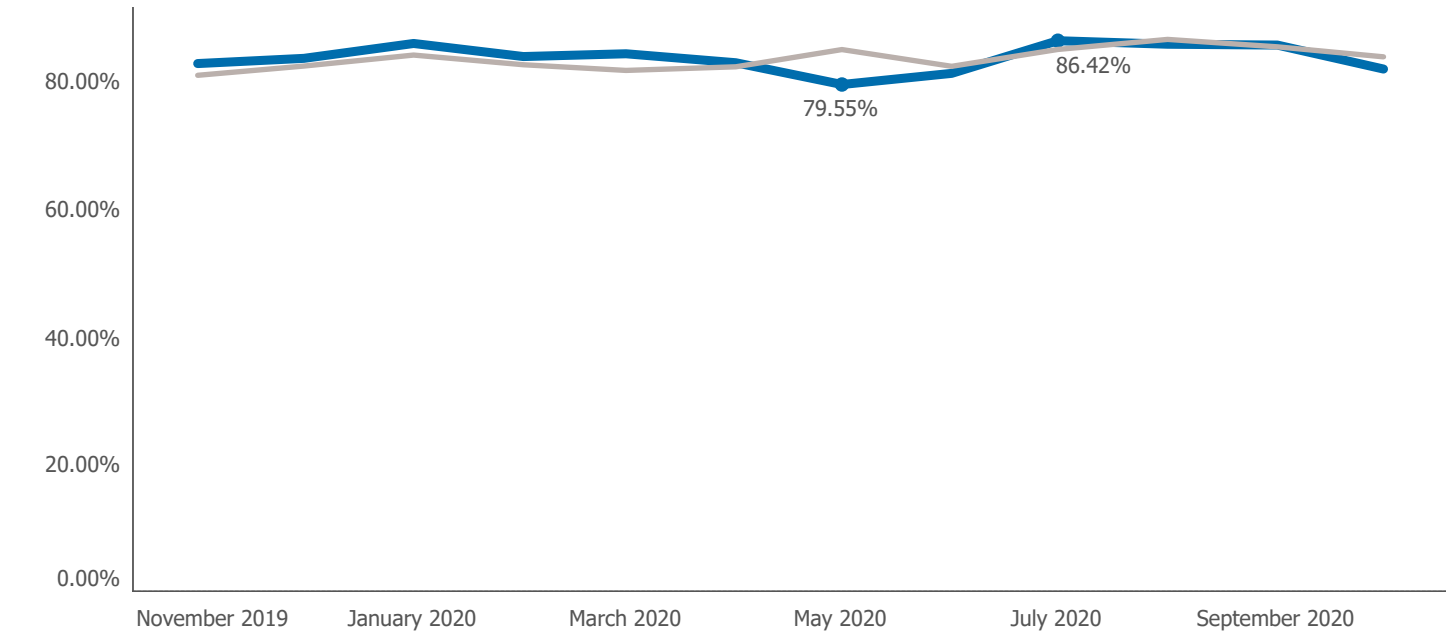
Renewal retention is based on the inception date of all renewal quotes, and is calculated as the total bound renewal opportunities divided by the number of quoted renewal opportunities.

Renewal Retention Rate Insurer Comparison for 01/10/2020



Renewal Retention by Month

CURRENT YEAR | PRIOR YEAR

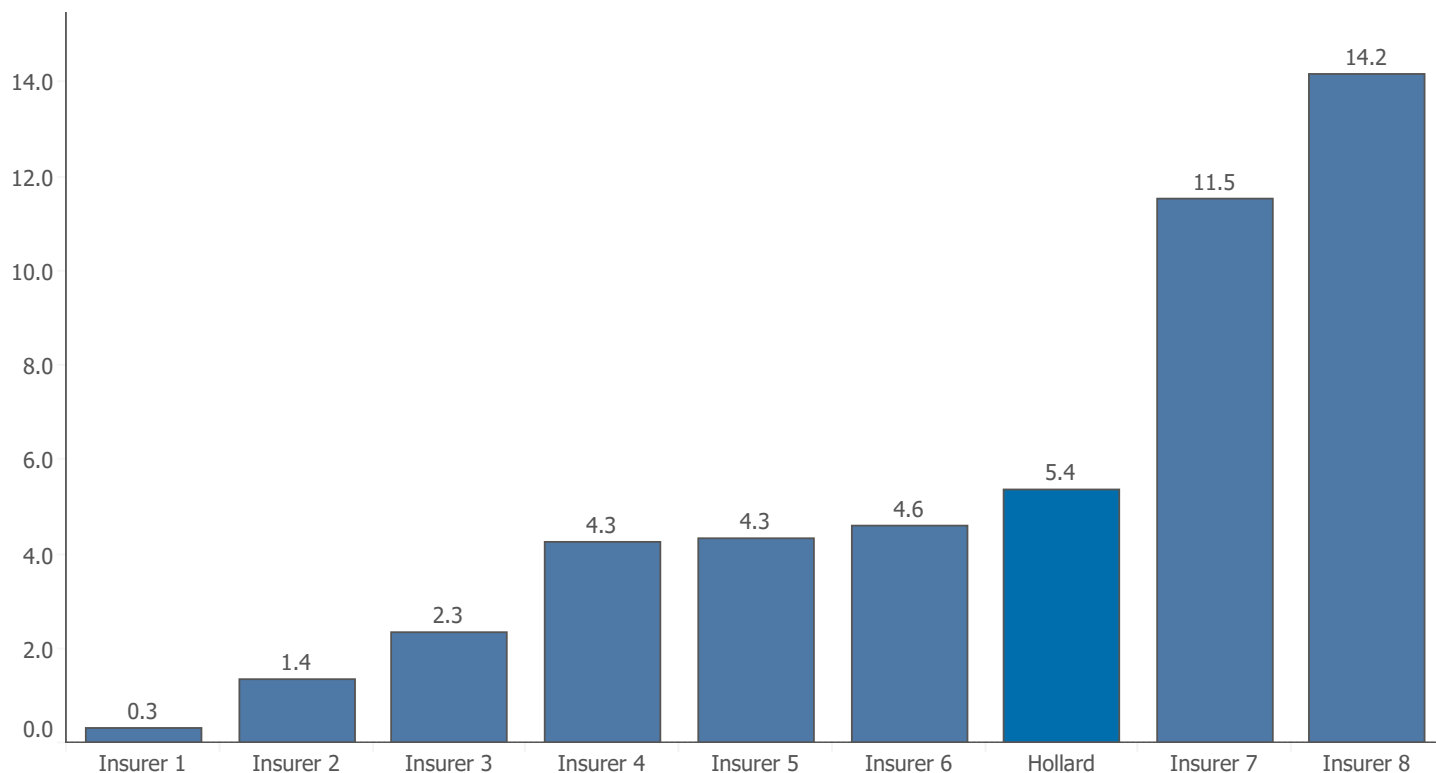


Renewal Retention Breakdown

Response Times

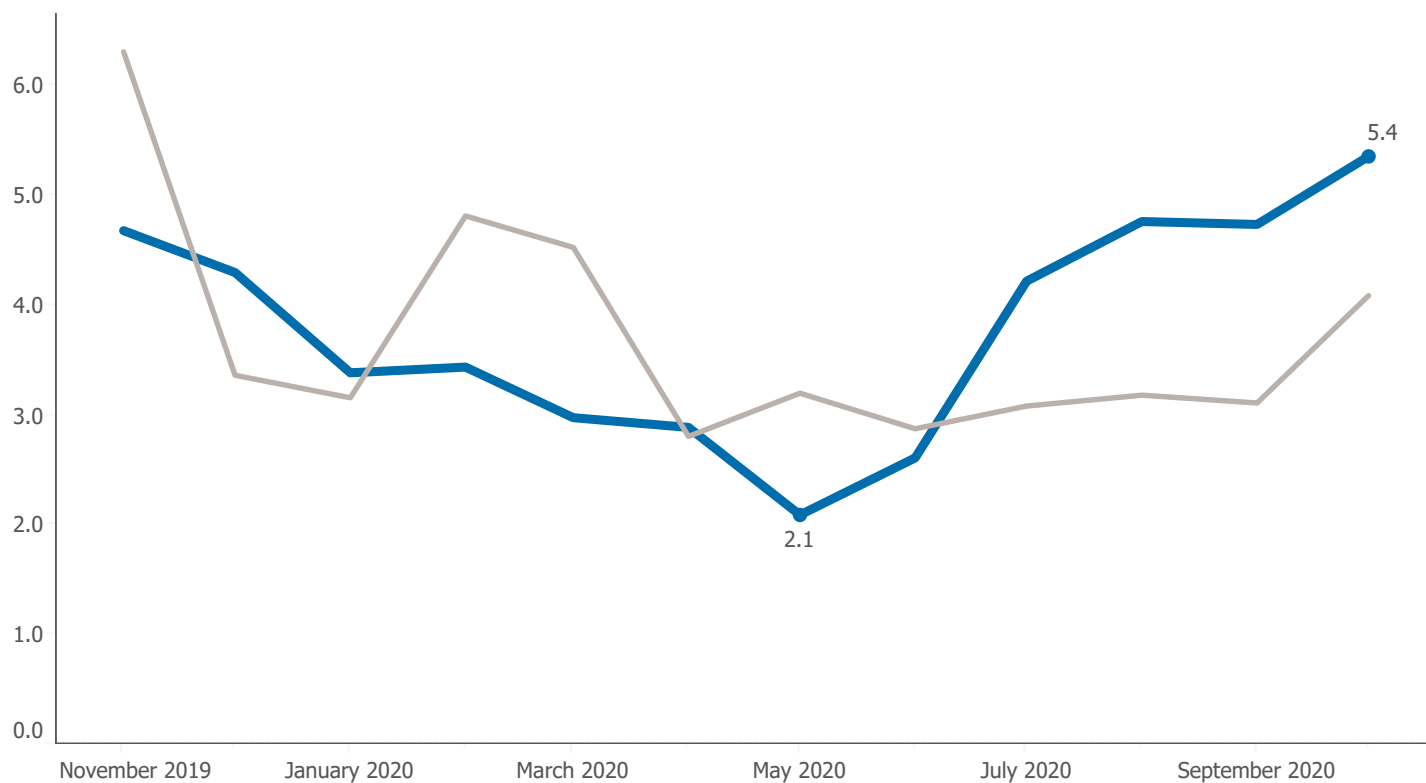
Response time is the average time between a broker sending a quote request message and the insurer responding to the message. It excludes auto rated responses where applicable. The time is calculated between the hours of 9am - 5pm AEST, Monday to Friday, inclusive of public holidays and is reported at 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)	1,213	689	138
Property Owner - Factory/Industrial	910	508	111
Property Owner - Office (Single Storey)	280	203	51
Electrician	259	170	51
Property Owner - Office (Multi Storey)	252	135	33
Carpenter	252	217	54
Plumber	249	151	43
Property Owner - Warehouse	227	131	27
Restaurant, Licensed, With Deep Frying	218	144	28
Hairdressing Service	212	190	69
Property Owner - Noc	204	95	24
Handyman / Property Maintenance	191	102	21
Beauty Salon Operation	150	126	38
Earthmoving	131	29	1
Road Freight Transport Service - No Storage	129	66	7
Cafe Operation, Not Licensed With Deep Frying	125	105	40
Cleaning Service Noc	105	74	15
Motor Mechanics	84	64	8
Electricians - Commercial	63	34	9

Top 20 Presented Occupations across SCTP Portfolio

	Presented Opportunities	Quoted Opportunities	Bound Opportunities
Property Owner - Retail (Not arcades/Malls)	1,422	1,370	908
Property Owner - Factory/Industrial	1,118	1,058	774
Property Owner - Office (Single Storey)	344	339	256
Electrician	342	336	247
Plumber	338	330	203
Property Owner - Office (Multi Storey)	313	309	220
Carpenter	305	303	203
Property Owner - Warehouse	290	275	203
Hairdressing Service	275	272	208
Property Owner - Noc	254	228	136
Handyman / Property Maintenance	248	244	174
Restaurant, Licensed, With Deep Frying	245	227	126
Road Freight Transport Service - No Storage	206	204	154
Beauty Salon Operation	178	174	127
Earthmoving	170	164	112
Real Estate Agency Service	162	160	114
Cafe Operation, Not Licensed With Deep Frying	139	138	86
Cleaning Service Noc	118	117	72
Cafe Operation, Not Licensed, No Deep Frying	115	112	85

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
Ausure Insurance Brokers	1,111	743	201
Australian Insurance Solutions - NSW	106	74	21
Steadfast NSG Insurance Brokers	97	48	9
Action Insurance Brokers	94	52	18
AIS Insurance Brokers	91	47	6
Apollo Risk Services	90	46	3
ADK Insurance Brokers Pty Ltd	83	50	16
Allsafe Insurance Brokers Pty Ltd	81	51	10
Alliance Insurance Broking Services Pty Ltd	81	55	23
Arcuri & Associates Pty Ltd	71	34	8
Australian Insurance Solutions Pty Ltd	69	52	23
AIB Pty Ltd	68	45	17
Armstrongs Insurance Brokers	64	30	4
Alan Wilson Insurance Brokers	60	36	13
Australian Broker Network	41	25	4
Archer Insurance Corp	36	27	2
Alfa Insurance Brokers Pty Ltd	29	16	4
AIS Insurance Pty Ltd	28	20	5
Action Insurance Brokers Robina	28	22	11
Aughtersons Insurance Brokers Pty Ltd	26	19	6
AIIB Pty Ltd	26	9	1
Empire Insurance Group Pty Ltd	24	18	6
Annis Group Pty Limited	21	15	1
20:20 Insurance Brokers	21	8	0
Austcover Pty Ltd	19	10	4
Albany District Insurance Brokers	19	14	4
Acumen Insurance Pty Ltd	16	10	1
Arrowsmith & Petruccelli Insurance Brokers Pty Ltd	15	6	1
Atlantic Insurance Brokers Pty Ltd	13	9	1
AustralAsia Insurance Brokers Pty Ltd	11	6	2
Andrews Insurance Services Pty Ltd	9	6	1
AFA Insurance Brokers Pty Ltd	7	4	0
PSC Property Lync Insurance Brokers Pty Ltd	4	1	0
Austgroup Insurance Brokers	4	0	0
Australian Reliance	3	2	0
AMA Insurance Brokers	2	1	0
Alexis Insurance Brokers	2	2	0
ASM Insurance Brokers Pty Ltd	1	1	0