

SCTP Commercial Insurer Performance Report

Hollard Commercial Insurance - SCTP
Commercial Motor

October 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

\$786,225

Fiscal Year to Date Base Premium

\$2,237,001

Rolling 12 Base Premium

\$4,673,414

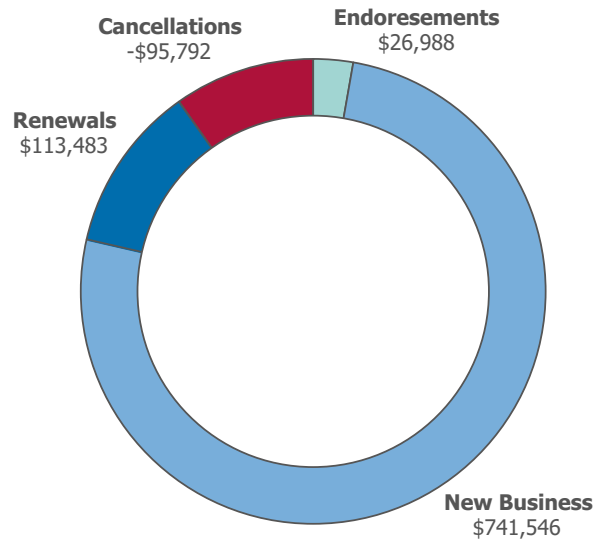
Hollard Commercial Insurance - Average Base Premium

\$1,966

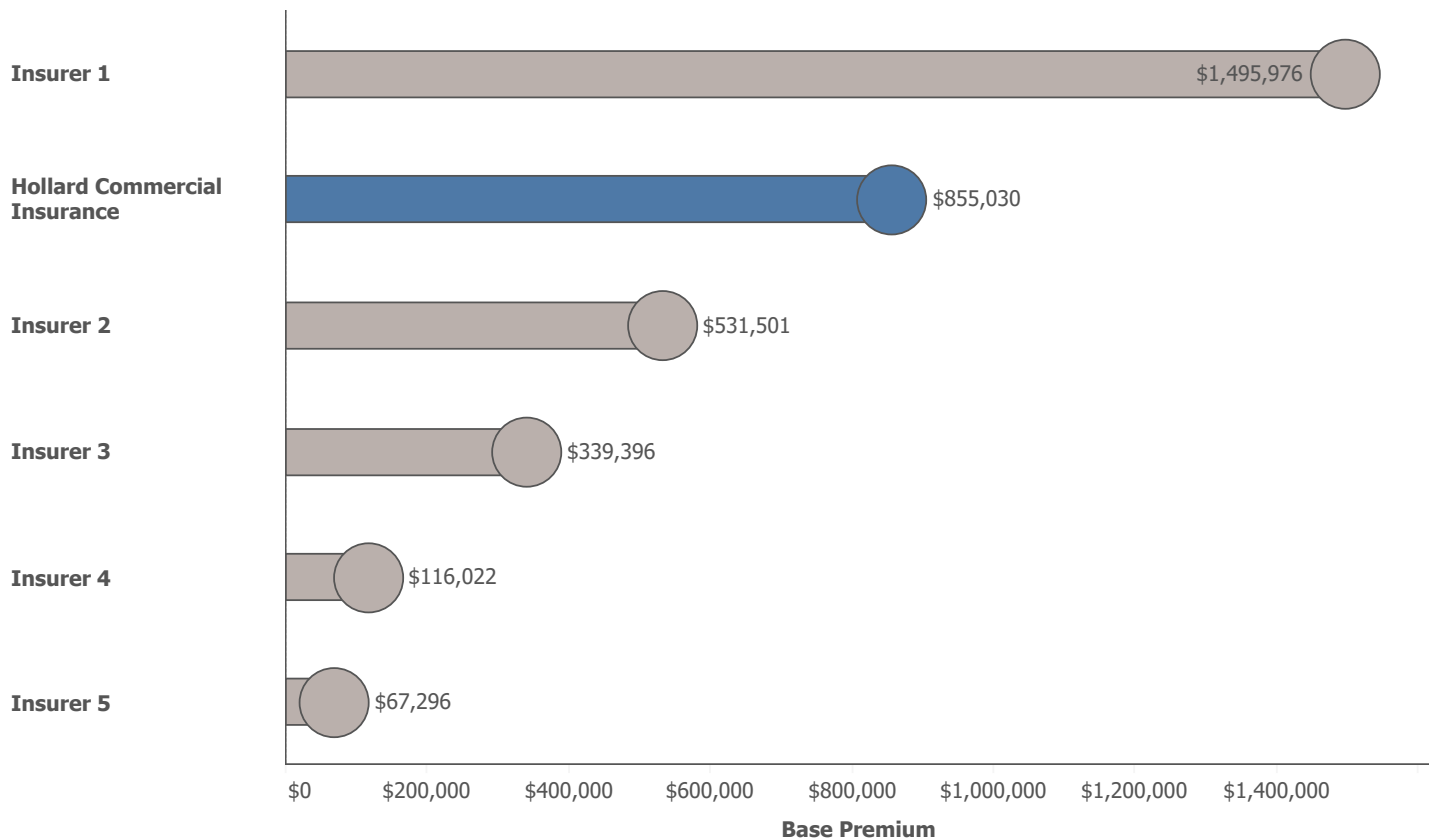
All Insurers - Average Base Premium

\$2,345

Transaction Type Breakdown



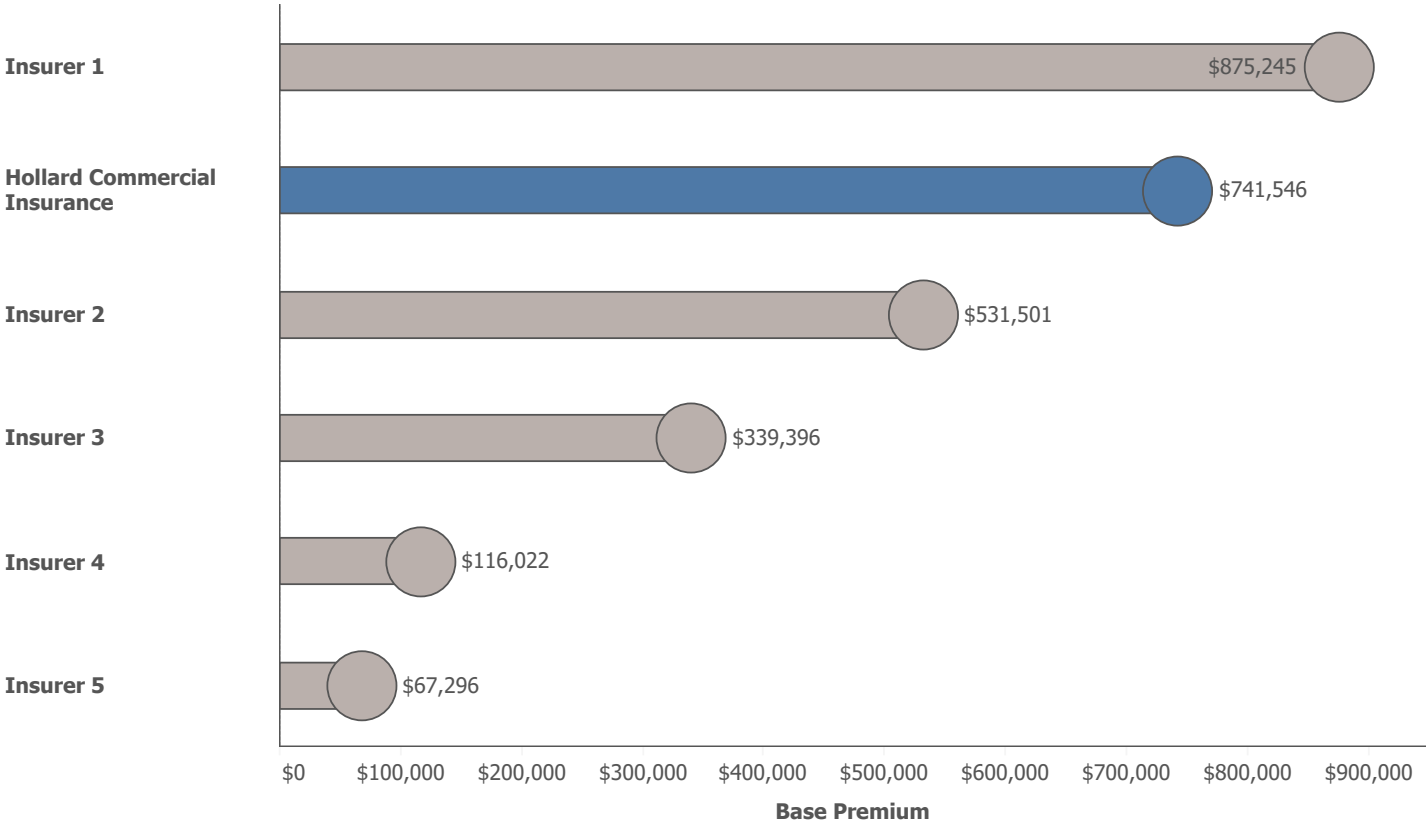
Overall Insurer Comparison



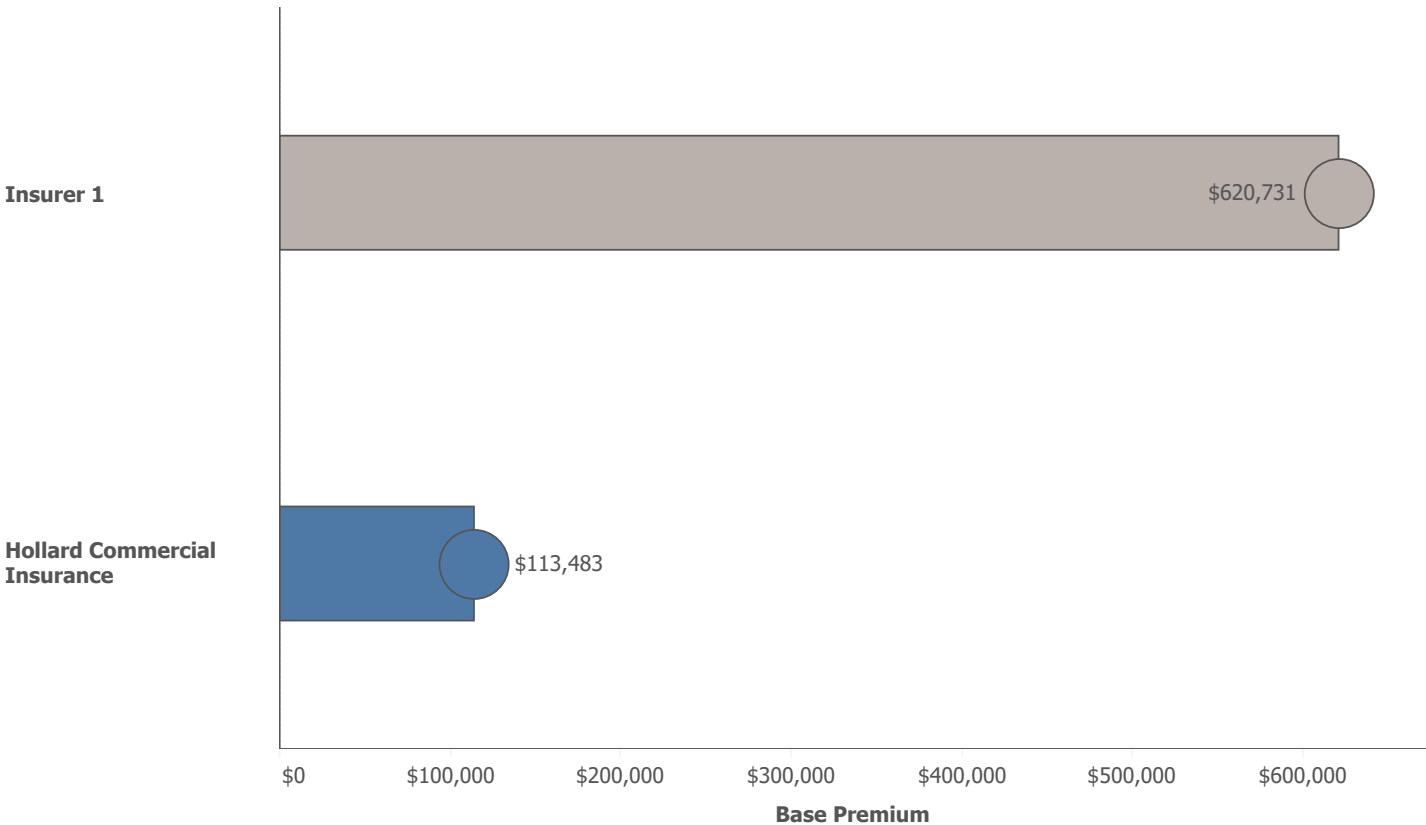
Strictly Commercial-in-Confidence

Base Premium

New Business Insurer Comparison



Renewal Insurer Comparison

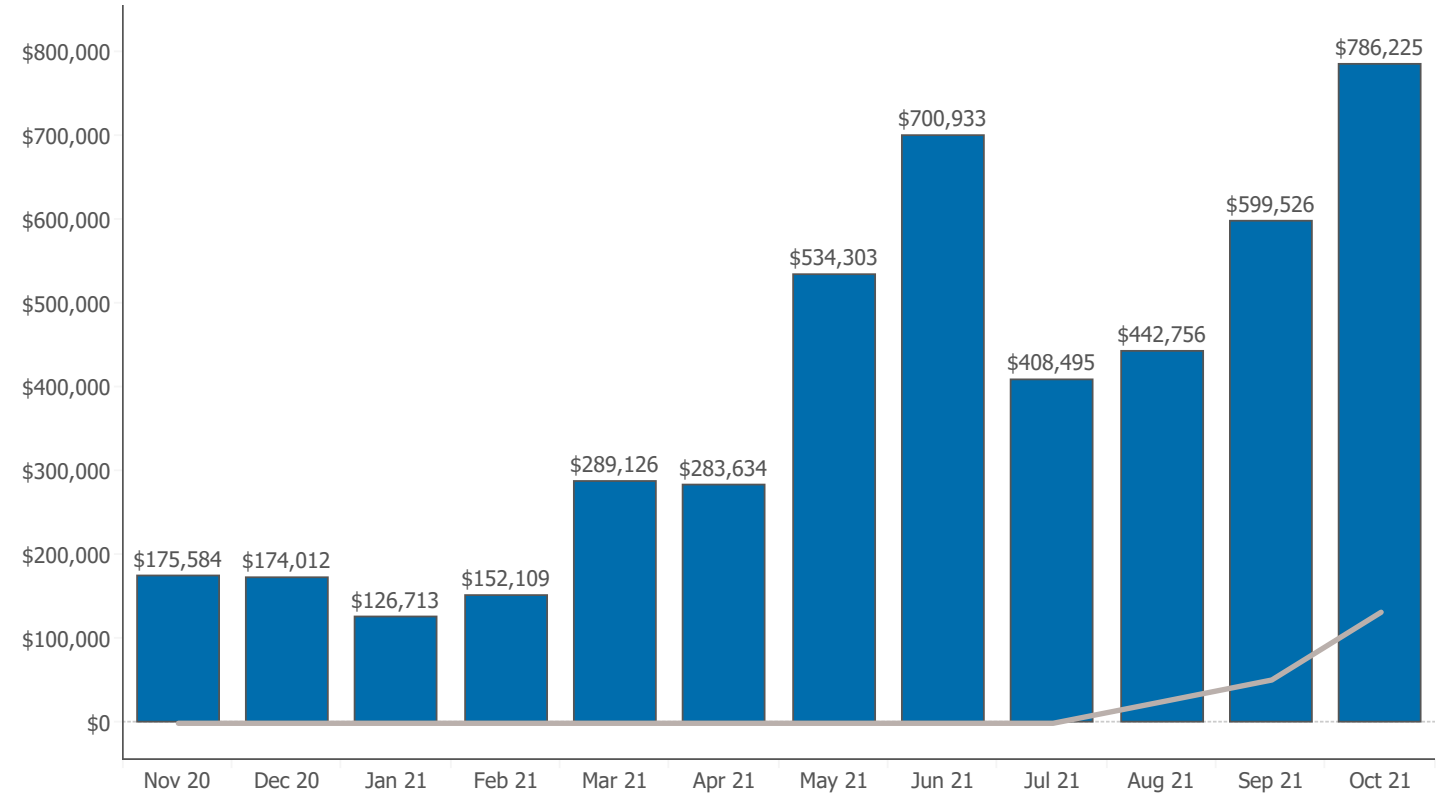


Base Premium

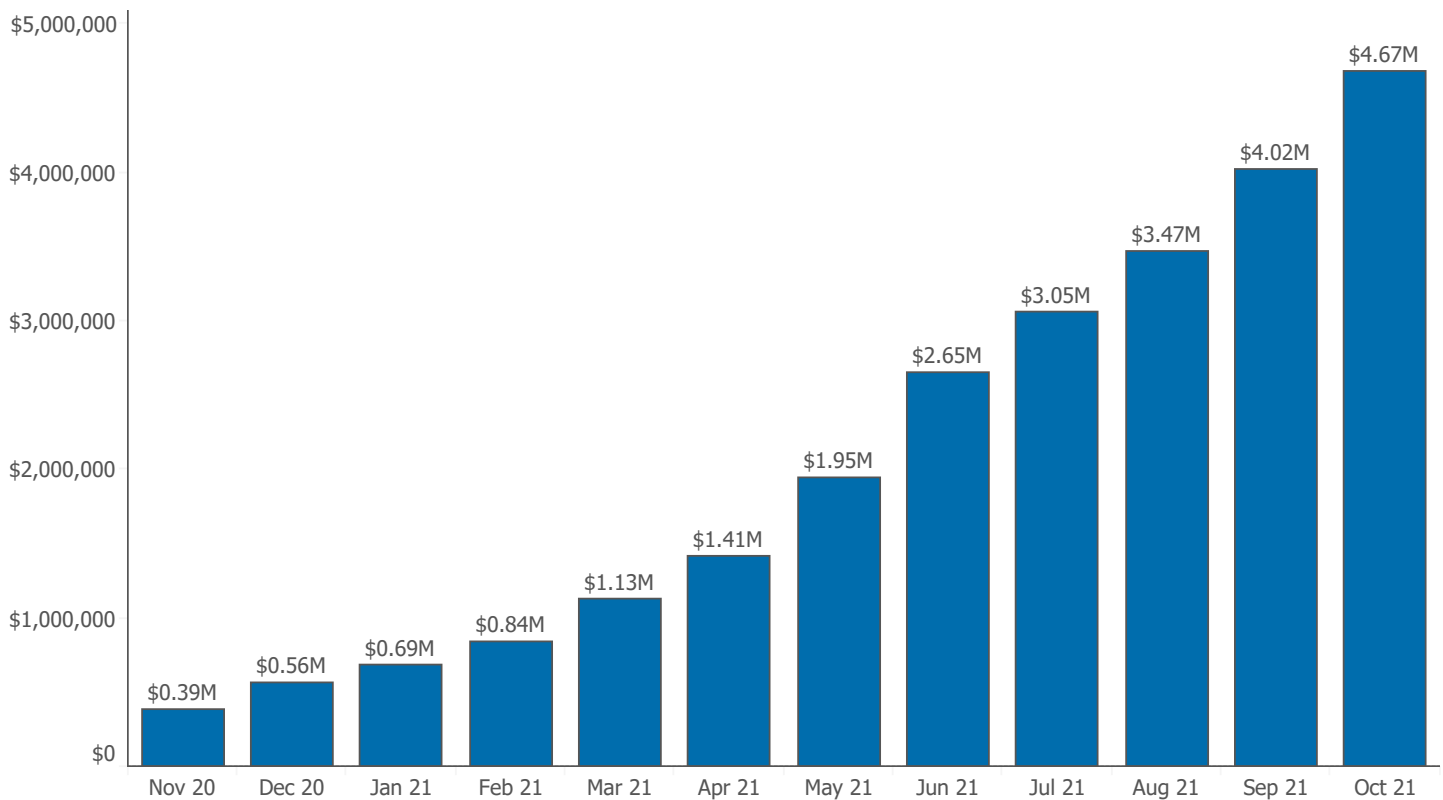
Base premium of policies bound during the reporting period includes cancellations and endorsements and is measured on the bound date of policies.

Base Premium by Month

CURRENT YEAR | **PRIOR YEAR**



Rolling 12 Months Base Premium



Strictly Commercial-in-Confidence

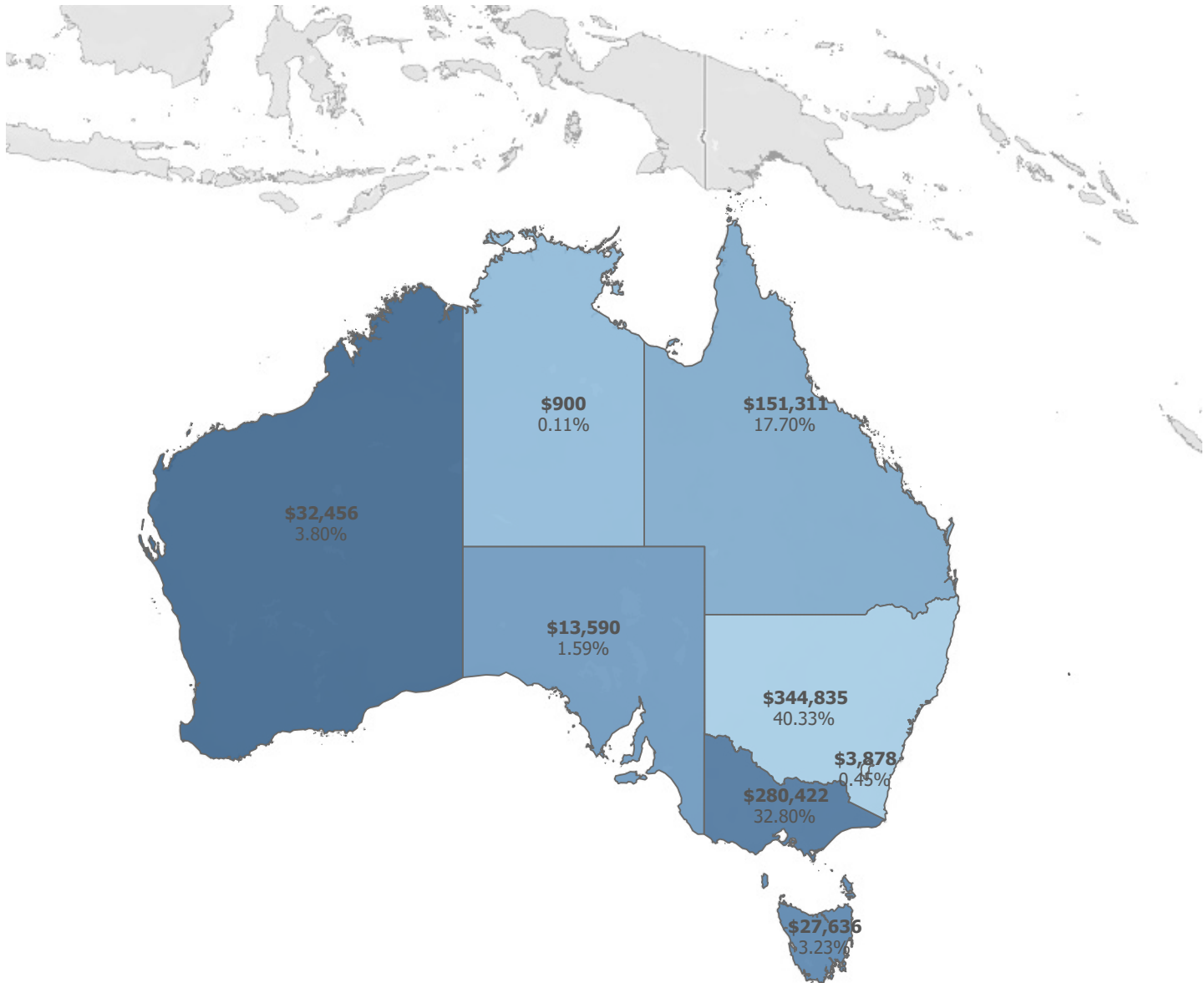
State Activity

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 01/10/2021

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Grand Total
New Business	\$3,878	\$296,709	\$900	\$131,313	\$11,265	\$26,268	\$245,578	\$25,635	\$741,546
Renewals	\$0	\$48,126	\$0	\$19,998	\$2,325	\$1,369	\$34,844	\$6,821	\$113,483
Grand Total	\$3,878	\$344,835	\$900	\$151,311	\$13,590	\$27,636	\$280,422	\$32,456	\$855,030

Base Premium Breakdown by State for 01/10/2021



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

5,623

Declined Opportunities

1,982

Quoted Opportunities

3,484

Bound Opportunities

362

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
47	1,416	41	1,228	304	236	1,644	707

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	19	513	9	466	97	86	539	253

Decline Rate	40.43%	36.23%	21.95%	37.95%	31.91%	36.44%	32.79%	35.79%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	27	868	27	725	196	142	1,066	433

Quote Rate	96.43%	96.12%	84.38%	95.14%	94.69%	94.67%	96.47%	95.37%
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Bound Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	3	117	1	85	10	18	111	17

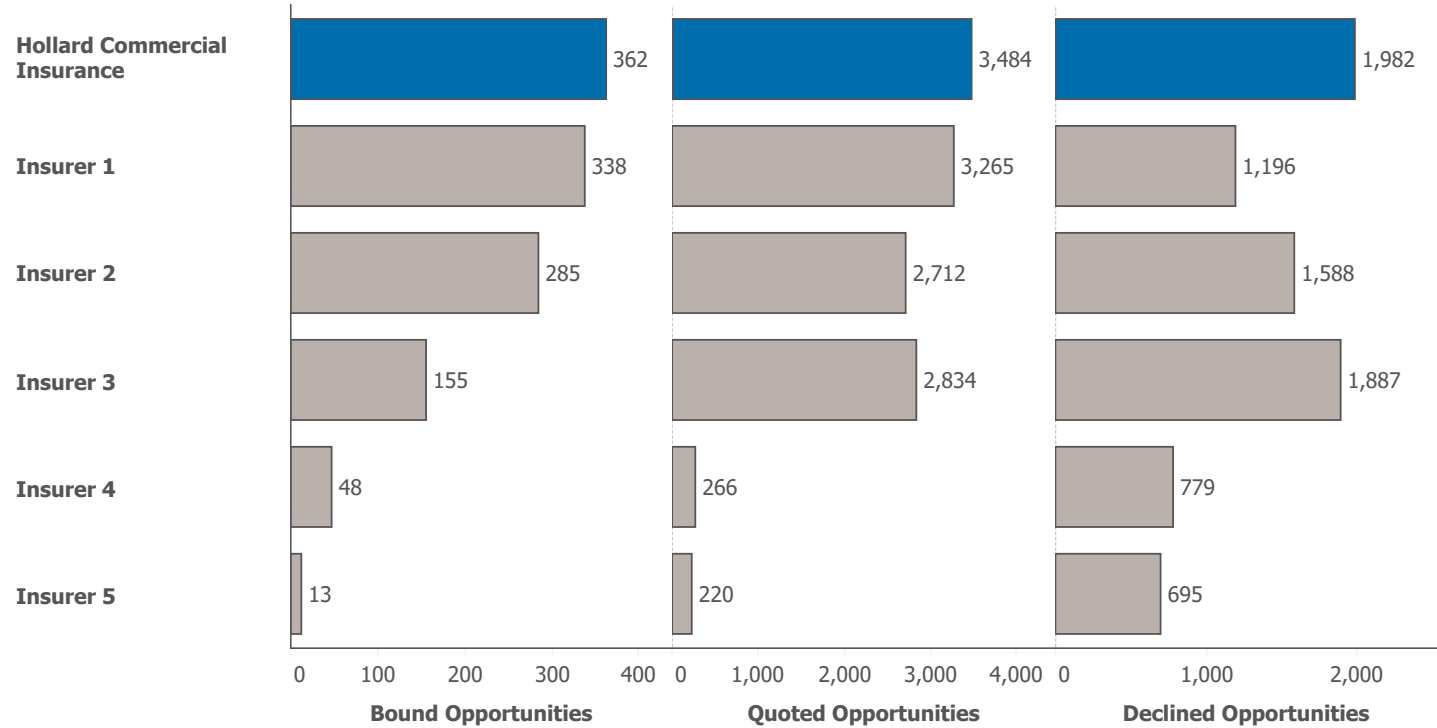
Strike Rate	11.11%	13.48%	3.70%	11.72%	5.10%	12.68%	10.41%	3.93%
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New Business Opportunities - Insurer Comparison

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



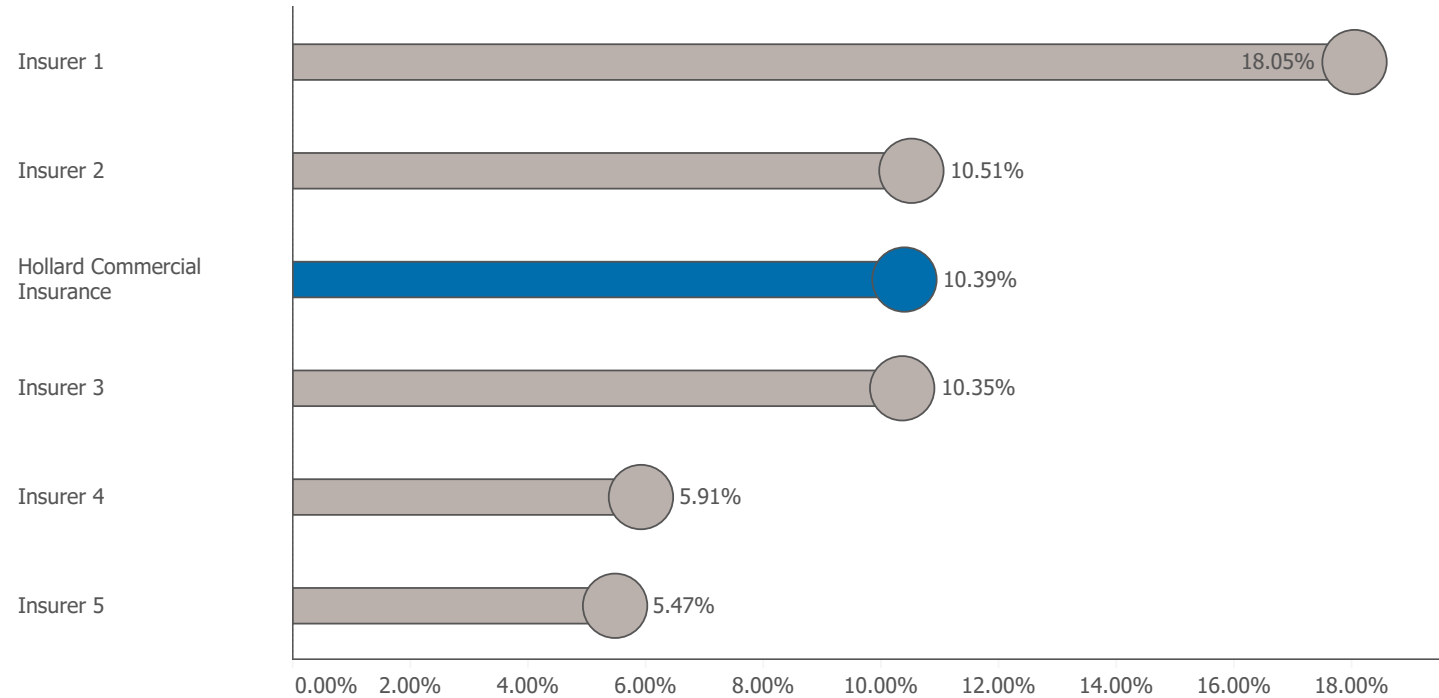
Opportunity Comparison by Insurer

	Holland Commercial In..	Insurer 1	Insurer 2	Insurer 3	Insurer 4	Insurer 5
Total Opportunities	5,623	5,204	5,695	5,328	1,249	1,110
Declined Opportunities	1,982	1,196	1,588	1,887	779	695
Decline Rate	35.25%	22.98%	27.88%	35.42%	62.37%	62.61%
Quoted Opportunities	3,484	3,265	2,712	2,834	266	220
Bound Opportunities	362	338	285	155	48	13
Strike Rate	10.39%	10.35%	10.51%	5.47%	18.05%	5.91%

Strike Rate

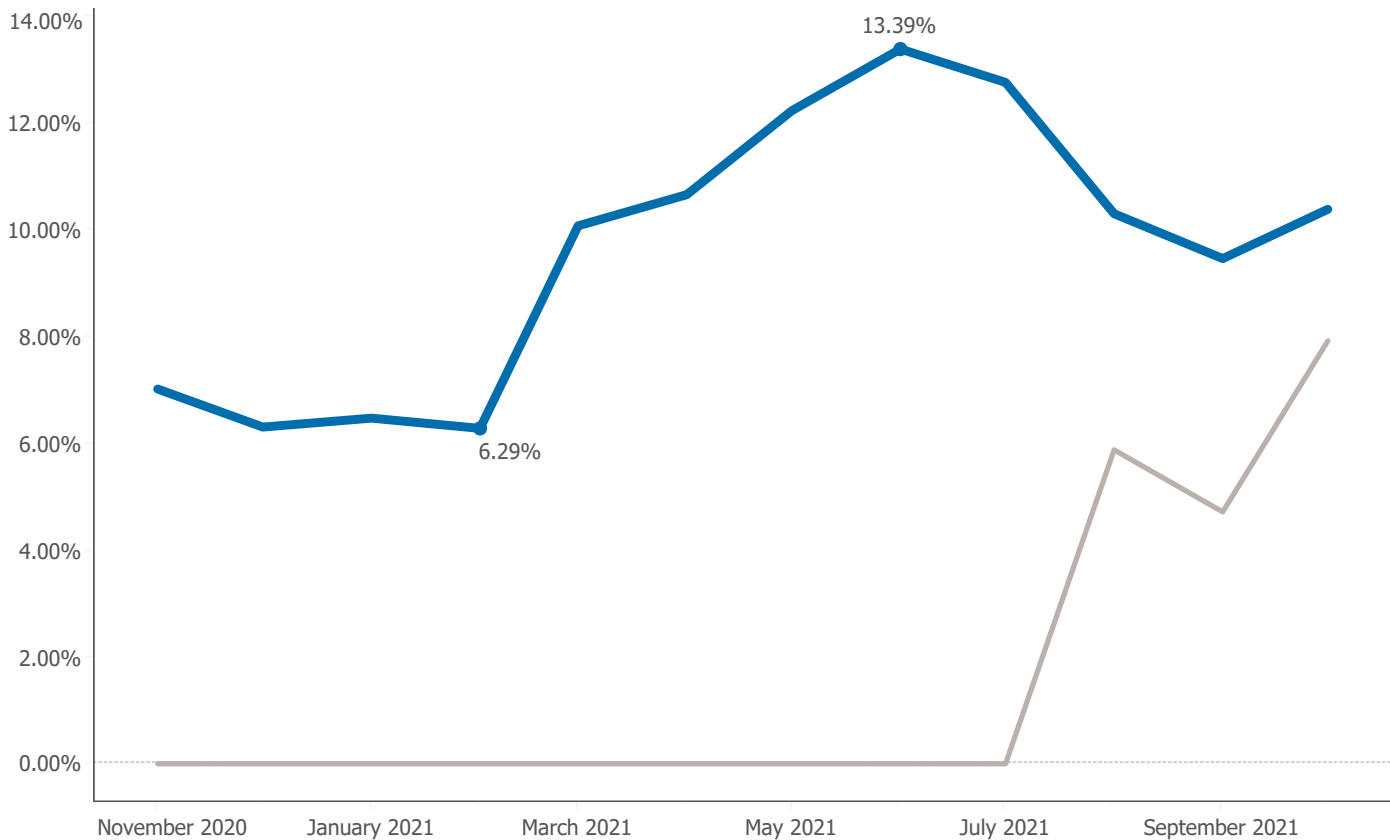
The strike rate is the total bound opportunities divided by the number of quoted opportunities and is measured at the inception date of the opportunity across all new business transactions.

Strike Rate Insurer Comparison for 01/10/2021



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	Declined Opportunities	Quoted Opportunities	Bound Opportunities
50	4	46	33

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
0	19	1	9	0	0	14	7

Declined Opportunities

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

Decline Rate	0.00%	5.26%	0.00%	11.11%	0.00%	0.00%	7.14%	14.29%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	0	18	1	8	0	0	13	6

Quote Rate	0.00%	100.00%	100.00%	100.00%	0.00%	0.00%	100.00%	100.00%
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Bound Opportunities

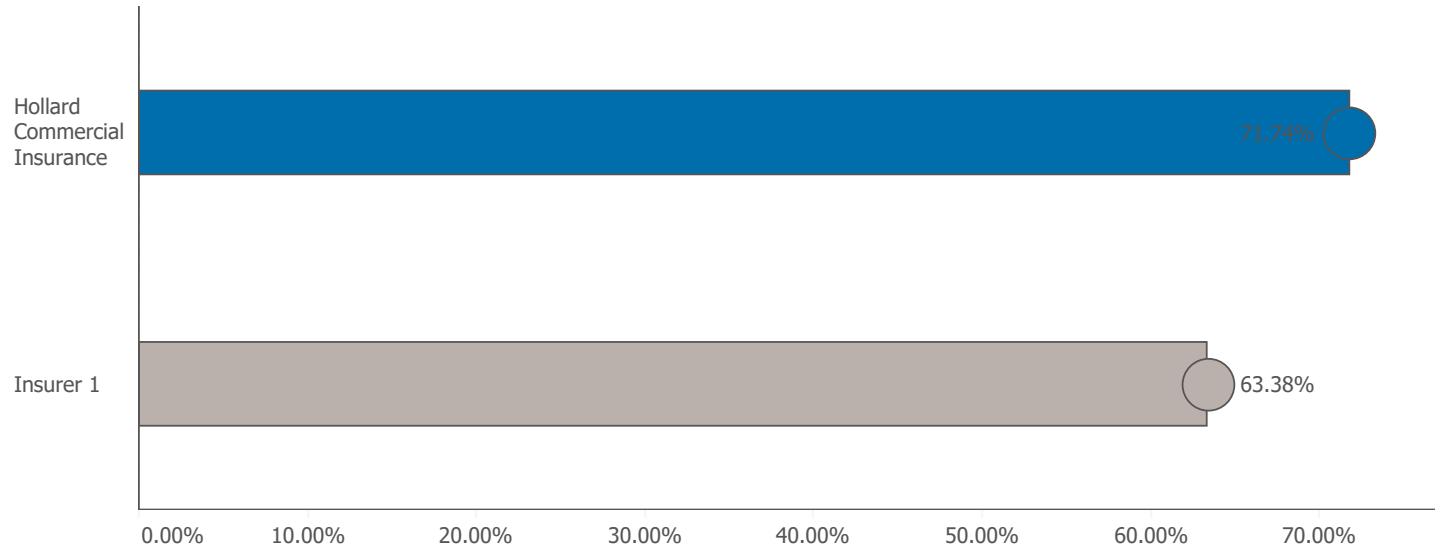
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	0	15	0	7	0	0	8	3

Retention Rate	0.00%	83.33%	0.00%	87.50%	0.00%	0.00%	61.54%	50.00%
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Renewal Retention

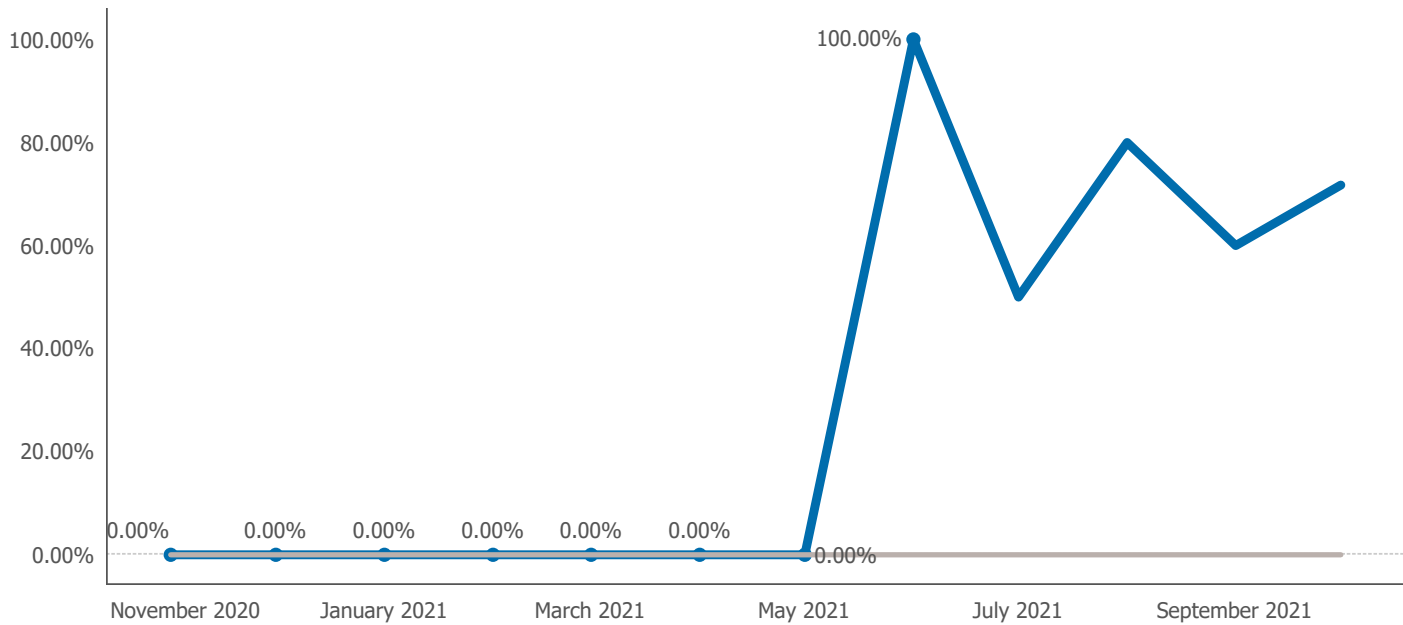
Renewal retention is based on the inception date of all renewal quotes, and is calculated as the total bound renewal opportunities divided by the number of quoted renewal opportunities.

Renewal Retention Rate Insurer Comparison for 01/10/2021

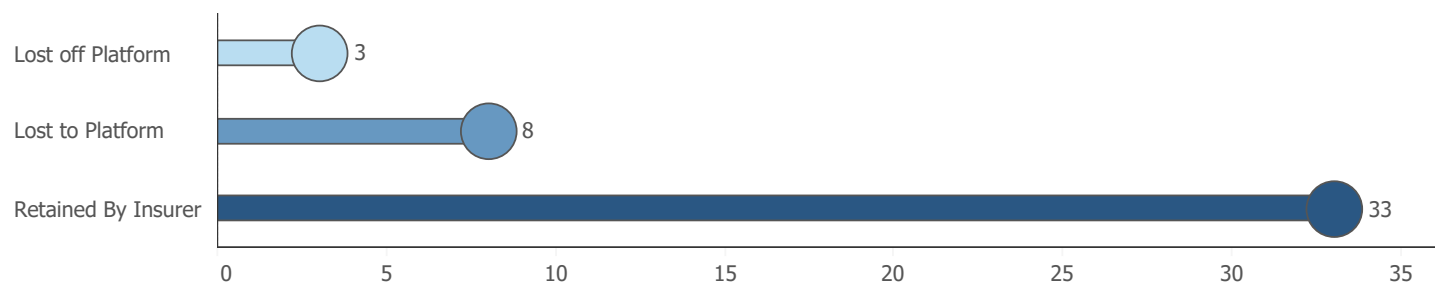


Renewal Retention by Month

CURRENT YEAR | **PRIOR YEAR**



Renewal Retention Breakdown

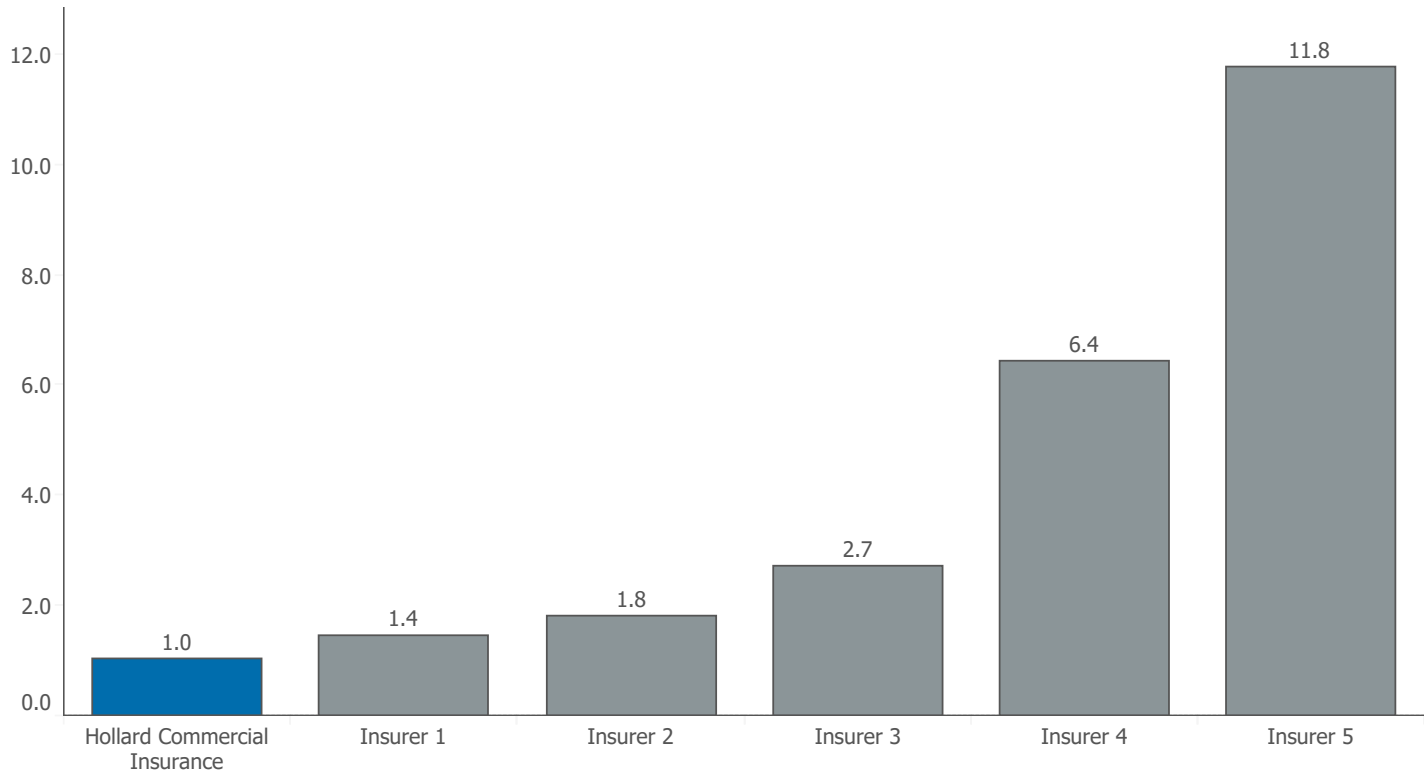


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Response Times

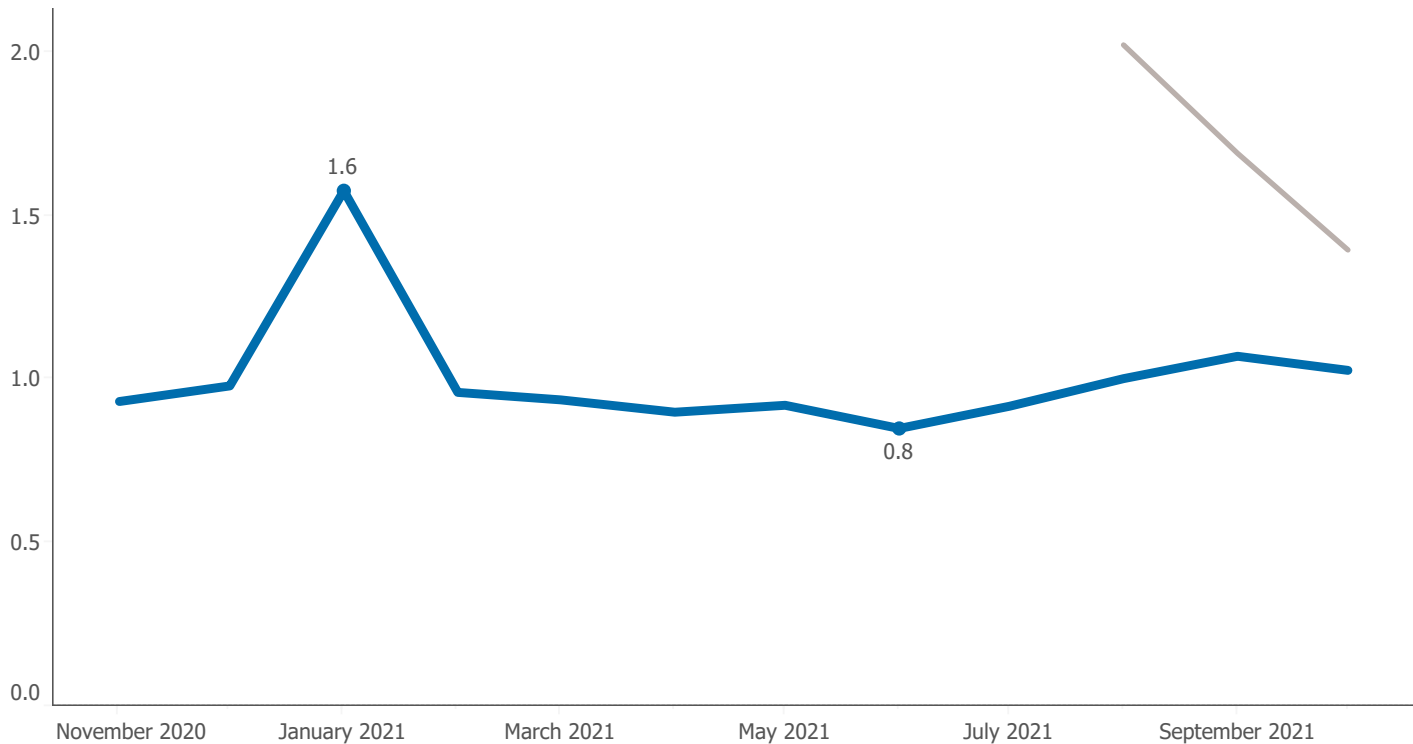
Response time is the average time between a broker sending a quote request message and the insurer responding to the message. It excludes auto rated responses where applicable. The time is calculated between the hours of 9am - 5pm AEST, Monday to Friday, inclusive of public holidays and is reported at 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
Plumber	221	156	13
Earthmoving	199	111	17
Electrician	197	144	22
Road Freight Transport Service - No Storage	180	1	0
Carpenter	121	85	10
House Construction/Alteration Owner Builder	118	81	6
Motor Mechanics	94	58	4
Cabinet Manufacturing - Other	75	50	14
Concreter	68	39	5
Real Estate Agency Service	67	60	8
Residential Building Construction Noc	67	43	5
House Construction	64	48	3
Business Administrative Services (General)	62	53	4
Electricians - Commercial	59	44	10
Landscape Construction	56	36	5
Handyman / Property Maintenance	53	36	3
Courier Service	46	1	0
Air Conditioning Installation - Commercial	43	32	1
Delivery Service, Road (Ex. Courier)	43	1	0
Mobile Motor Mechanics	40	18	3

Top 20 Presented Occupations across SCTP Portfolio

	Presented Opportunities	Quoted Opportunities	Bound Opportunities
Plumber	261	239	77
Earthmoving	241	207	71
Electrician	225	206	70
Road Freight Transport Service - No Storage	205	89	26
Carpenter	132	123	34
House Construction/Alteration Owner Builder	131	118	21
Motor Mechanics	110	96	32
Cabinet Manufacturing - Other	82	76	25
Real Estate Agency Service	79	77	32
Concreter	76	68	16
Residential Building Construction Noc	76	72	19
House Construction	75	71	19
Electricians - Commercial	67	64	33
Handyman / Property Maintenance	64	60	18
Business Administrative Services (General)	63	60	15
Landscape Construction	61	54	19
Air Conditioning Installation - Commercial	49	45	11
Mobile Motor Mechanics	48	39	14
Delivery Service, Road (Ex. Courier)	47	13	3
Courier Service	46	10	4

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	460	272	37
Resilium Insurance Broking Pty Ltd	339	194	18
Ausure Insurance Brokers	269	162	14
CBN	149	72	18
Insurance House Advance	133	79	6
McLardy McShane Partners Pty Ltd	125	80	9
Insurance House Pty Ltd	119	82	8
PSC Connect Pty Ltd (QLD)	91	56	11
Oracle Group (Australia) Pty Ltd	86	51	7
Steadfast Taswide Insurance Brokers	85	46	8
Regional Insurance Brokers Pty Ltd	75	40	4
Aviso EIA Pty Ltd	73	42	9
Consolidated Insurances Pty Ltd	72	40	5
United Insurance Group	69	38	4
PSC Connect Pty Ltd (VIC)	68	50	4
Centrewest Insurance Brokers Pty Ltd	63	47	5
Sear and Associates Insurance Brokers Pty Ltd	58	43	12
United Insurance - Winbeat site	58	44	17
Apollo Risk Services	57	37	1
Pollard Insurance Brokers Pty Ltd	48	37	4
BJS Insurance Brokers (Gippsland) Pty Ltd	44	33	1
McKillops Insurance Brokers Pty Ltd	44	28	1
Remingtons Insurance Brokers	43	34	4
ADK Insurance Brokers Pty Ltd	42	28	1
Aviso (Fitzpatrick & Company Insurance Brokers Pty Ltd)	42	25	7
Phoenix Insurance Brokers Pty Ltd	40	31	1
The Insurance Centre Pty Ltd	39	27	7
PSC Connect Pty Ltd (NSW)	38	30	6
Brookvale Insurance Brokers	37	23	2
BJS Insurance Brokers Pty Ltd	36	20	0
Garden State Insurance Brokers Pty Ltd	36	26	5
PSC Insurance Brokers Sydney	34	23	6
Surewise	34	22	1
Cowden Limited - WA	33	26	0
PSC Connect Pty Ltd (SA)	33	21	0
Findex Insurance Brokers Pty Ltd	32	13	2
Consolidated Insurance Agencies Pty Ltd	31	18	1
Dunk Insurance	31	23	3
GSK Insurance Brokers	31	18	1
Roderick Insurance Brokers	31	21	4

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