

SCTP Commercial Insurer Performance Report

Hollard - Business Pack

February 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

\$2,225,889

Fiscal Year to Date Base Premium

\$15,628,065

Rolling 12 Base Premium

\$21,537,174

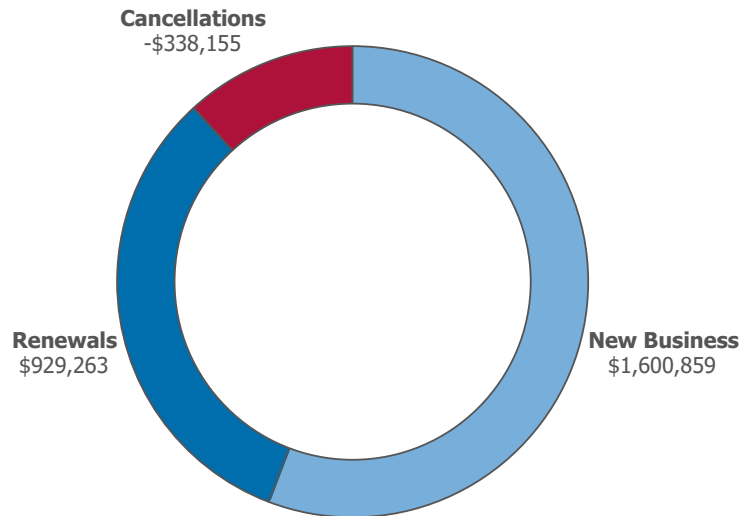
Allianz - Average Base Premium

\$1,570

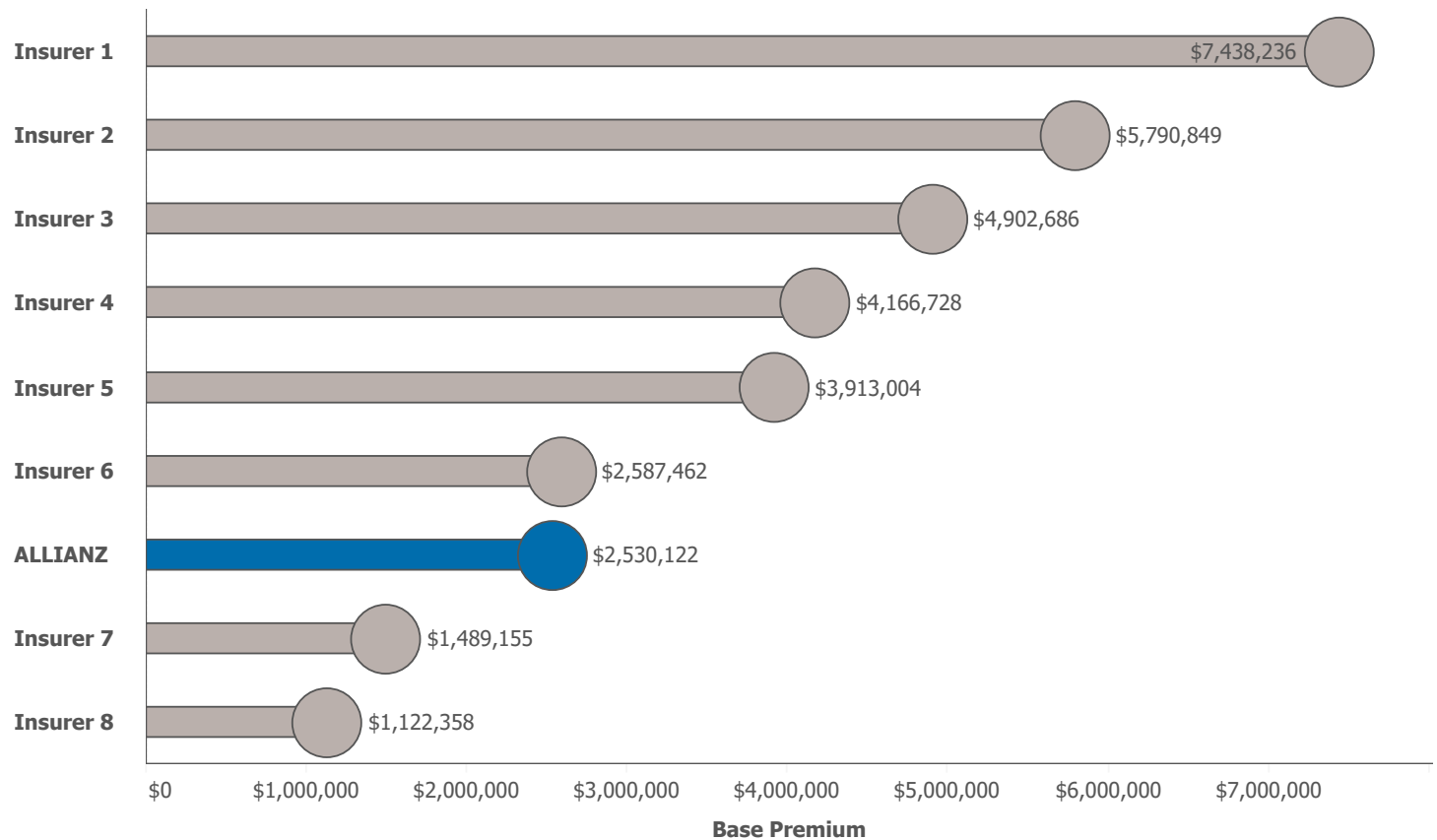
All Insurers - Average Base Premium

\$1,892

Transaction Type Breakdown



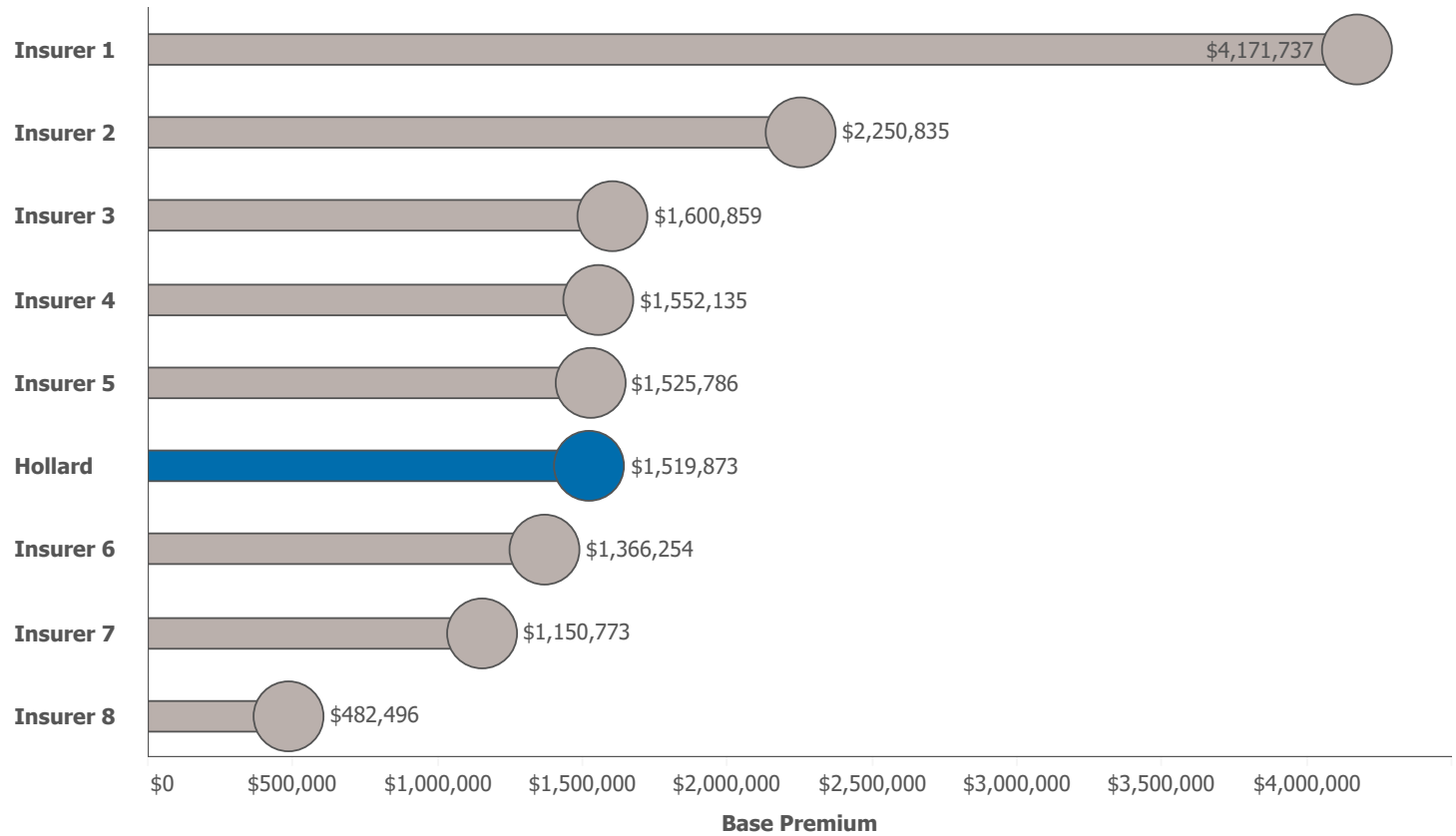
Overall Insurer Comparison



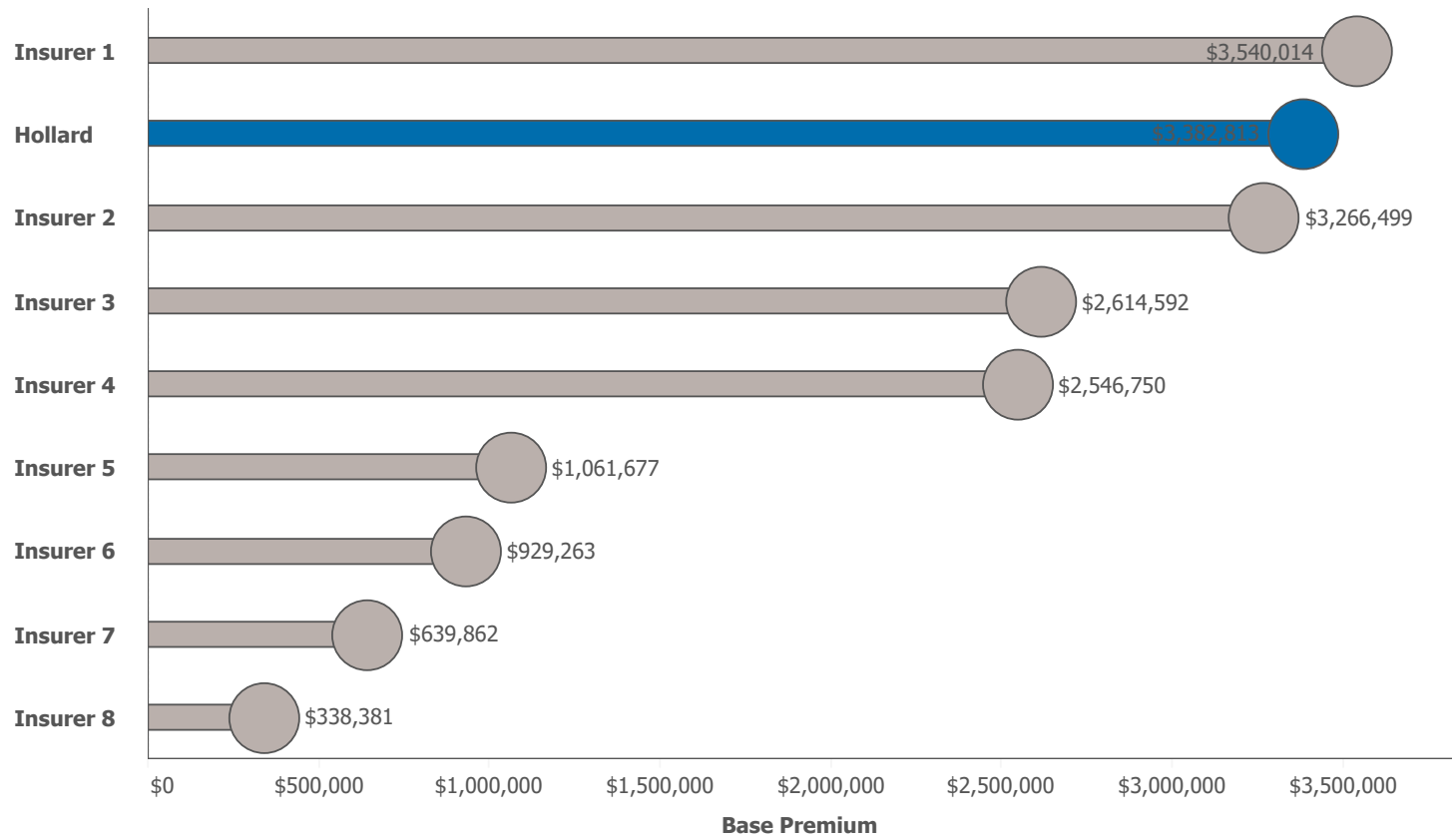
Strictly Commercial-in-Confidence

Base Premium

New Business Insurer Comparison



Renewal Insurer Comparison



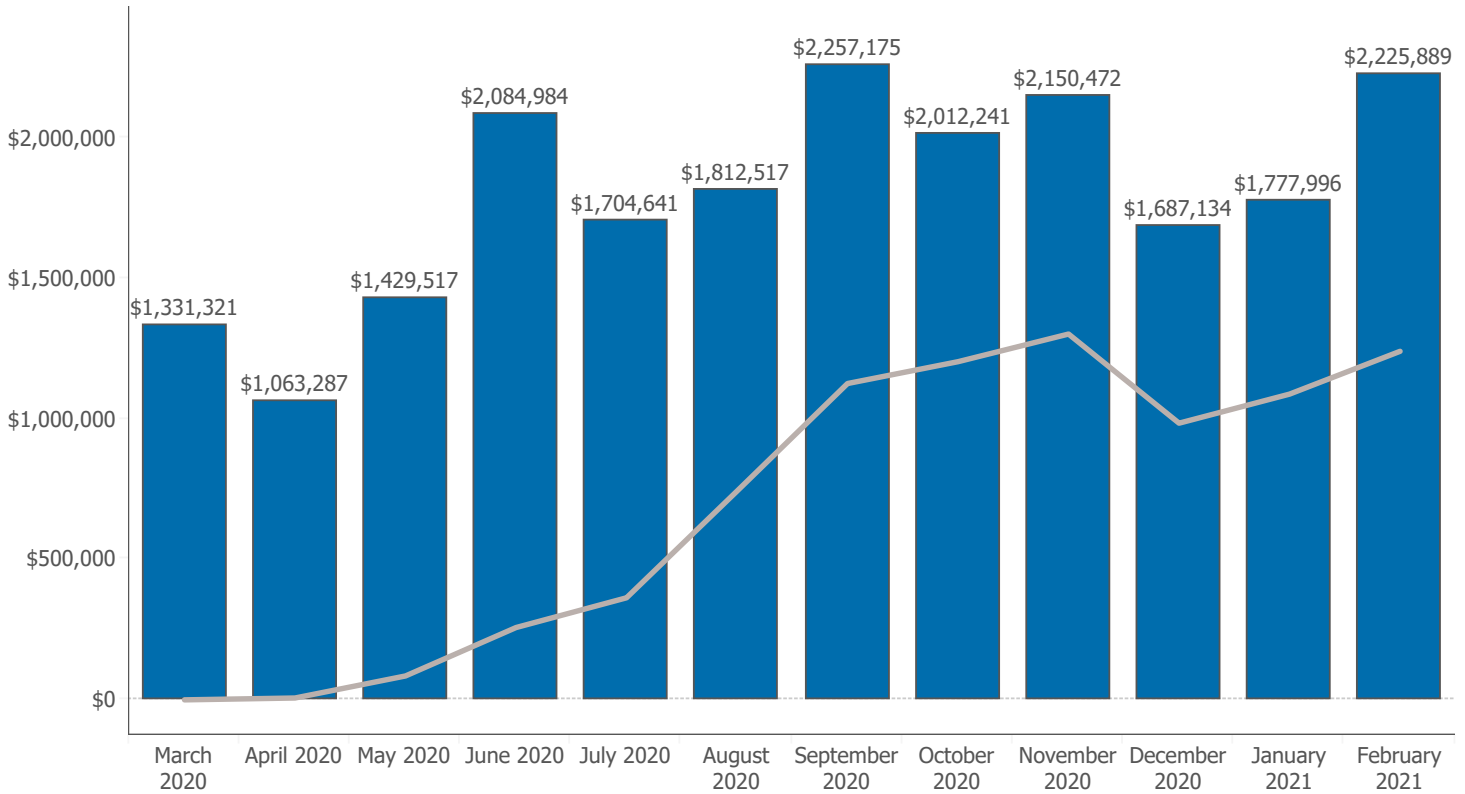
Strictly Commercial-in-Confidence

Base Premium

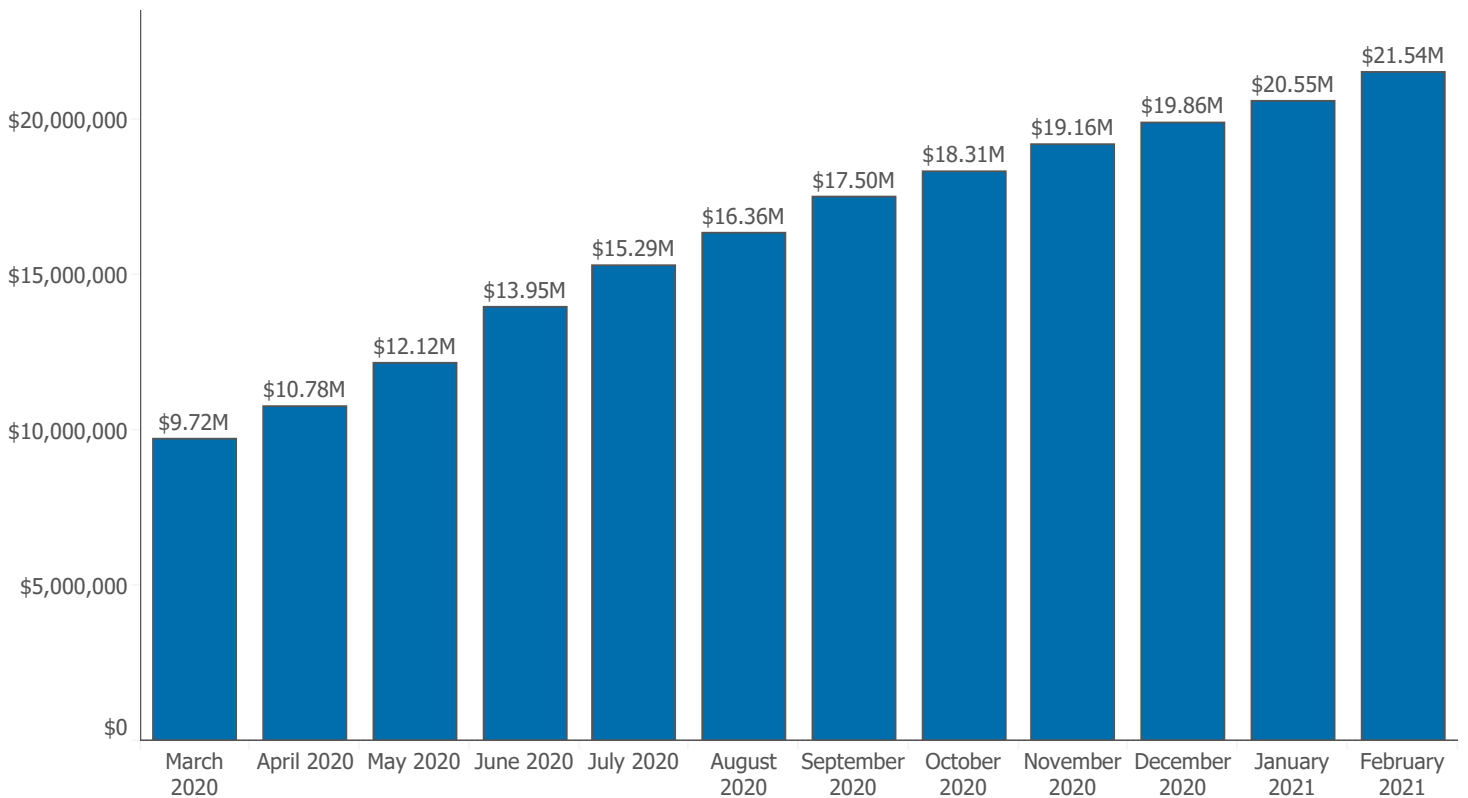
Base premium of policies bound during the reporting period includes cancellations and endorsements and is measured on the bound date of policies.

Base Premium by Month

CURRENT YEAR | PRIOR YEAR



Rolling 12 Months Base Premium



Strictly Commercial-in-Confidence

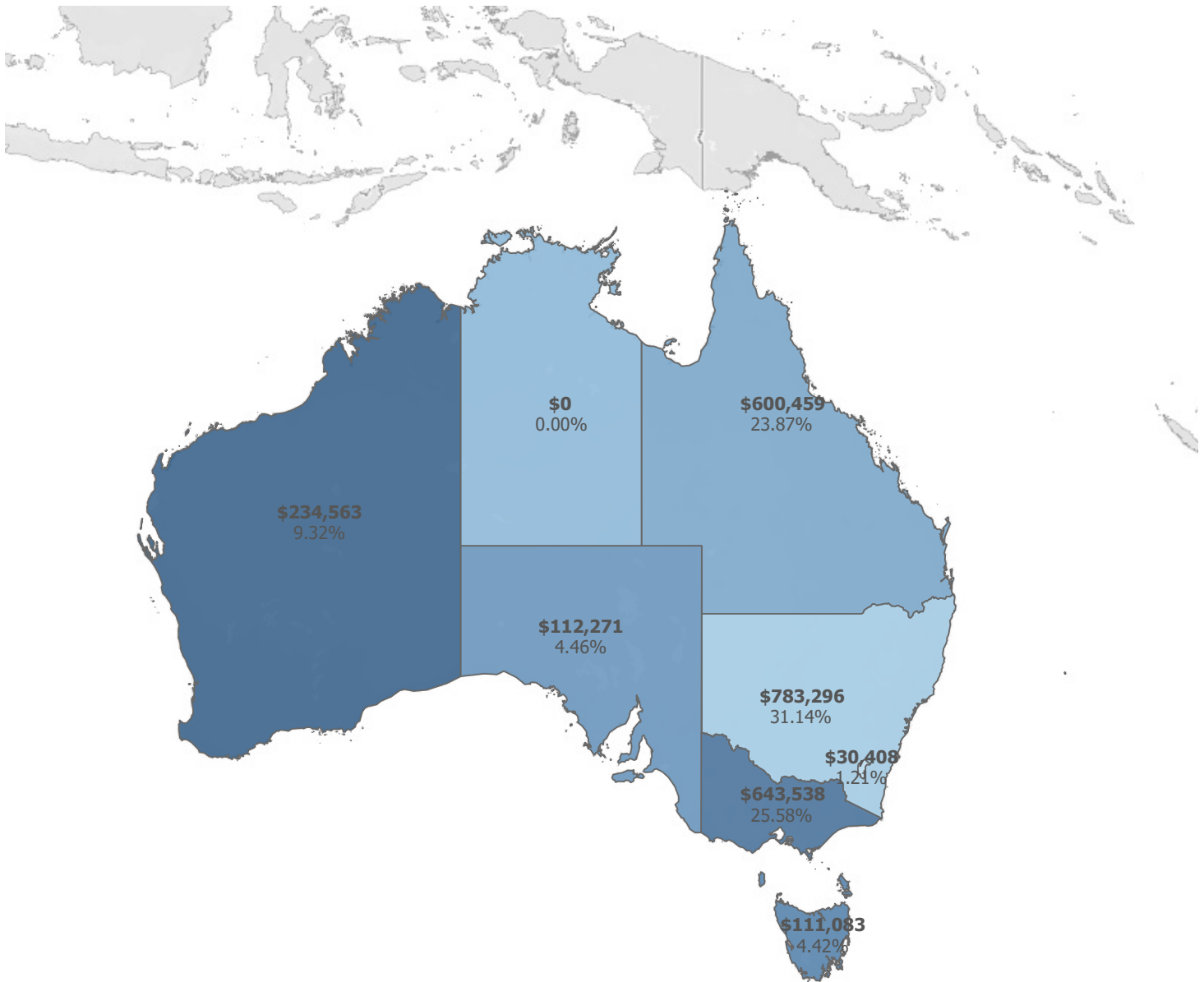
State Activity

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 01/02/2021

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Grand Total
New Business	\$24,110	\$503,157	\$0	\$371,631	\$59,552	\$77,971	\$398,187	\$166,250	\$1,600,859
Renewals	\$6,298	\$280,139	\$0	\$228,828	\$52,719	\$33,111	\$245,351	\$68,313	\$914,759
Grand Total	\$30,408	\$783,296	\$0	\$600,459	\$112,271	\$111,083	\$643,538	\$234,563	\$2,515,618

Base Premium Breakdown by State for 01/02/2021



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
25,704	10,143	14,143	1,301

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
296	7,614	125	5,491	1,122	853	7,356	2,847

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	85	2,734	70	2,638	460	363	2,673	1,120

Decline Rate	28.72%	35.91%	56.00%	48.04%	41.00%	42.56%	36.34%	39.34%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	198	4,419	47	2,652	614	433	4,229	1,551

Quote Rate	93.84%	90.55%	85.45%	92.95%	92.75%	88.37%	90.31%	89.81%
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Bound Opportunities

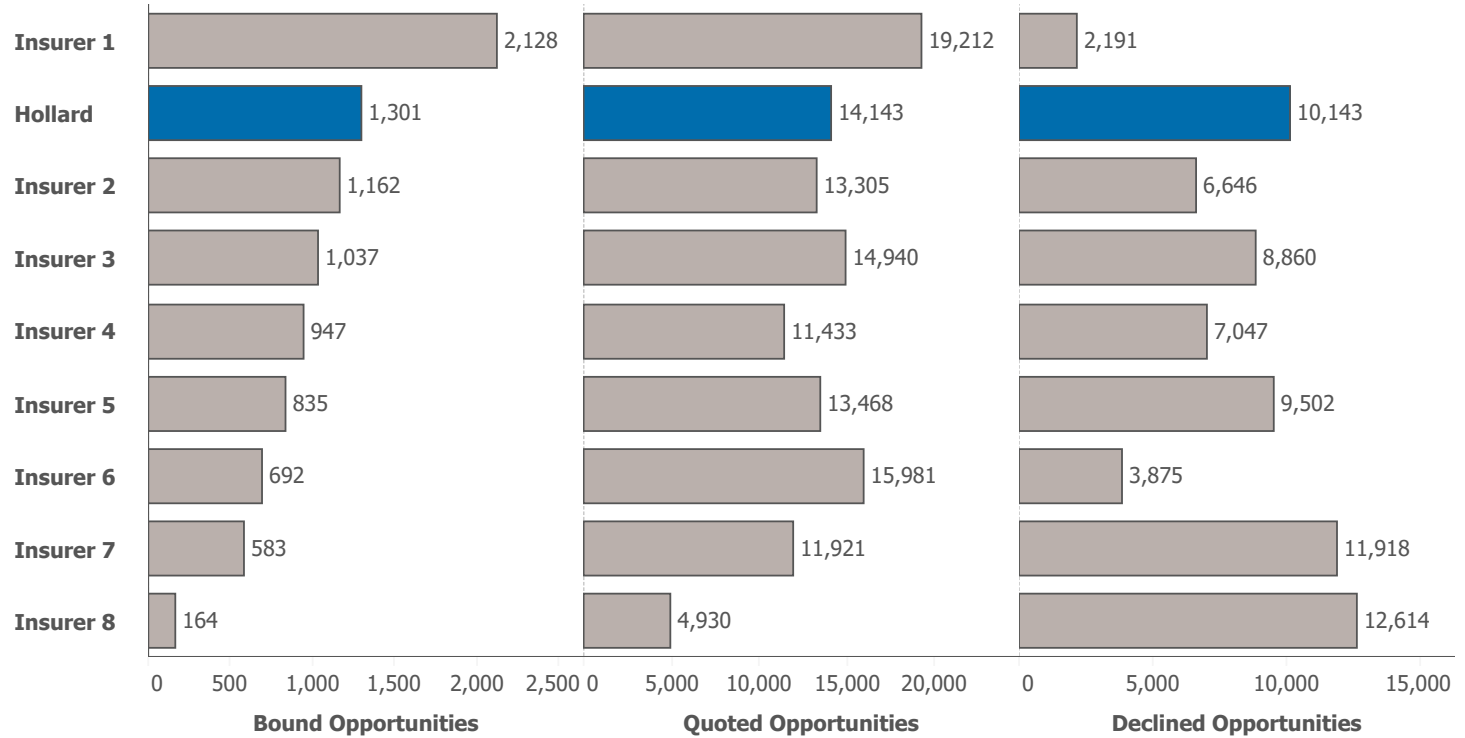
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	21	451	0	254	63	39	351	122

Strike Rate	10.61%	10.21%	0.00%	9.58%	10.26%	9.01%	8.30%	7.87%
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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



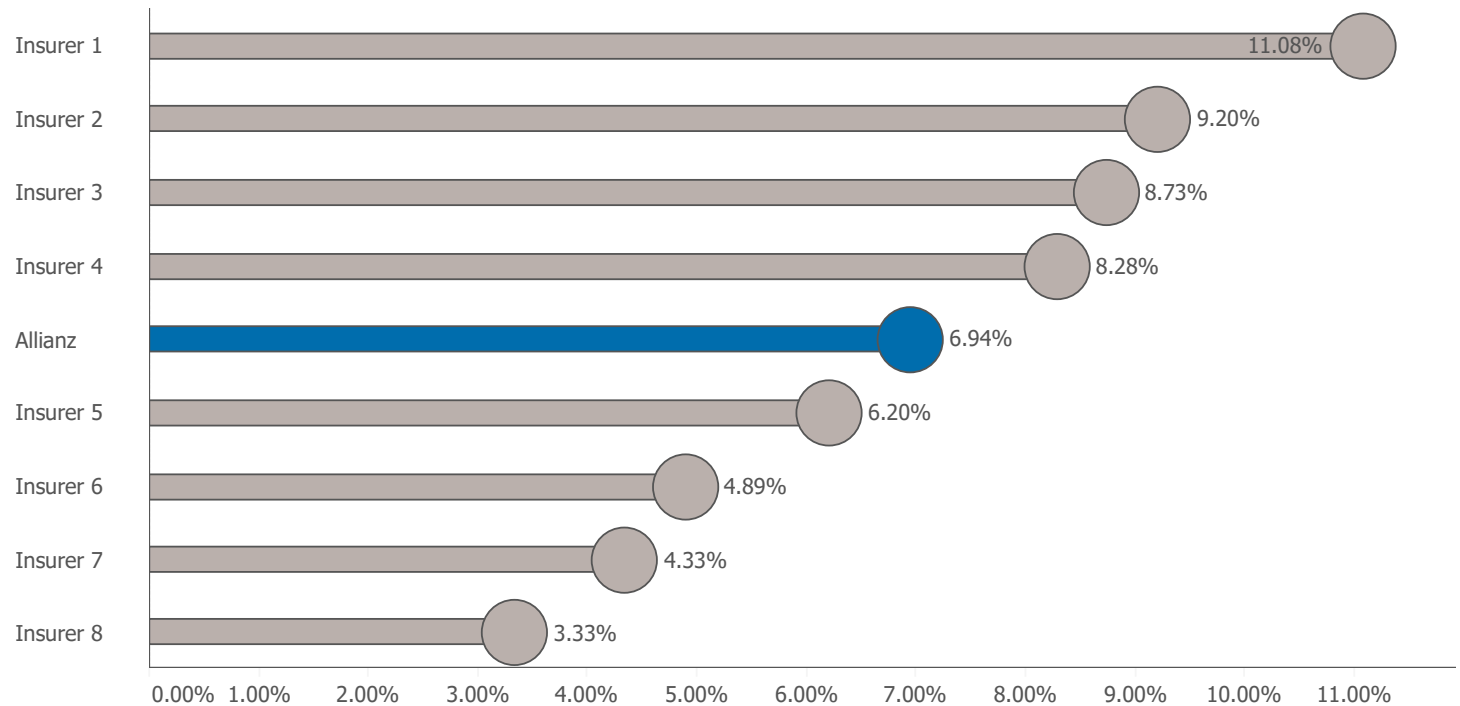
Opportunity Comparison by Insurer

	Insurer 1	Hollard	Insurer 2	Insurer 3	Insurer 4	Insurer 5	Insurer 6	Insurer 7	Insurer 8
Total Opportunities	26,942	25,704	27,296	26,659	26,187	26,360	27,046	26,980	26,914
Declined Opportunities	2,191	10,143	6,646	8,860	7,047	9,502	3,875	11,918	12,614
Decline Rate	8.13%	39.46%	24.35%	33.23%	26.91%	36.05%	14.33%	44.17%	46.87%
Quoted Opportunities	19,212	14,143	13,305	14,940	11,433	13,468	15,981	11,921	4,930
Bound Opportunities	2,128	1,301	1,162	1,037	947	835	692	583	164
Strike Rate	11.08%	9.20%	8.73%	6.94%	8.28%	6.20%	4.33%	4.89%	3.33%

Strike Rate

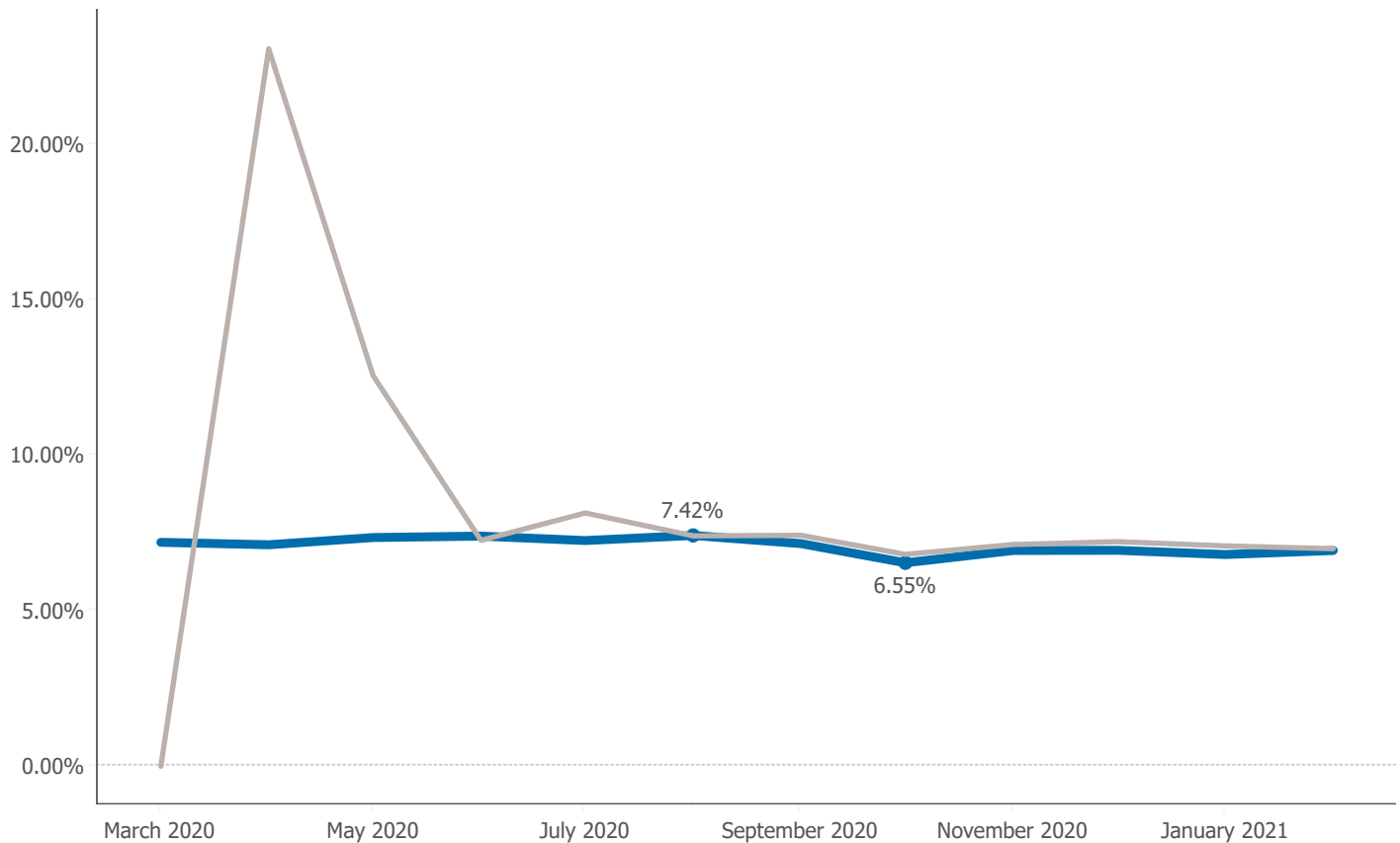
The strike rate is the total bound opportunities divided by the number of quoted opportunities and is measured at the inception date of the opportunity across all new business transactions.

Strike Rate Insurer Comparison for 01/02/2021



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

749

Declined Opportunities

24

Quoted Opportunities

720

Bound Opportunities

588

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
7	218	0	187	41	27	186	83

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	0	7	0	5	2	0	5	5

Decline Rate	0.00%	3.21%	0.00%	2.67%	4.88%	0.00%	2.69%	6.02%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	7	210	0	180	39	27	179	78

Quote Rate	100.00%	99.53%	0.00%	98.90%	100.00%	100.00%	98.90%	100.00%
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Bound Opportunities

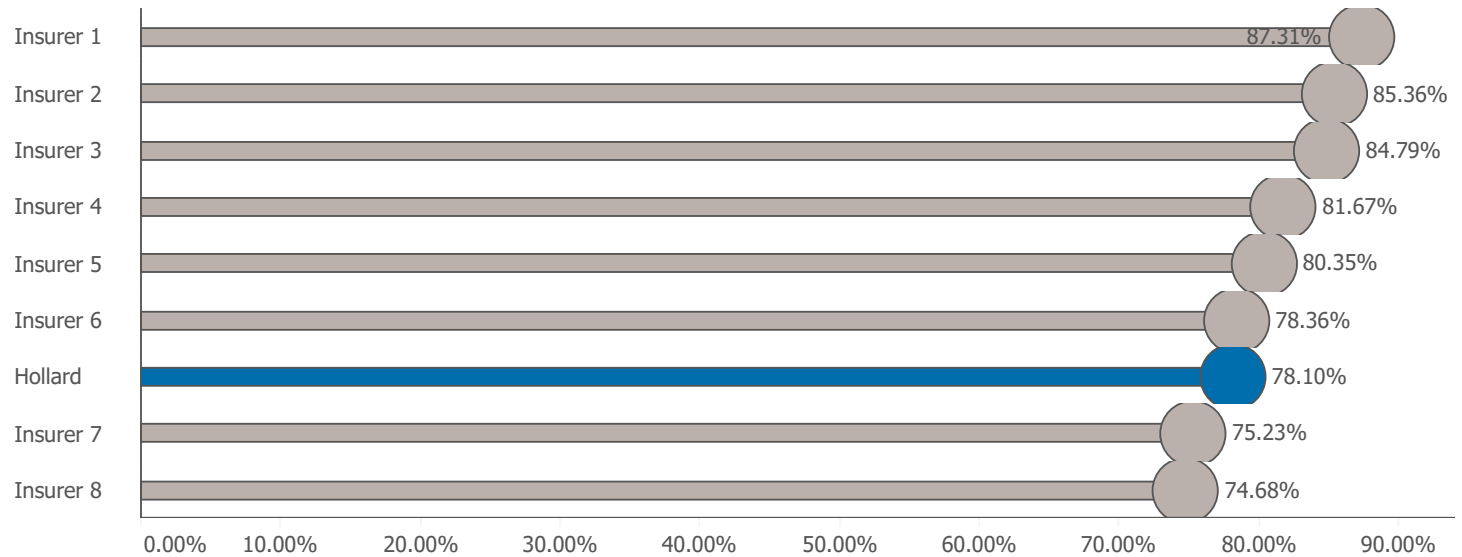
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	6	166	0	155	36	24	145	56

Retention Rate	85.71%	79.05%	0.00%	86.11%	92.31%	88.89%	81.01%	71.79%
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Renewal Retention

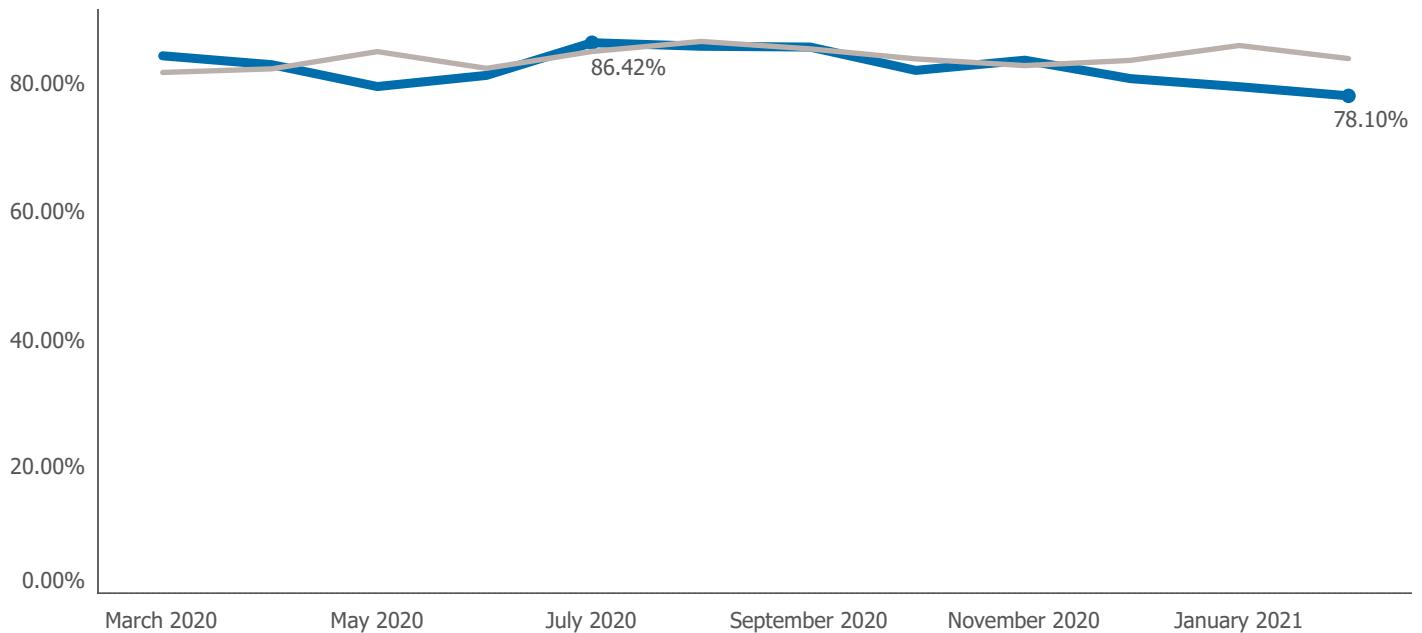
Renewal retention is based on the inception date of all renewal quotes, and is calculated as the total bound renewal opportunities divided by the number of quoted renewal opportunities.

Renewal Retention Rate Insurer Comparison for 01/02/2021



Renewal Retention by Month

CURRENT YEAR | **PRIOR YEAR**

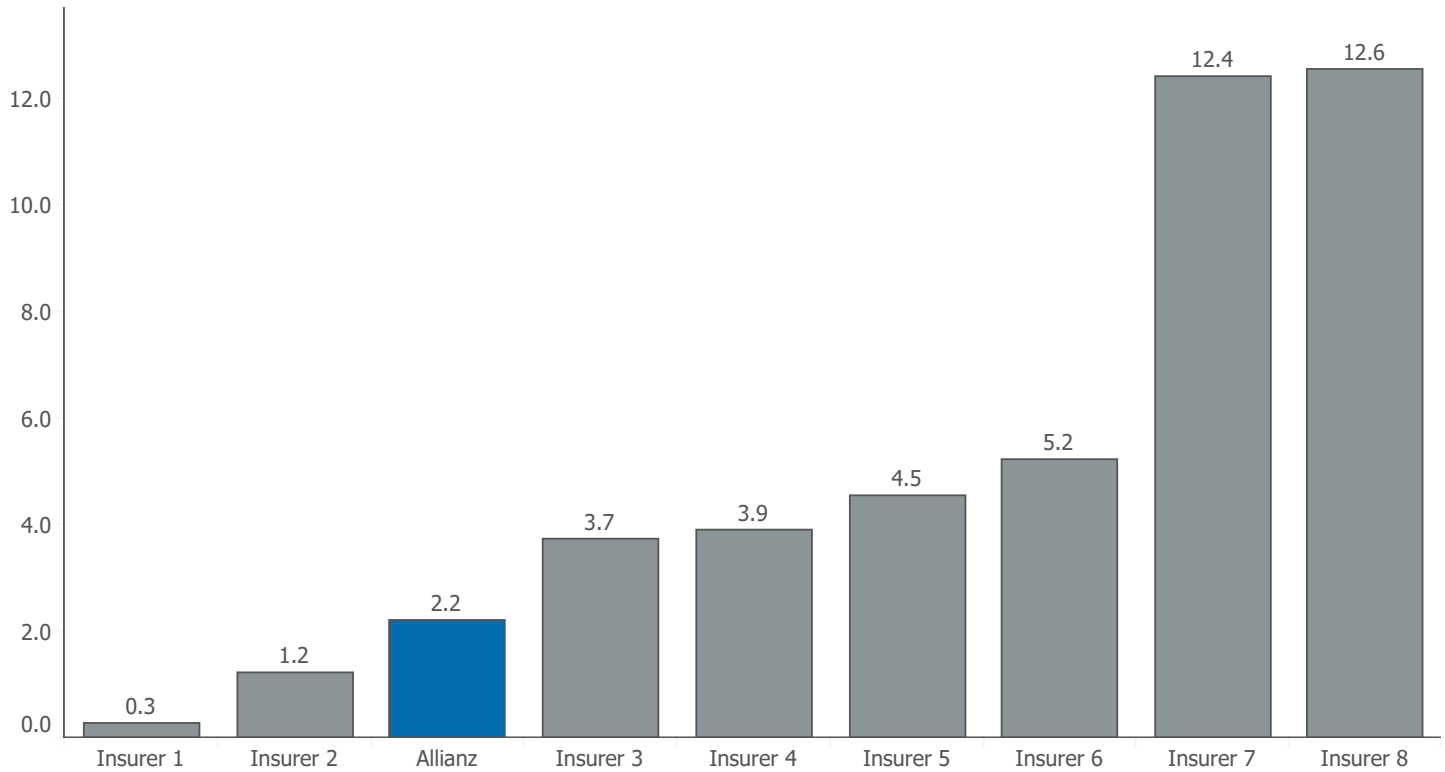


Renewal Retention Breakdown

Response Times

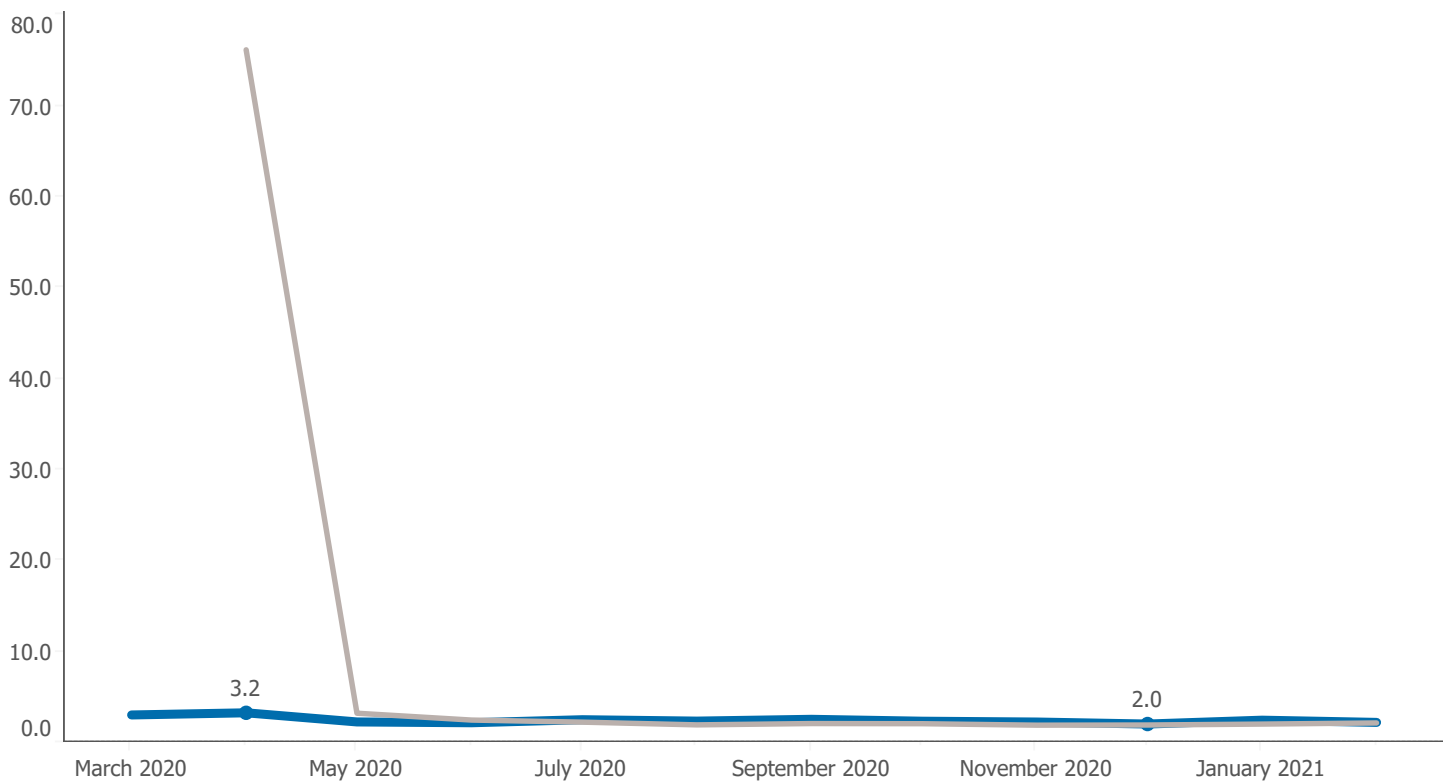
Response time is the average time between a broker sending a quote request message and the insurer responding to the message. It excludes auto rated responses where applicable. The time is calculated between the hours of 9am - 5pm AEST, Monday to Friday, inclusive of public holidays and is reported at 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.

Allianz's Top 20 Presented Occupations

	Presented Opportunities	Quoted Opportunities	Bound Opportunities
Property Owner - Retail (Not arcades/Malls)	1,997	1,075	123
Property Owner - Factory/Industrial	1,429	731	116
Carpenter	604	527	127
Plumber	598	375	91
Electrician	521	324	110
Handyman / Property Maintenance	477	233	38
Property Owner - Noc	447	196	27
Property Owner - Office (Single Storey)	439	315	39
Property Owner - Warehouse	394	176	25
Restaurant, Licensed, With Deep Frying	382	247	49
Property Owner - Office (Multi Storey)	381	185	50
Hairdressing Service	342	302	82
Road Freight Transport Service - No Storage	315	121	13
Beauty Salon Operation	272	237	56
Earthmoving	264	76	8
Cleaning Service Noc	204	115	34
Cafe Operation, Not Licensed With Deep Frying	199	152	39
Electricians - Commercial	197	106	20
Motor Mechanics	176	125	8

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	2,230	1,470	108
Resilium Insurance Broking Pty Ltd	1,943	1,058	125
Community Broker Network	1,654	990	154
CBN	1,155	696	66
United Insurance Group	1,057	659	59
Regional Insurance Brokers Pty Ltd	488	287	34
McLardy McShane Partners Pty Ltd	428	231	22
Insurance House Pty Ltd	410	239	35
Insurance House Advance	366	226	29
PSC Connect Pty Ltd (VIC)	335	174	20
Aviso EIA Pty Ltd	291	143	18
Centrewest Insurance Brokers Pty Ltd	281	155	21
Steadfast Taswide Insurance Brokers	279	155	32
Oracle Group (Australia) Pty Ltd	275	146	14
Consolidated Insurances Pty Ltd	273	172	19
Steadfast IRS Pty Ltd	230	145	24
Pollard Insurance Brokers Pty Ltd	230	127	19
Consolidated Insurance Agencies Pty Ltd	214	116	19
Brookvale Insurance Brokers	208	114	7
Coverforce Insurance Broking Pty Ltd (NSW)	207	133	24
PSC Connect Pty Ltd (QLD)	203	114	15
Apollo Risk Services	202	106	12
United Insurance - Winbeat site	197	119	31
BJS Insurance Brokers Pty Ltd	185	108	4
PSC Connect Pty Ltd (NSW)	184	108	7
Steadfast Eastern Insurance Brokers	176	94	3
Aviso (Fitzpatrick & Company Insurance Brokers Pty Ltd)	176	94	3
Reliance Franchise Partners	164	100	14
Macey Insurance Brokers Pty Ltd	162	97	18
Phoenix Insurance Brokers Pty Ltd	151	78	4
ADK Insurance Brokers Pty Ltd	148	75	9
Scott and Broad Pty Ltd	143	77	22
Network Insurance Group	138	79	11
Midland Insurance Brokers Australia Pty Ltd	138	74	16
Alliance Insurance Broking Services Pty Ltd	138	68	11
Steadfast NSG Insurance Brokers	133	60	8
AIS Insurance Brokers	131	68	11
Elliott Insurance Brokers	127	88	8
Garden State Insurance Brokers Pty Ltd	121	57	5
Rainbow Coast Insurance Brokers	120	73	1