

SCTP Commercial Insurer Performance Report

Hollard - Business Pack

July 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

\$4,151,785

Fiscal Year to Date Base Premium

\$4,151,785

Rolling 12 Base Premium

\$48,118,137

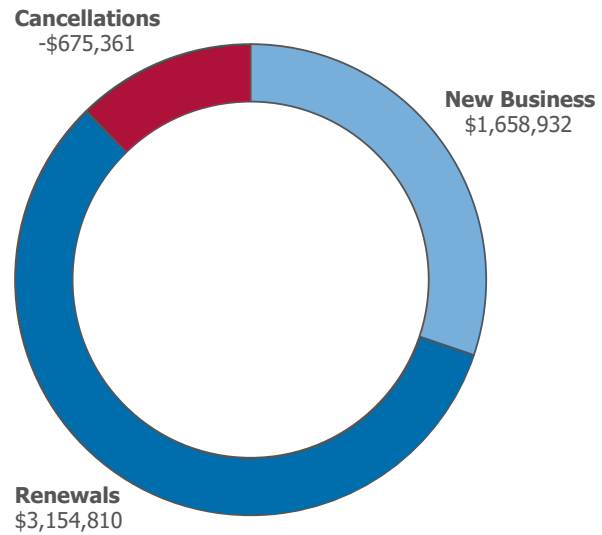
Hollard - Average Base Premium

\$1,324

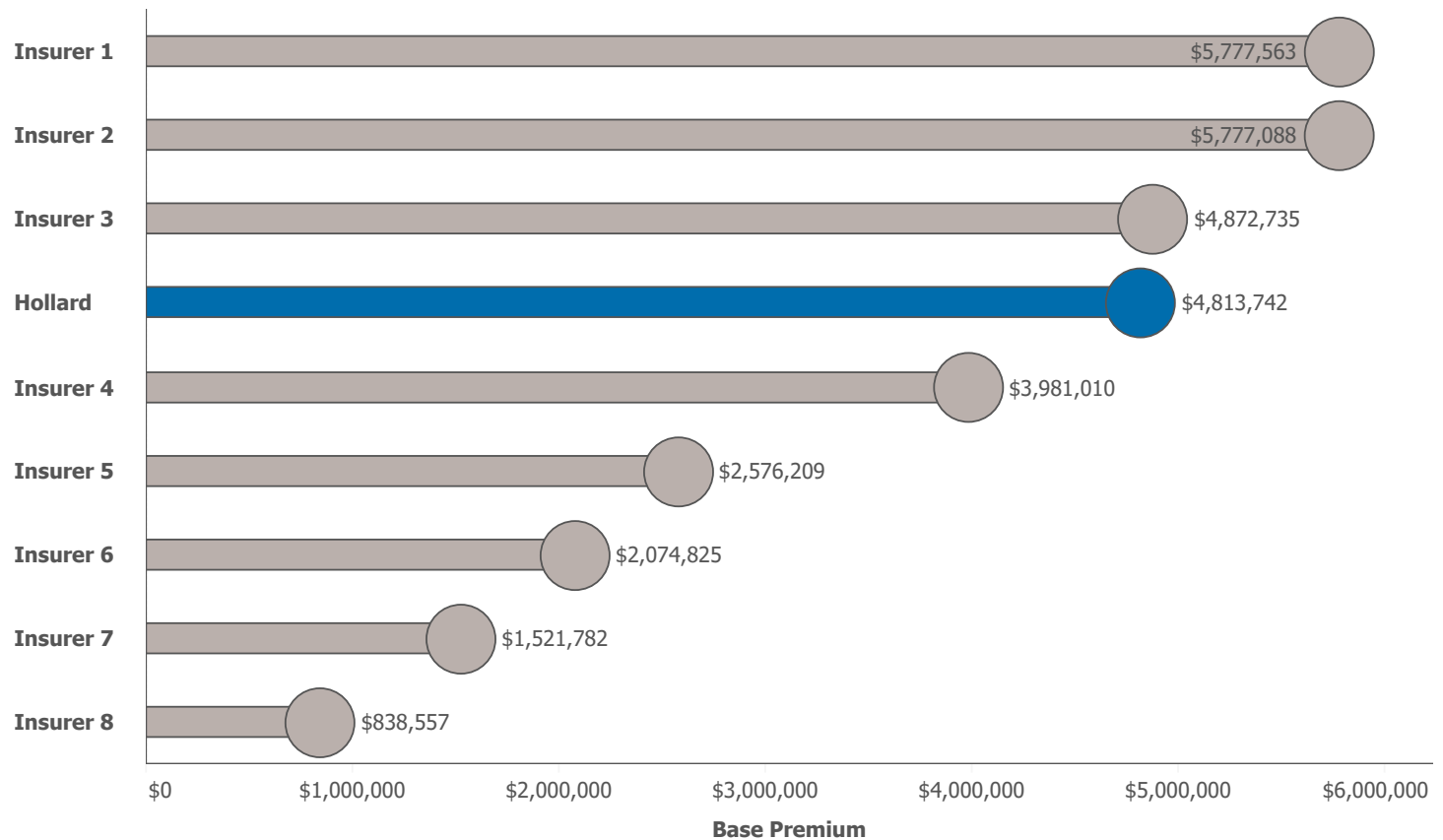
All Insurers - Average Base Premium

\$1,800

Transaction Type Breakdown



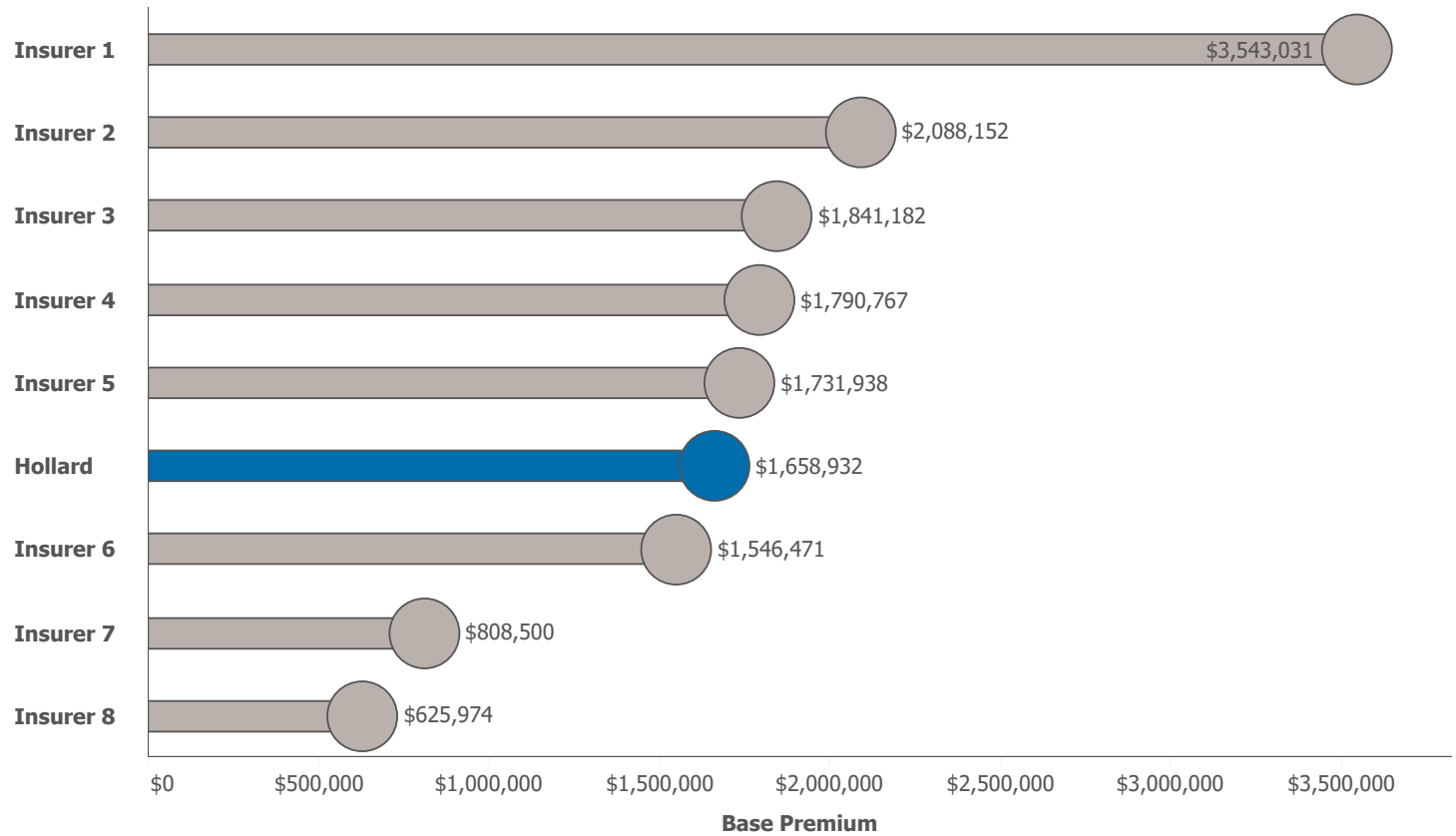
Overall Insurer Comparison



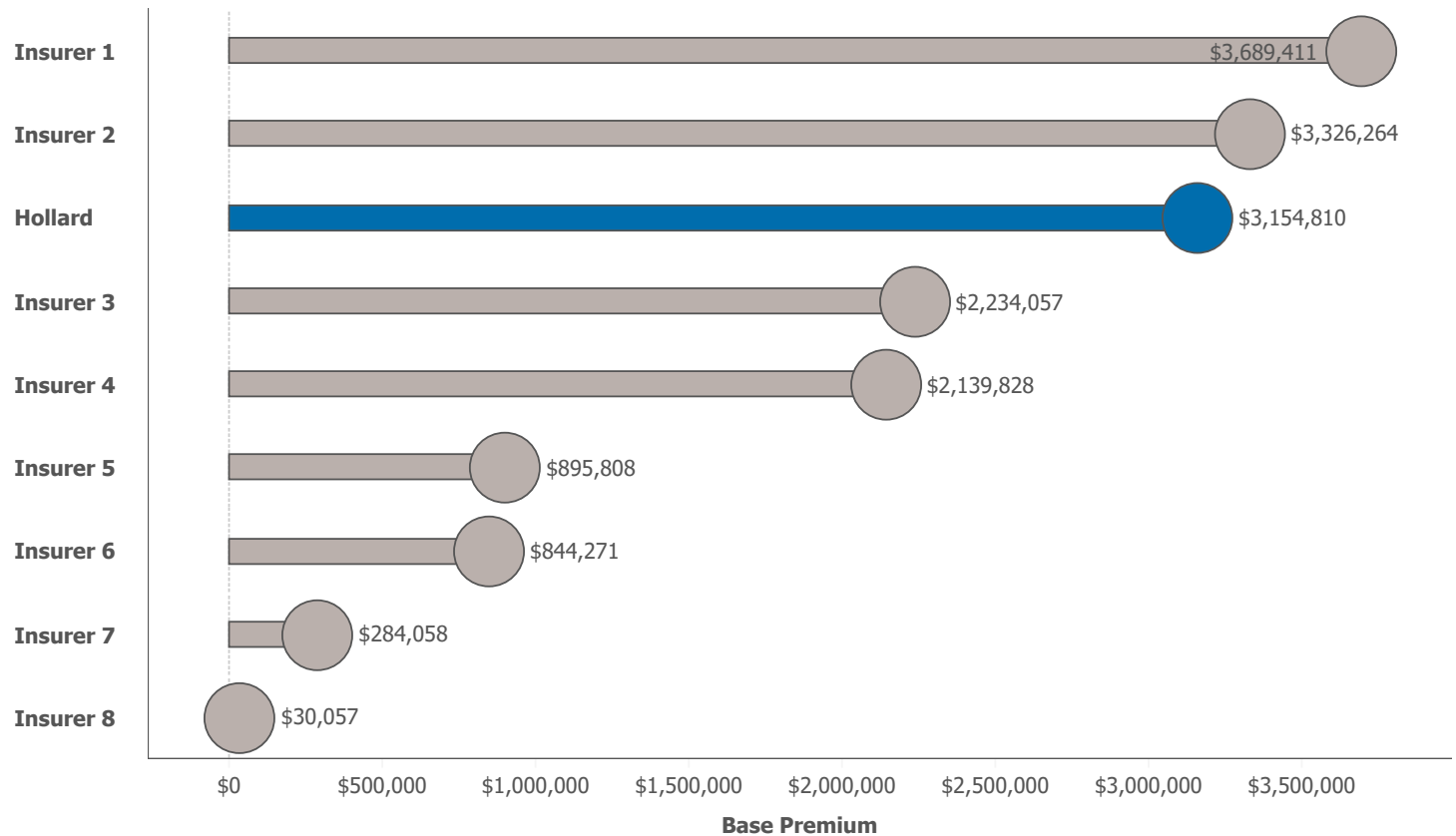
Strictly Commercial-in-Confidence

Base Premium

New Business Insurer Comparison



Renewal Insurer Comparison



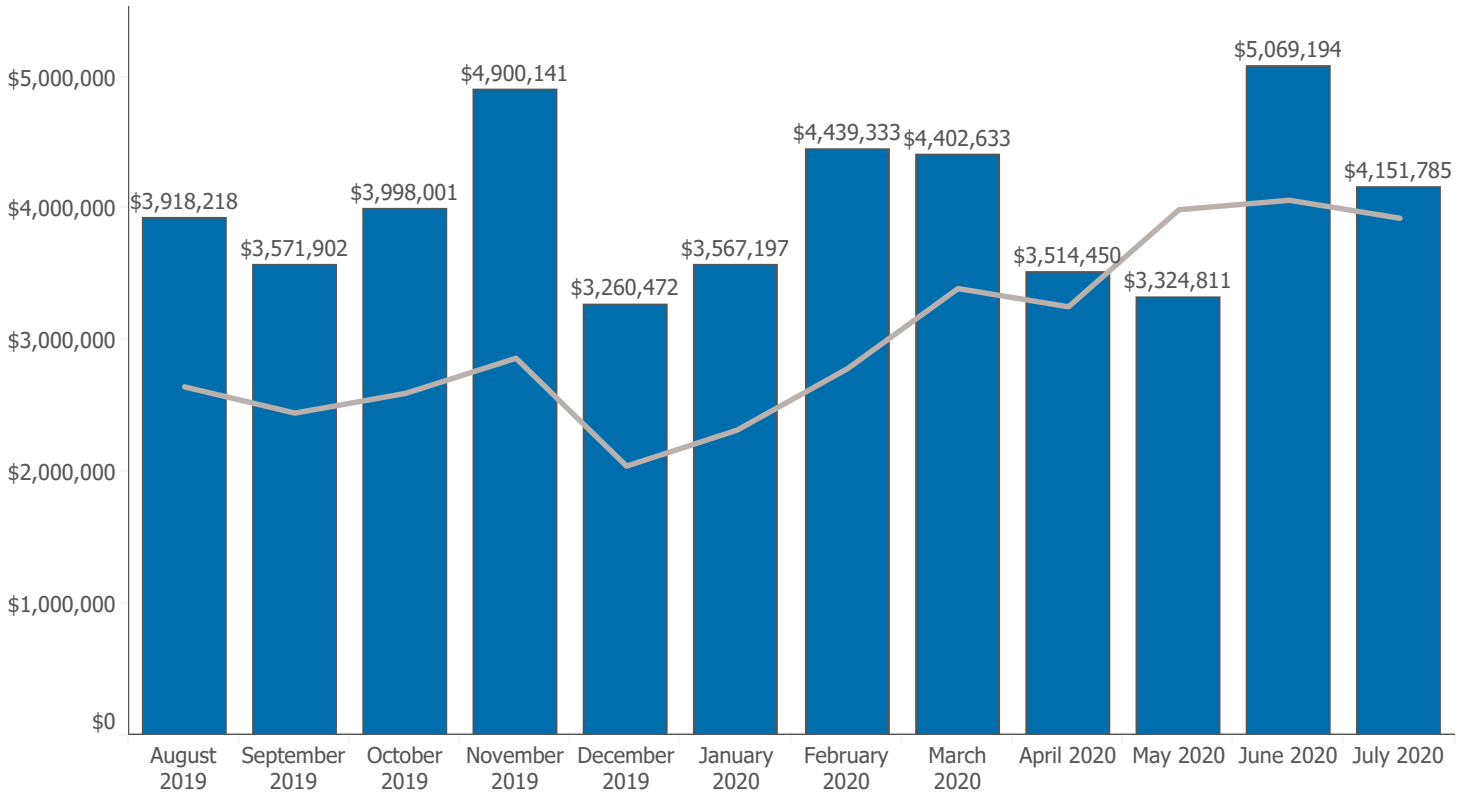
Strictly Commercial-in-Confidence

Base Premium

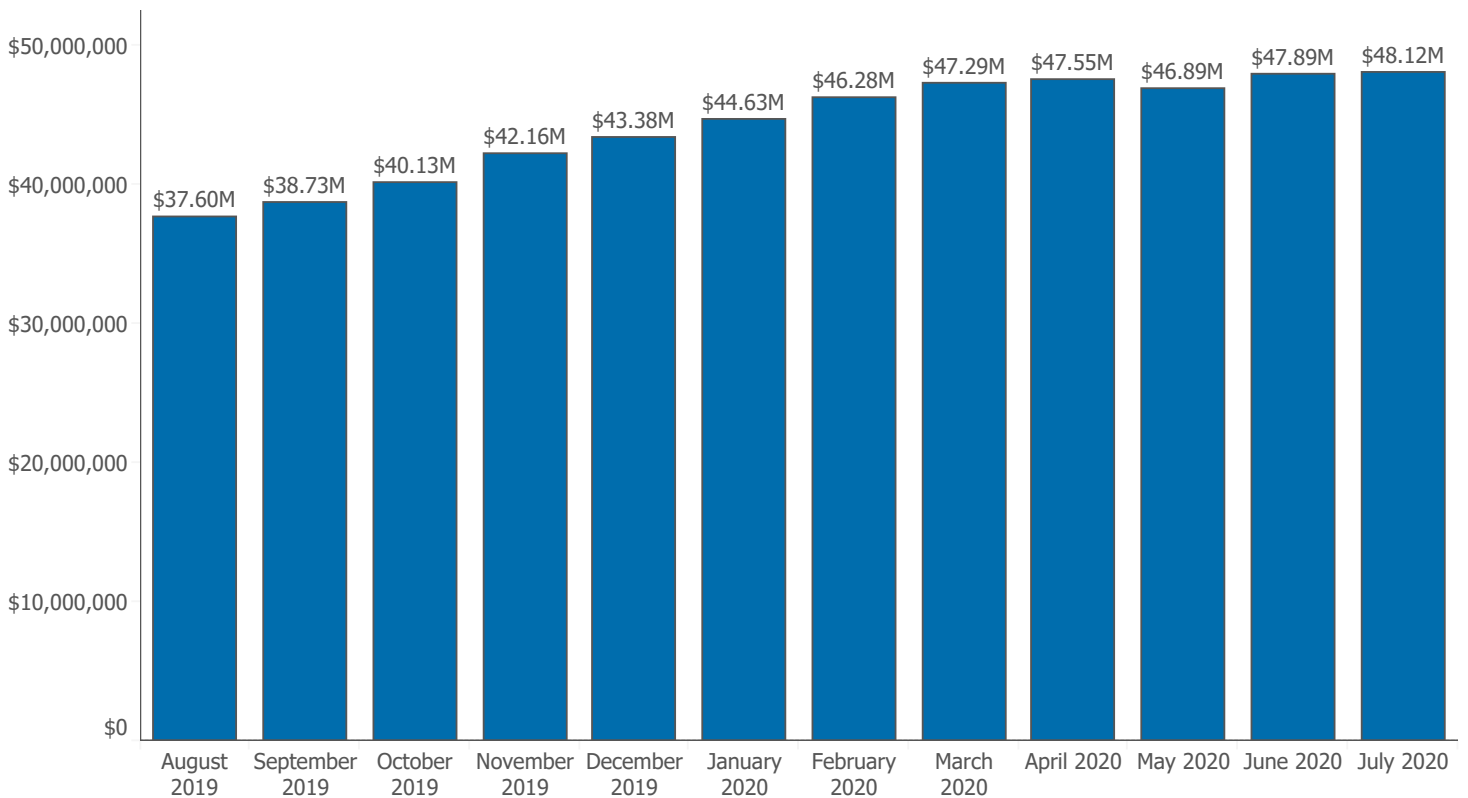
Base premium of policies bound during the reporting period includes cancellations and endorsements and is measured on the bound date of policies.

Base Premium by Month

CURRENT YEAR | **PRIOR YEAR**



Rolling 12 Months Base Premium



Strictly Commercial-in-Confidence

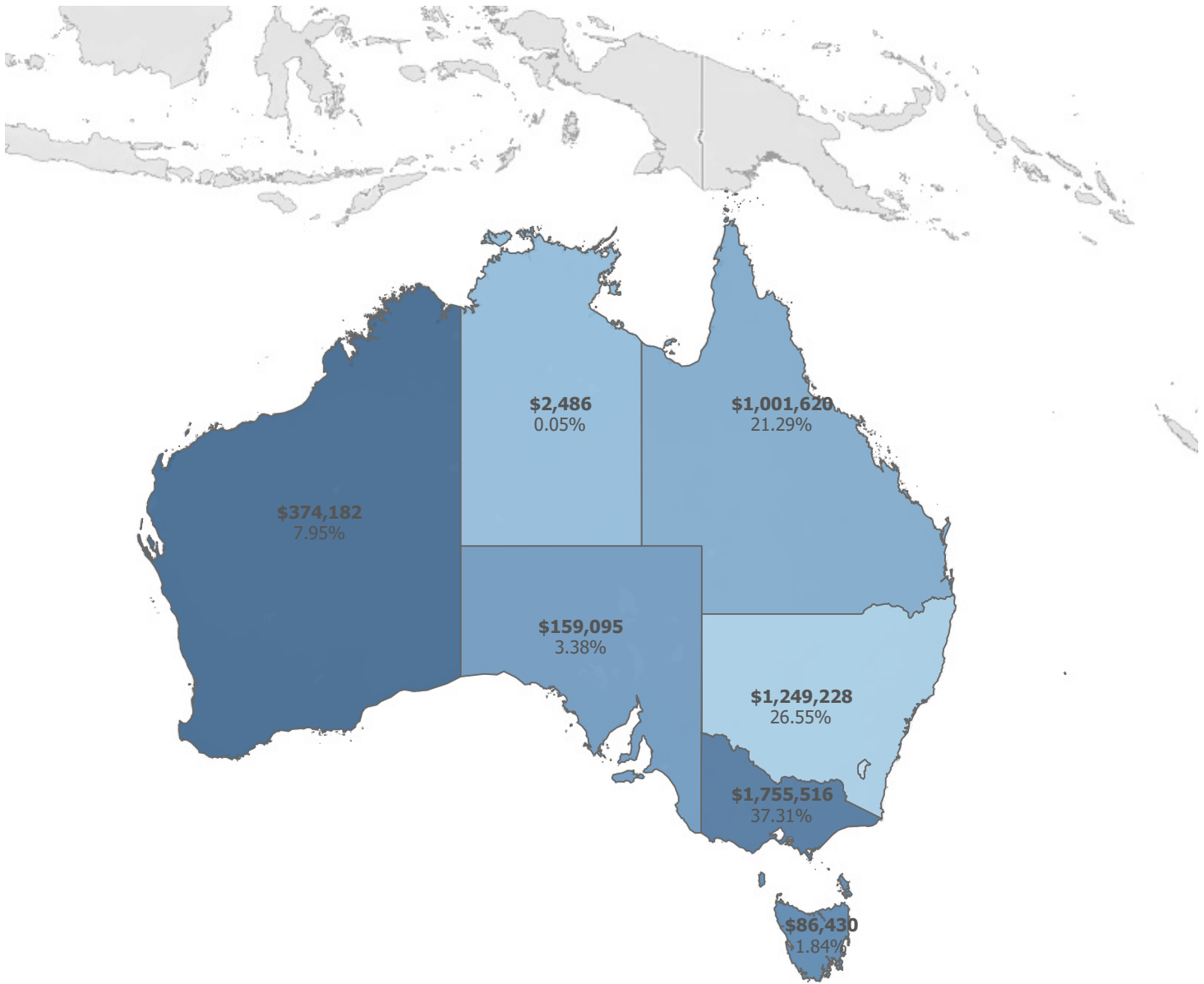
State Activity

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 01/07/2020

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Grand Total
New Business	\$25,511	\$517,409	\$1,004	\$317,630	\$72,732	\$40,502	\$496,089	\$151,152	\$1,622,028
Renewals	\$51,549	\$731,820	\$1,483	\$683,990	\$86,363	\$45,927	\$1,259,427	\$223,031	\$3,083,589
Grand Total	\$77,060	\$1,249,228	\$2,486	\$1,001,620	\$159,095	\$86,430	\$1,755,516	\$374,182	\$4,705,617

Base Premium Breakdown by State for 01/07/2020



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
28,907	11,816	15,578	1,601

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
329	8,625	92	6,232	1,282	1,015	7,920	3,412

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	113	3,261	51	3,008	491	477	3,143	1,272

Decline Rate	34.35%	37.81%	55.43%	48.27%	38.30%	47.00%	39.68%	37.28%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	208	4,891	34	3,010	714	482	4,287	1,952

Quote Rate	96.30%	91.18%	82.93%	93.36%	90.27%	89.59%	89.74%	91.21%
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Bound Opportunities

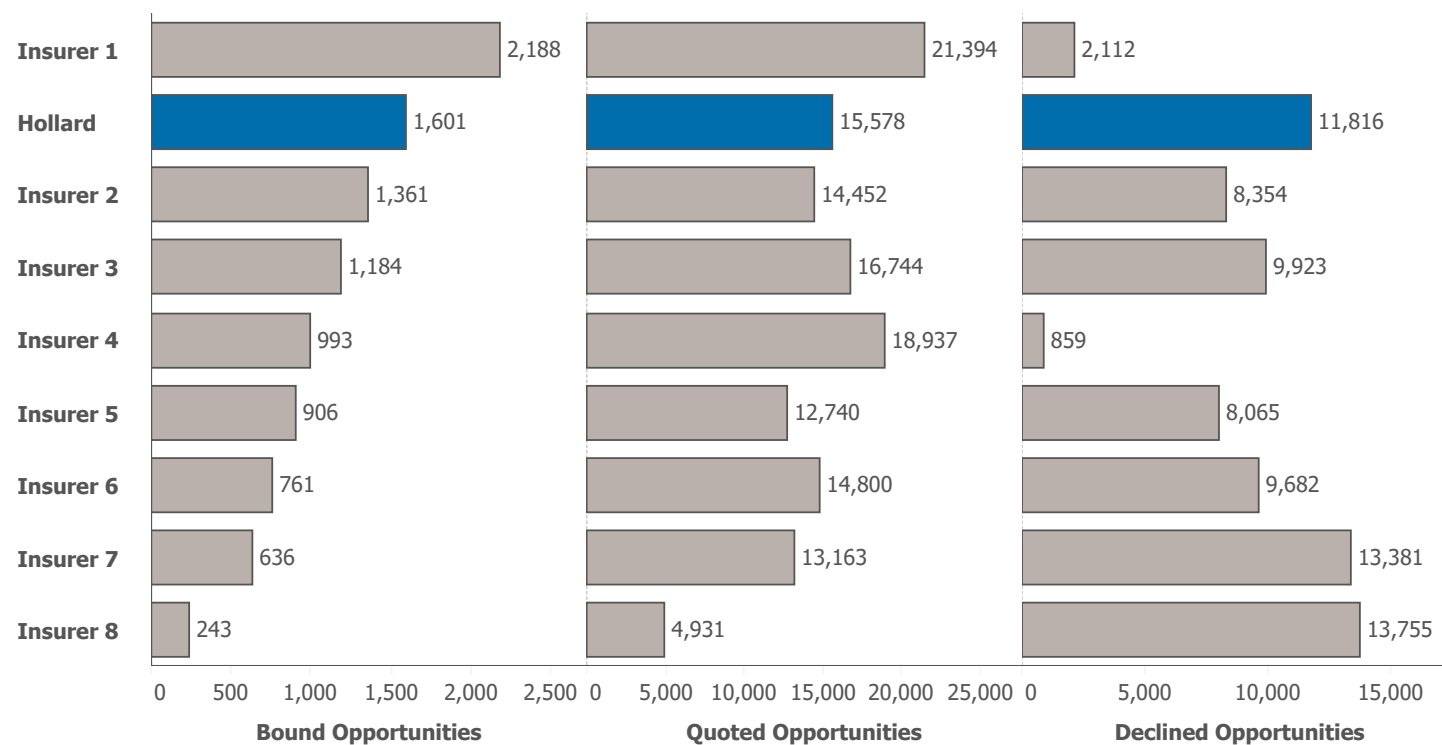
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	24	506	2	346	60	40	415	208

Strike Rate	11.54%	10.35%	5.88%	11.50%	8.40%	8.30%	9.68%	10.66%
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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



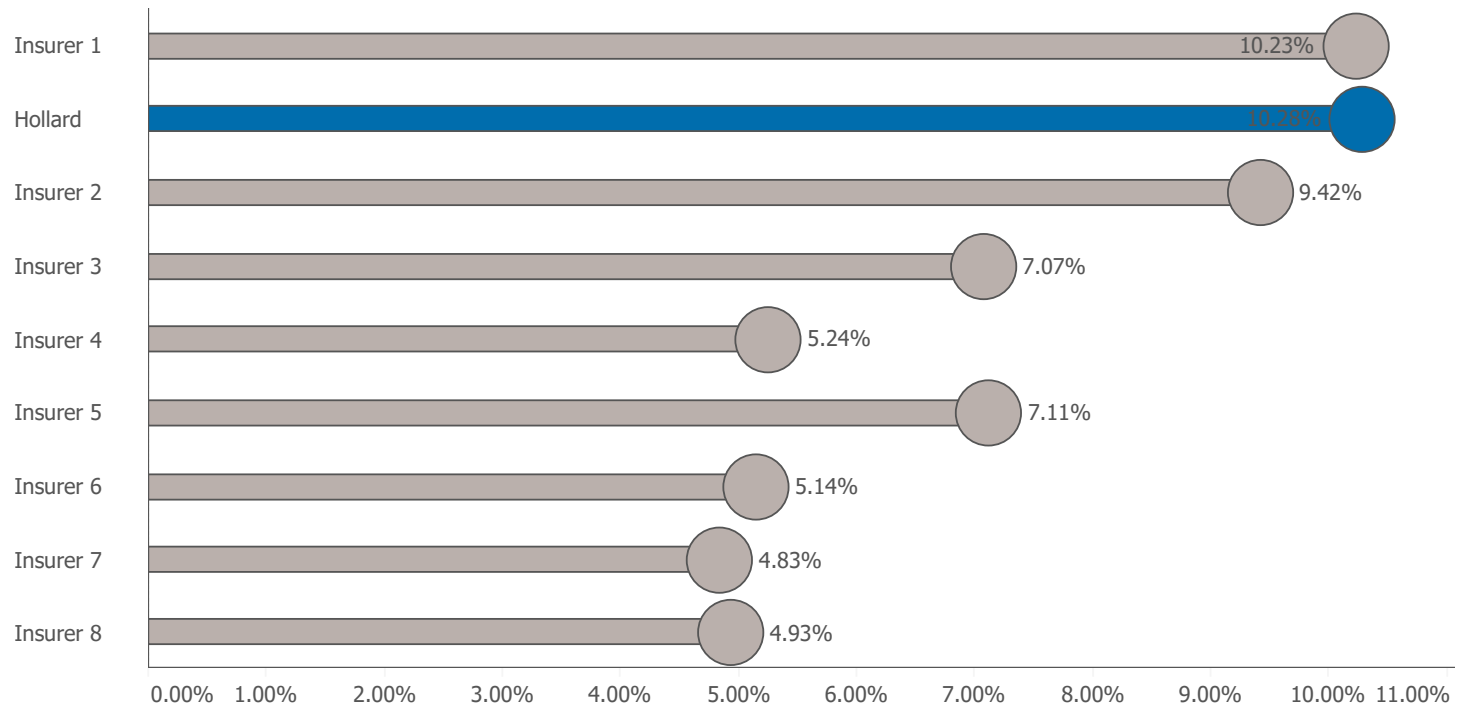
Opportunity Comparison by Insurer

	Insurer 1	Hollard	Insurer 2	Insurer 3	Insurer 4	Insurer 5	Insurer 6	Insurer 7	Insurer 8
Total Opportunities	30,211	28,907	30,341	29,810	30,119	28,702	29,861	29,617	29,721
Declined Opportunities	2,112	11,816	8,354	9,923	859	8,065	9,682	13,381	13,755
Decline Rate	6.99%	40.88%	27.53%	33.29%	2.85%	28.10%	32.42%	45.18%	46.28%
Quoted Opportunities	21,394	15,578	14,452	16,744	18,937	12,740	14,800	13,163	4,931
Bound Opportunities	2,188	1,601	1,361	1,184	993	906	761	636	243
Strike Rate	10.23%	10.28%	9.42%	7.07%	5.24%	7.11%	5.14%	4.83%	4.93%

Strike Rate

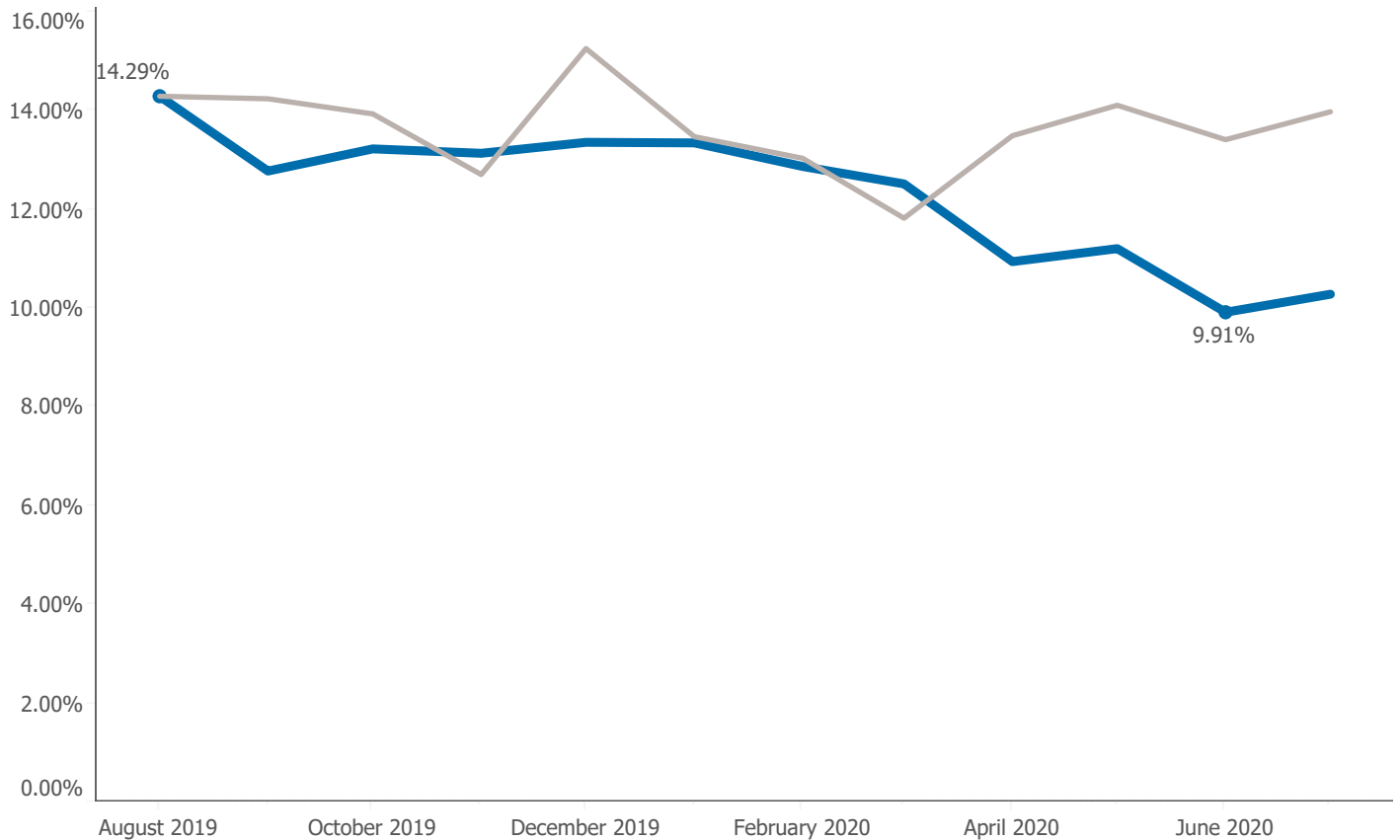
The strike rate is the total bound opportunities divided by the number of quoted opportunities and is measured at the inception date of the opportunity across all new business transactions.

Strike Rate Insurer Comparison for 01/07/2020



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

2,470

Declined Opportunities

18

Quoted Opportunities

2,381

Bound Opportunities

2,055

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
33	710	2	516	100	52	845	212

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	2	4	0	5	1	1	3	2

Decline Rate	6.06%	0.56%	0.00%	0.97%	1.00%	1.92%	0.36%	0.94%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	31	683	2	497	97	50	815	206

Quote Rate	100.00%	96.74%	100.00%	97.26%	97.98%	98.04%	96.79%	98.10%
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Bound Opportunities

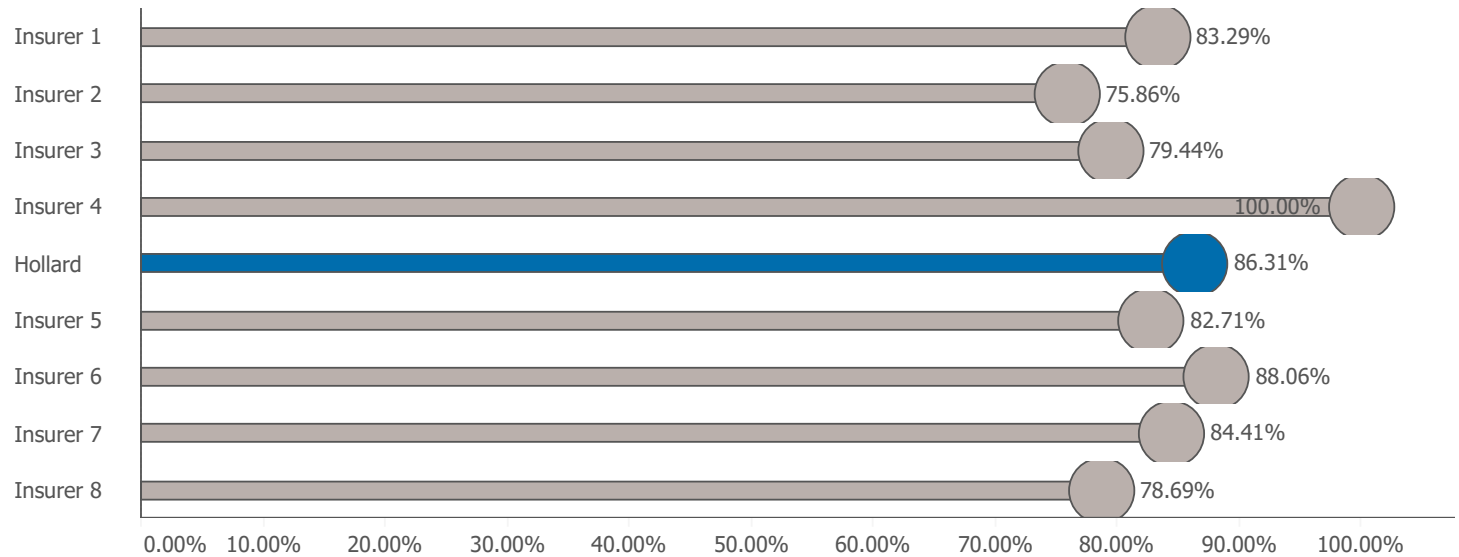
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	27	573	0	427	86	49	728	165

Retention Rate	87.10%	83.89%	0.00%	85.92%	88.66%	98.00%	89.33%	80.10%
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Renewal Retention

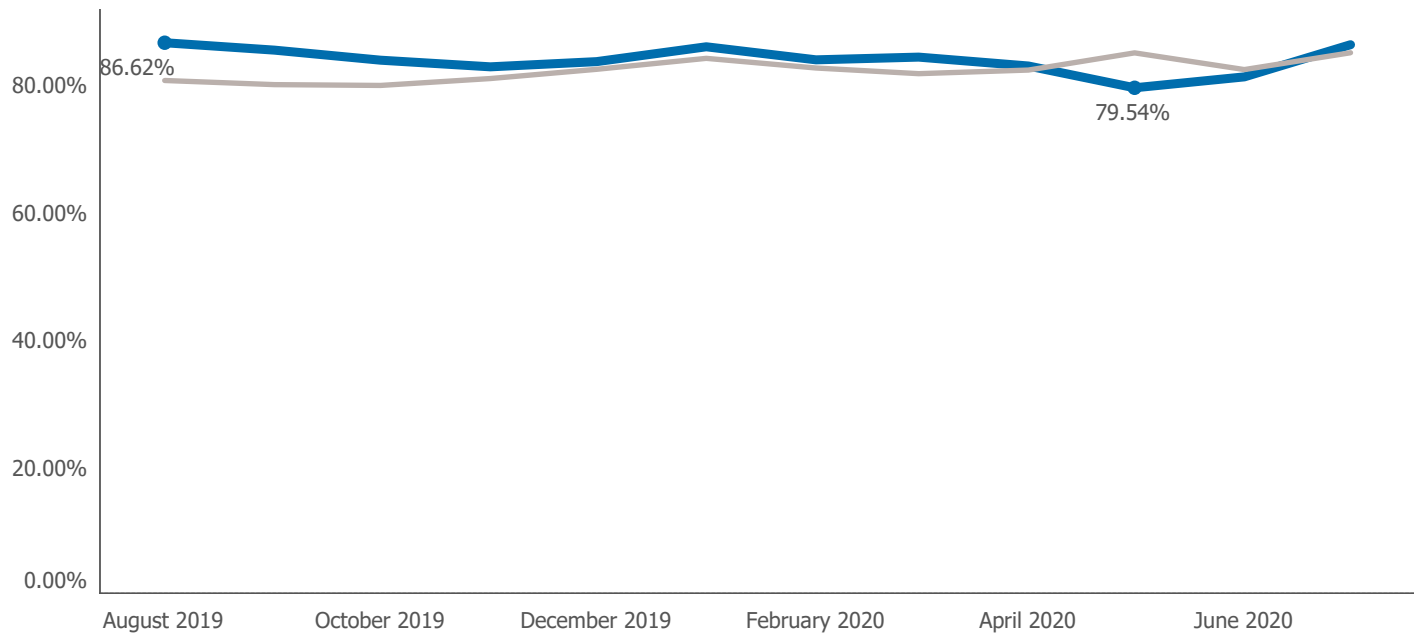
Renewal retention is based on the inception date of all renewal quotes, and is calculated as the total bound renewal opportunities divided by the number of quoted renewal opportunities.

Renewal Retention Rate Insurer Comparison for 01/07/2020



Renewal Retention by Month

CURRENT YEAR | **PRIOR YEAR**

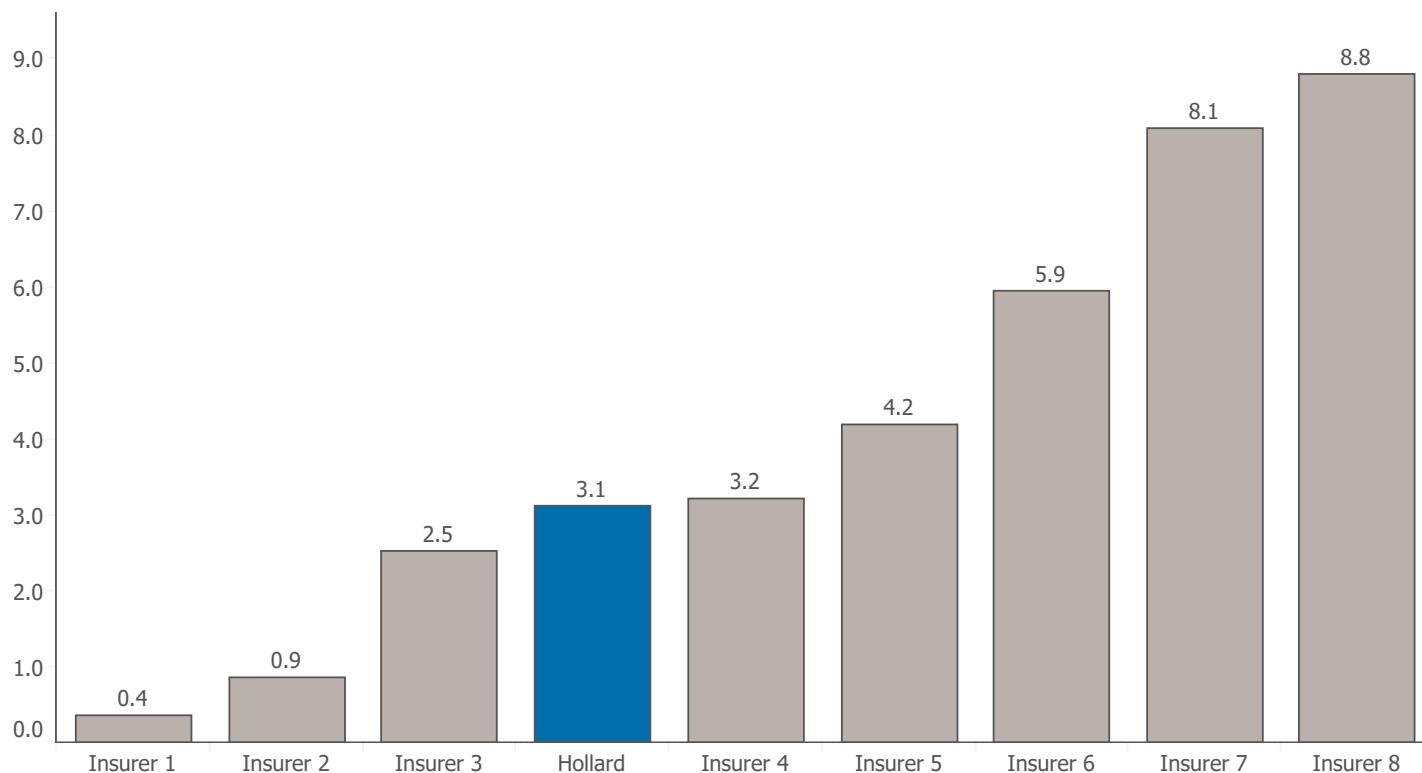


Renewal Retention Breakdown

Response Times

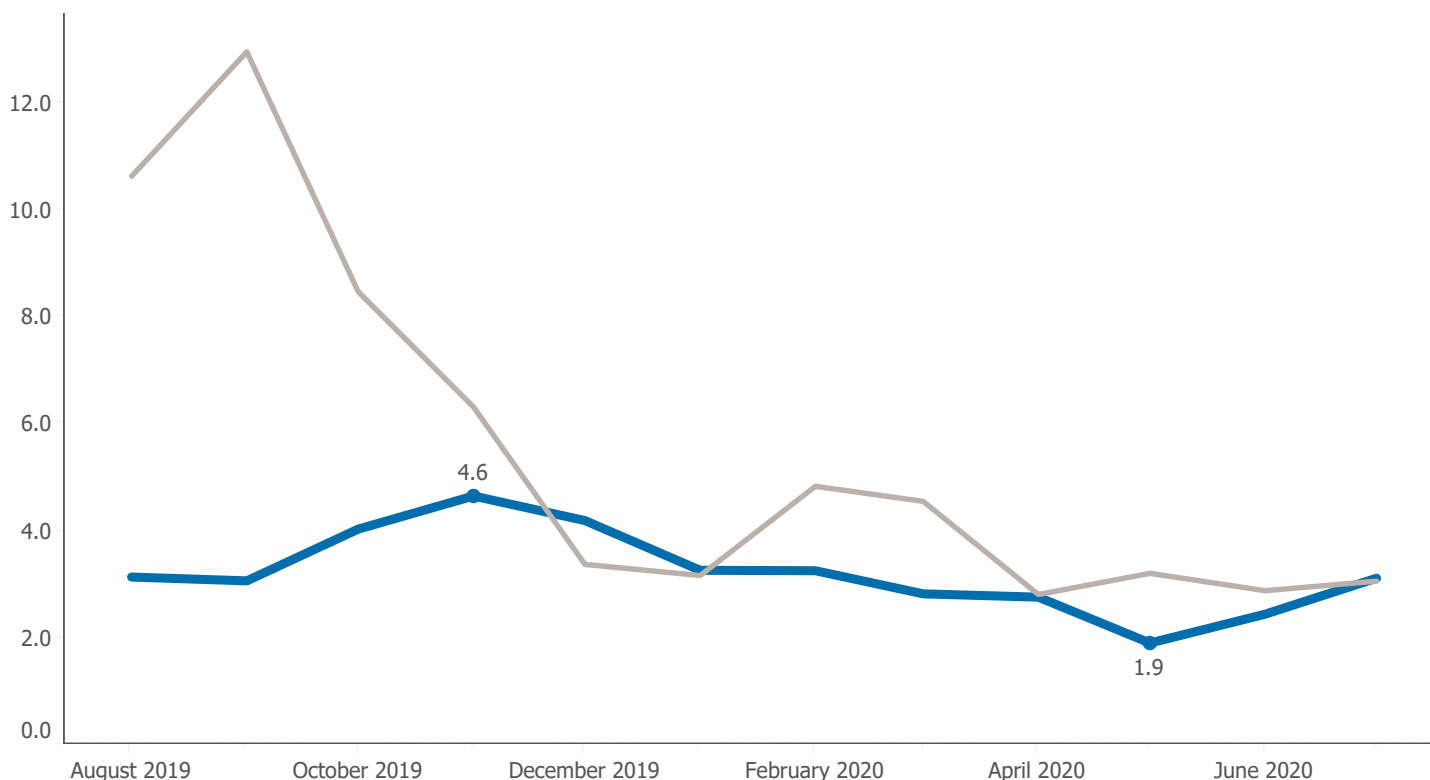
Response time is the average time between a broker sending a quote request message and the insurer responding to the message. It excludes auto rated responses where applicable. The time is calculated between the hours of 9am - 5pm AEST, Monday to Friday, inclusive of public holidays and is reported at 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)	1,306	629	143
Property Owner - Factory/Industrial	751	320	90
Plumber	354	231	41
Electrician	323	218	60
Carpenter	291	267	53
Property Owner - Office (Single Storey)	278	153	28
Handyman / Property Maintenance	243	123	23
Hairdressing Service	231	203	55
Restaurant, Licensed, With Deep Frying	229	146	25
Property Owner - Warehouse	209	92	25
Property Owner - Office (Multi Storey)	195	79	28
Property Owner - Noc	194	65	4
Accountant	150	136	41
Beauty Salon Operation	140	114	27
Cafe Operation, Not Licensed With Deep Frying	139	111	24
Real Estate Agency Service	130	116	32
Cleaning Service Noc	130	91	18
Road Freight Transport Service - No Storage	129	22	0
Plasterer / Gyprocker	127	120	35
Earthmoving	126	26	1

Top 20 Presented Occupations across SCTP Portfolio

	Presented Opportunities	Quoted Opportunities	Bound Opportunities
Property Owner - Retail (Not arcades/Malls)	1,708	1,590	808
Property Owner - Factory/Industrial	1,098	1,003	522
Plumber	474	459	240
Electrician	412	403	226
Property Owner - Office (Single Storey)	401	379	210
Carpenter	381	376	207
Hairdressing Service	353	341	210
Handyman / Property Maintenance	306	301	162
Property Owner - Warehouse	287	253	112
Restaurant, Licensed, With Deep Frying	271	246	87
Property Owner - Noc	260	221	83
Property Owner - Office (Multi Storey)	258	248	133
Road Freight Transport Service - No Storage	206	200	102
Accountant	192	189	105
Earthmoving	187	183	100
Beauty Salon Operation	178	174	85
Real Estate Agency Service	172	169	89
Cleaning Service Noc	167	159	63
Cafe Operation, Not Licensed With Deep Frying	157	151	65
Plasterer / Gyprocker	143	139	69

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	1,231	766	195
Ausure Insurance Brokers	1,230	817	187
CBN	986	641	173
United Insurance Group	654	456	106
Community Broker Network	480	312	71
Regional Insurance Brokers Pty Ltd	479	177	38
Elliott Insurance Brokers	250	197	79
Insurance House Pty Ltd	241	140	10
Steadfast Taswide Insurance Brokers	216	115	15
Consolidated Insurances Pty Ltd	190	112	33
Macey Insurance Brokers Pty Ltd	189	103	1
McLardy McShane Partners Pty Ltd	186	116	29
Pollard Insurance Brokers Pty Ltd	183	115	34
Centrewest Insurance Brokers Pty Ltd	172	101	9
Consolidated Insurance Agencies Pty Ltd	161	102	29
Insurance House Advance	145	88	11
Brookvale Insurance Brokers	136	81	17
PSC Connect Pty Ltd (VIC)	135	89	19
PSC Connect Pty Ltd (QLD)	125	68	8
Oracle Group (Australia) Pty Ltd	118	70	14
BJS Insurance Brokers Pty Ltd	118	66	6
AIS Insurance Brokers	114	60	8
Blackburn Insurance Brokers Pty Ltd	111	86	24
Capital Innovation Insurance Group Pty Ltd	110	43	2
Tony Bemrose Insurance Brokers Pty Ltd	107	73	22
Steadfast Eastern Insurance Brokers	105	71	18
Steadfast IRS Pty Ltd	100	50	2
Reliance Franchise Partners	93	66	23
Network Insurance Group	93	52	12
BJS Insurance Brokers (Gippsland) Pty Ltd	93	53	6
Insurance Aid General Brokers Partnership Pty Ltd	92	45	5
The Insurance Centre Pty Ltd	91	54	21
Ian Hewitt & Associates	90	63	27
Australian Insurance Solutions - NSW	90	57	9
United Insurance - Winbeat site	86	60	16
Alliance Insurance Broking Services Pty Ltd	86	47	18
HWA Insurance Brokers	85	50	9
Action Insurance Brokers	85	56	11
PSC Connect Pty Ltd (NSW)	84	59	13
Steadfast NSG Insurance Brokers	80	36	5