

# **SCTP Commercial Insurer Performance Report**

Hollard Commercial Insurance - SCTP  
Commercial Motor

**July 2021**

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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

\$408,495

## Fiscal Year to Date Base Premium

\$408,495

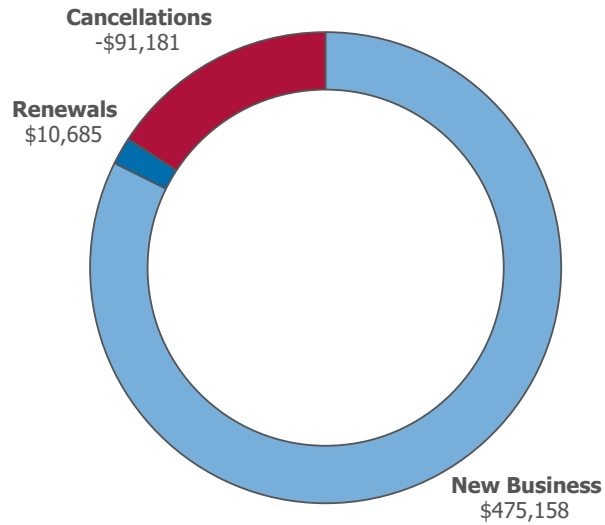
## Rolling 12 Base Premium

\$3,054,781

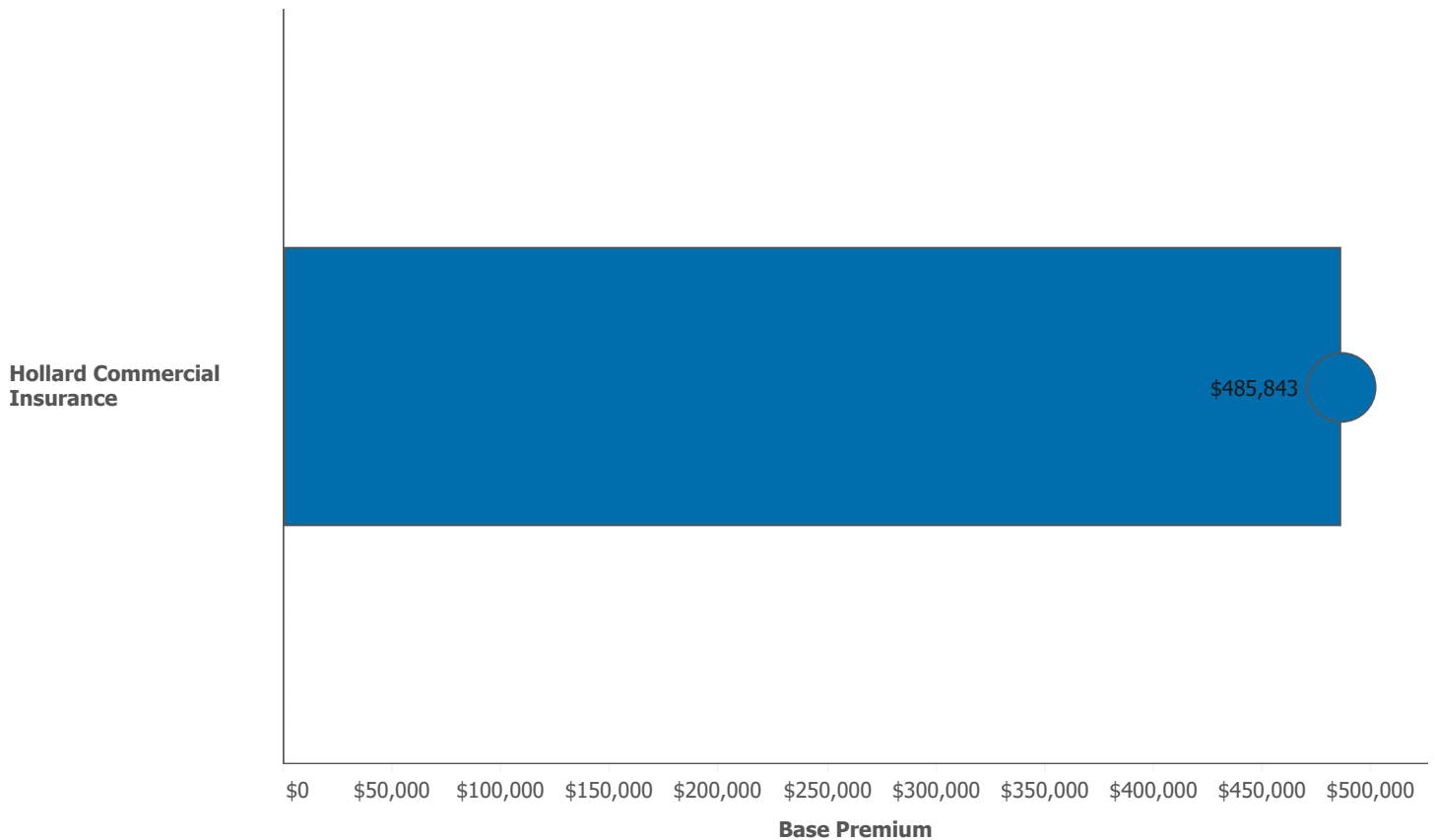
## Hollard Commercial Insurance - Average Base Premium

\$2,008

## Transaction Type Breakdown



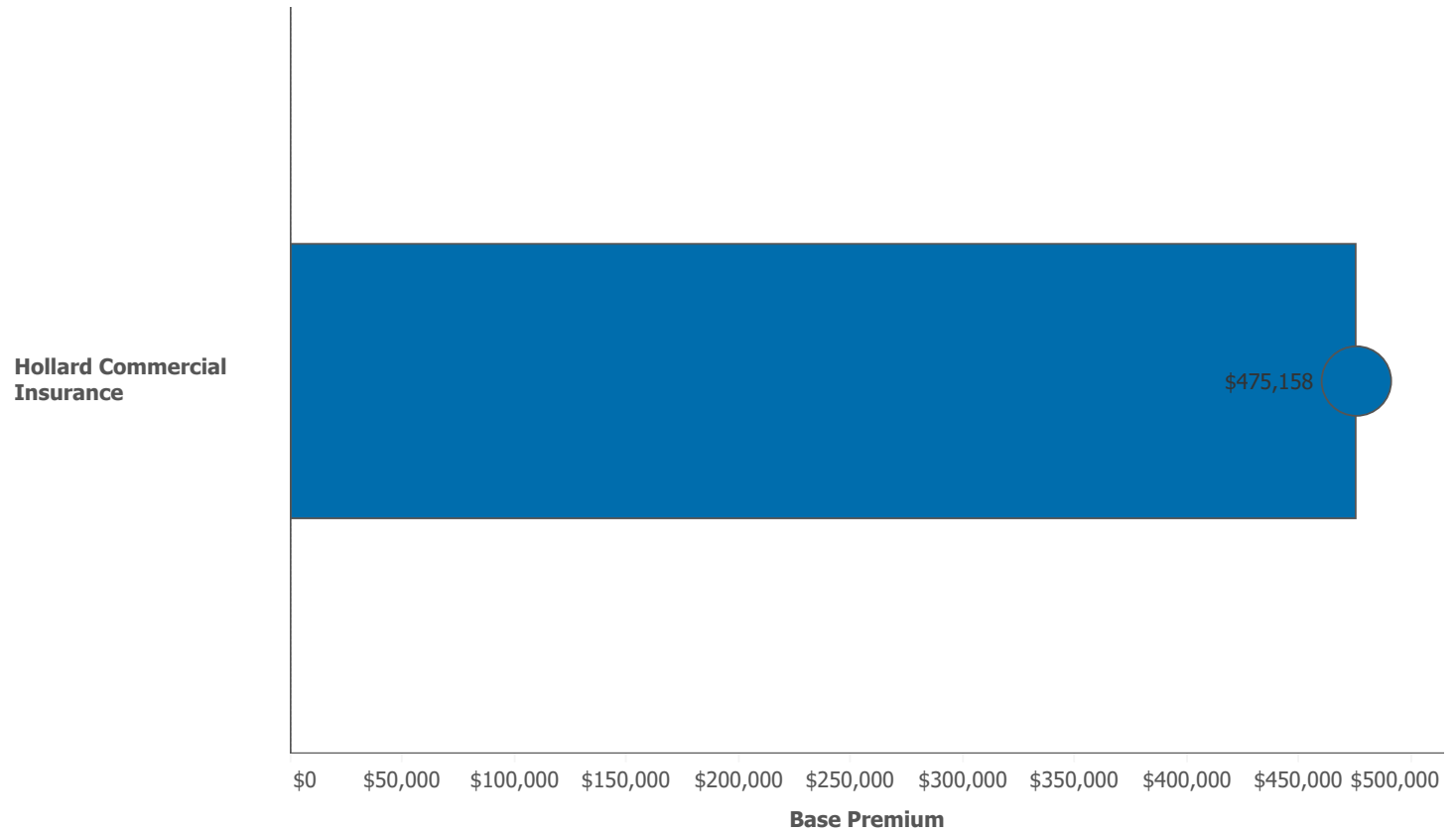
## Overall Insurer Comparison



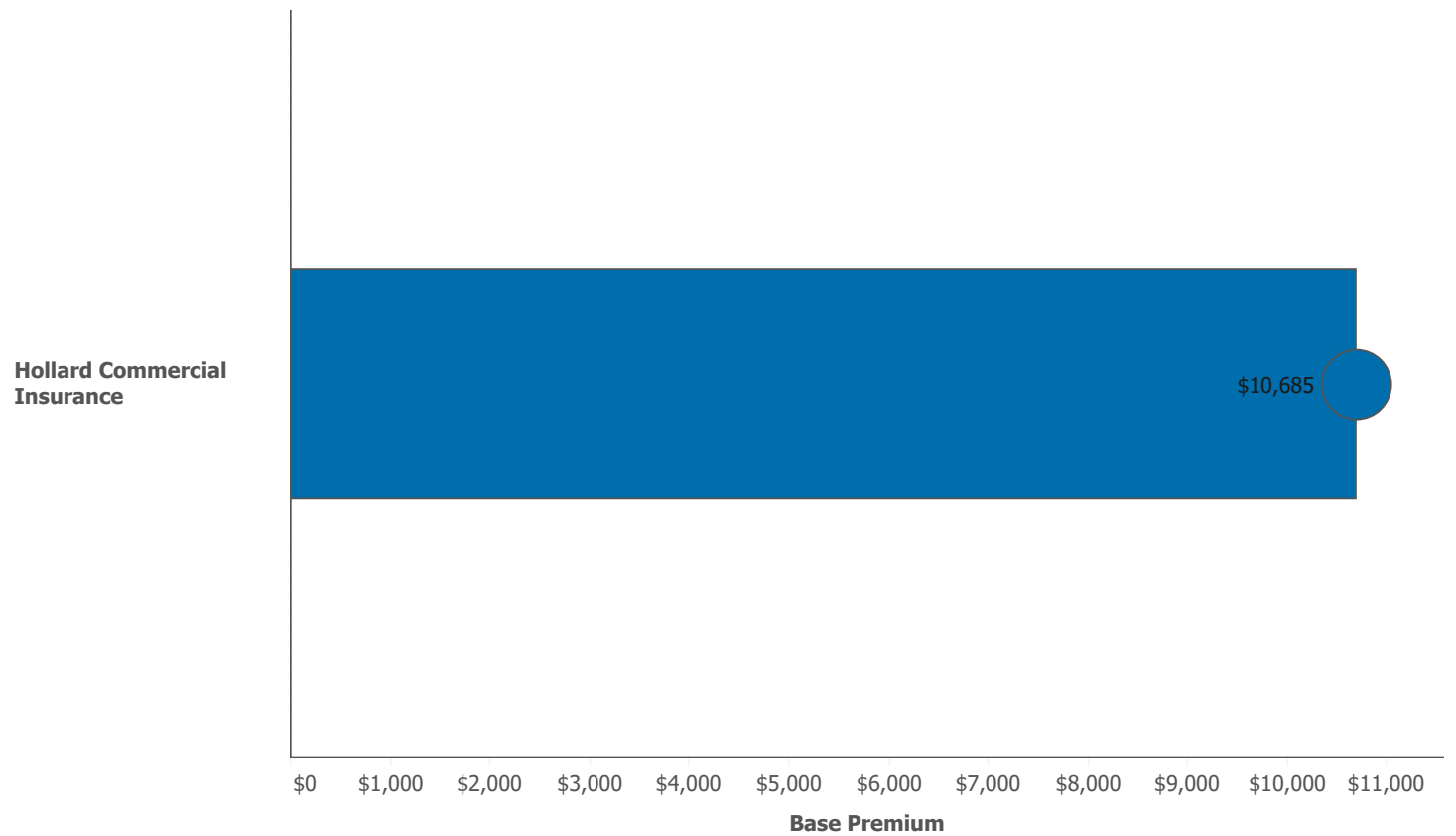
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# Base Premium

## New Business Insurer Comparison



## Renewal Insurer Comparison



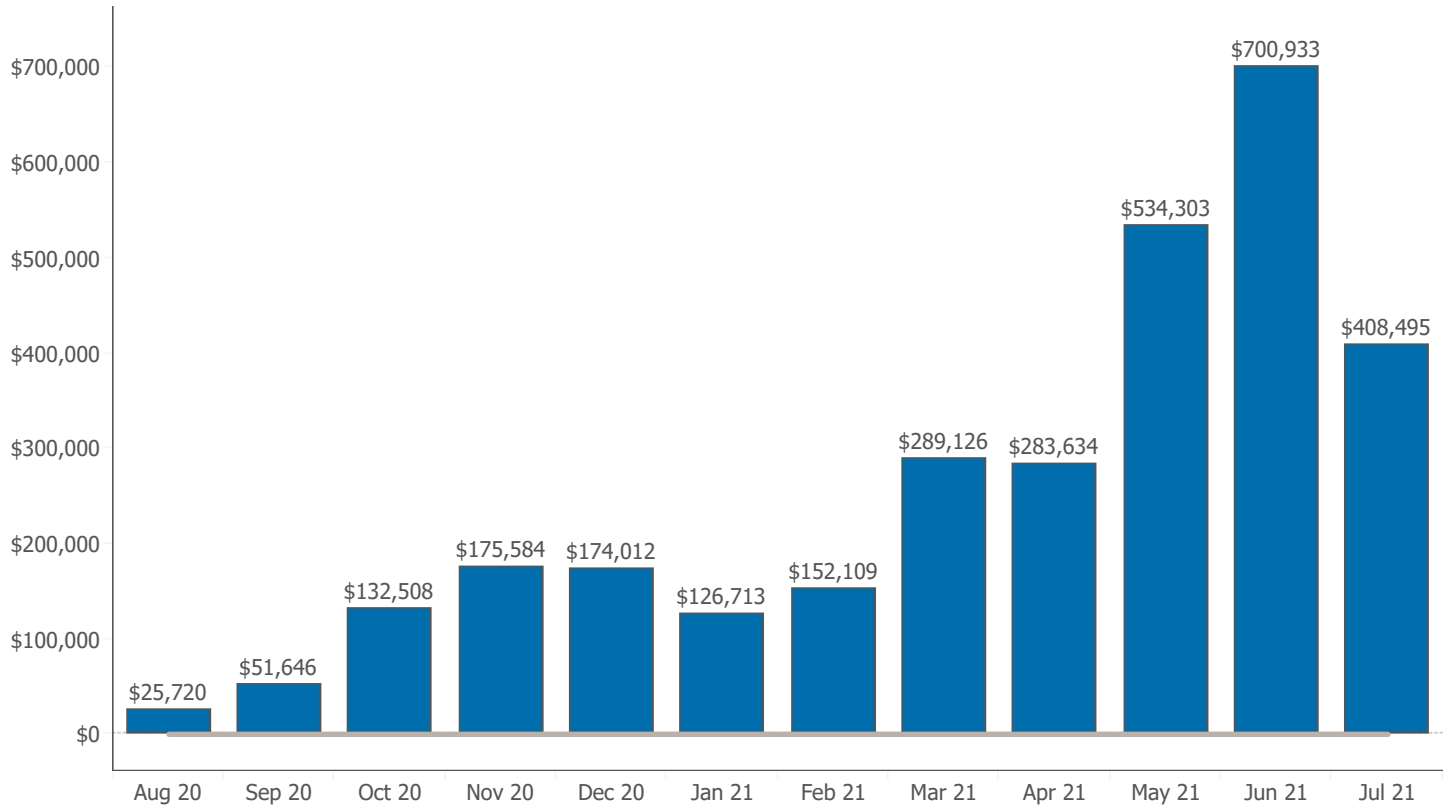
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# Base Premium

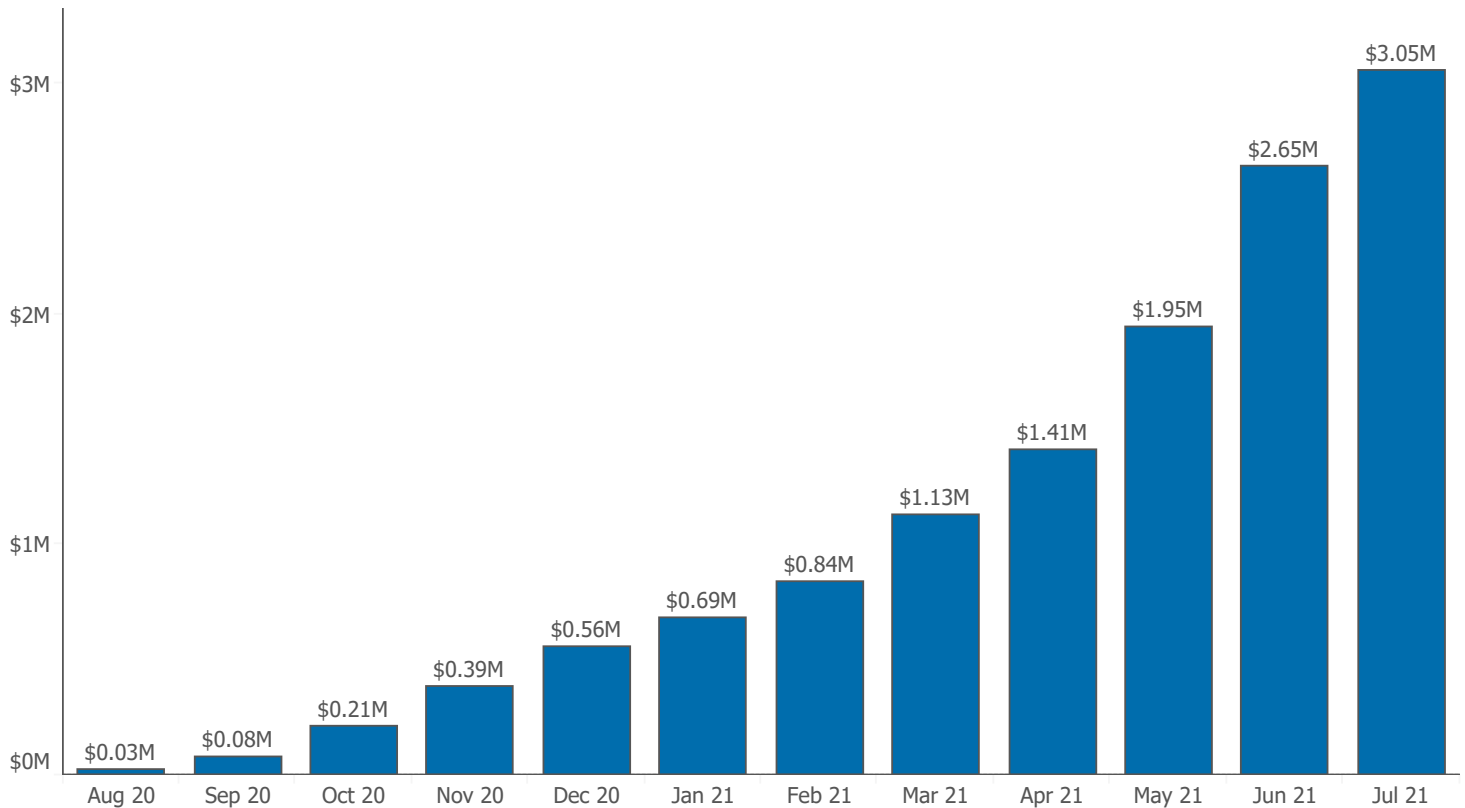
Base premium of policies bound during the reporting period includes cancellations and endorsements and is measured on the bound date of policies.

## Base Premium by Month

CURRENT YEAR | PRIOR YEAR



## Rolling 12 Months Base Premium



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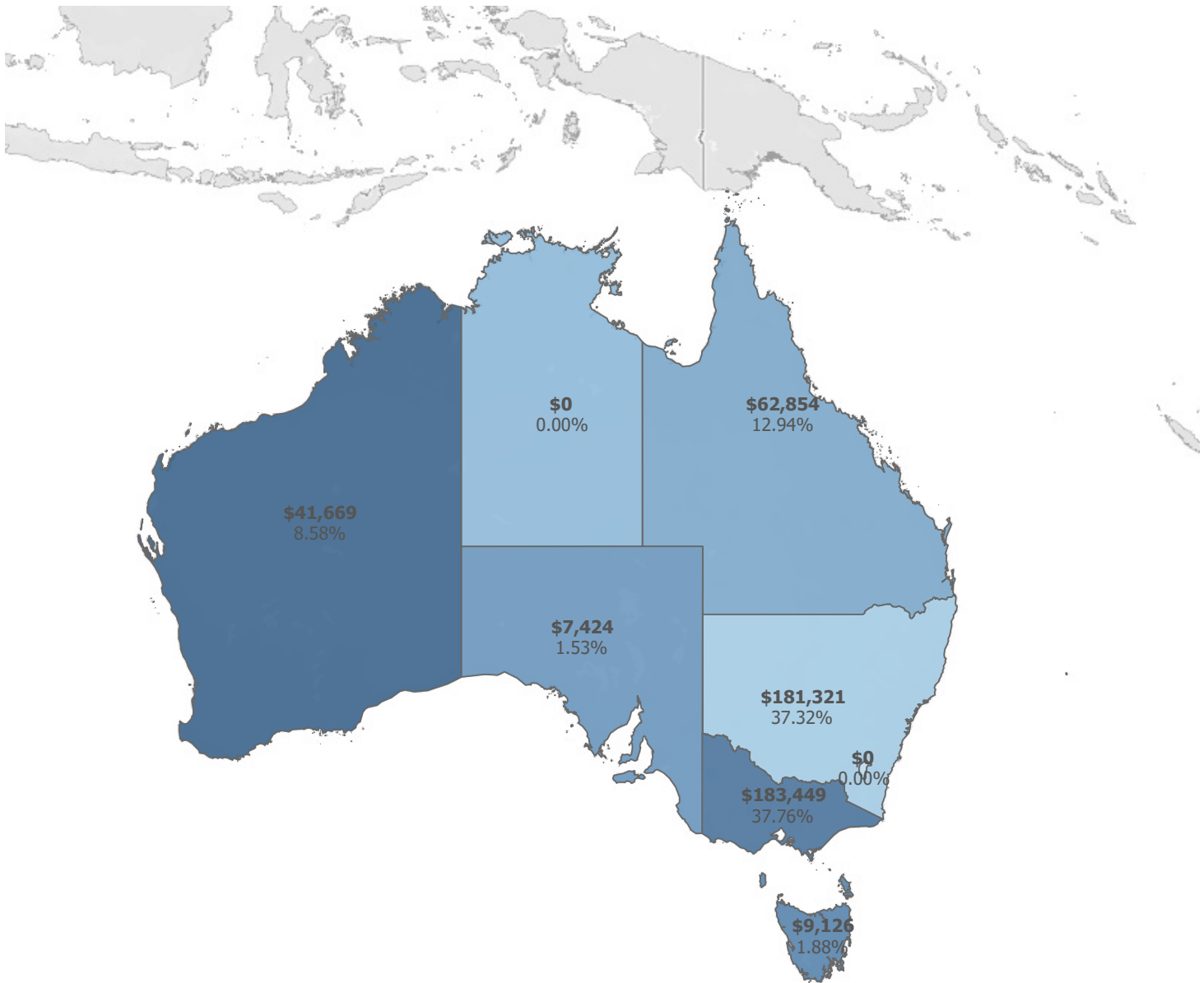
# State Activity

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 01/07/2021

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Grand Total
<b>New Business</b>	\$0	\$181,321	\$0	\$62,854	\$7,424	\$9,126	\$176,260	\$38,173	<b>\$475,158</b>
<b>Renewals</b>	\$0	\$0	\$0	\$0	\$0	\$0	\$7,189	\$3,496	<b>\$10,685</b>
<b>Grand Total</b>	<b>\$0</b>	<b>\$181,321</b>	<b>\$0</b>	<b>\$62,854</b>	<b>\$7,424</b>	<b>\$9,126</b>	<b>\$183,449</b>	<b>\$41,669</b>	<b>\$485,843</b>

## Base Premium Breakdown by State for 01/07/2021



# 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**

3,064

**Declined Opportunities**

998

**Quoted Opportunities**

1,981

**Bound Opportunities**

247

## Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
21	825	9	674	142	102	912	379

## Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	9	306	2	218	49	30	257	127

Decline Rate	42.86%	37.09%	22.22%	32.34%	34.51%	29.41%	28.18%	33.51%
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## Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	12	507	7	440	88	64	630	233

Quote Rate	100.00%	97.69%	100.00%	96.49%	94.62%	88.89%	96.18%	92.46%
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## Bound Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	0	65	0	54	7	7	86	28

Strike Rate	0.00%	12.82%	0.00%	12.27%	7.95%	10.94%	13.65%	12.02%
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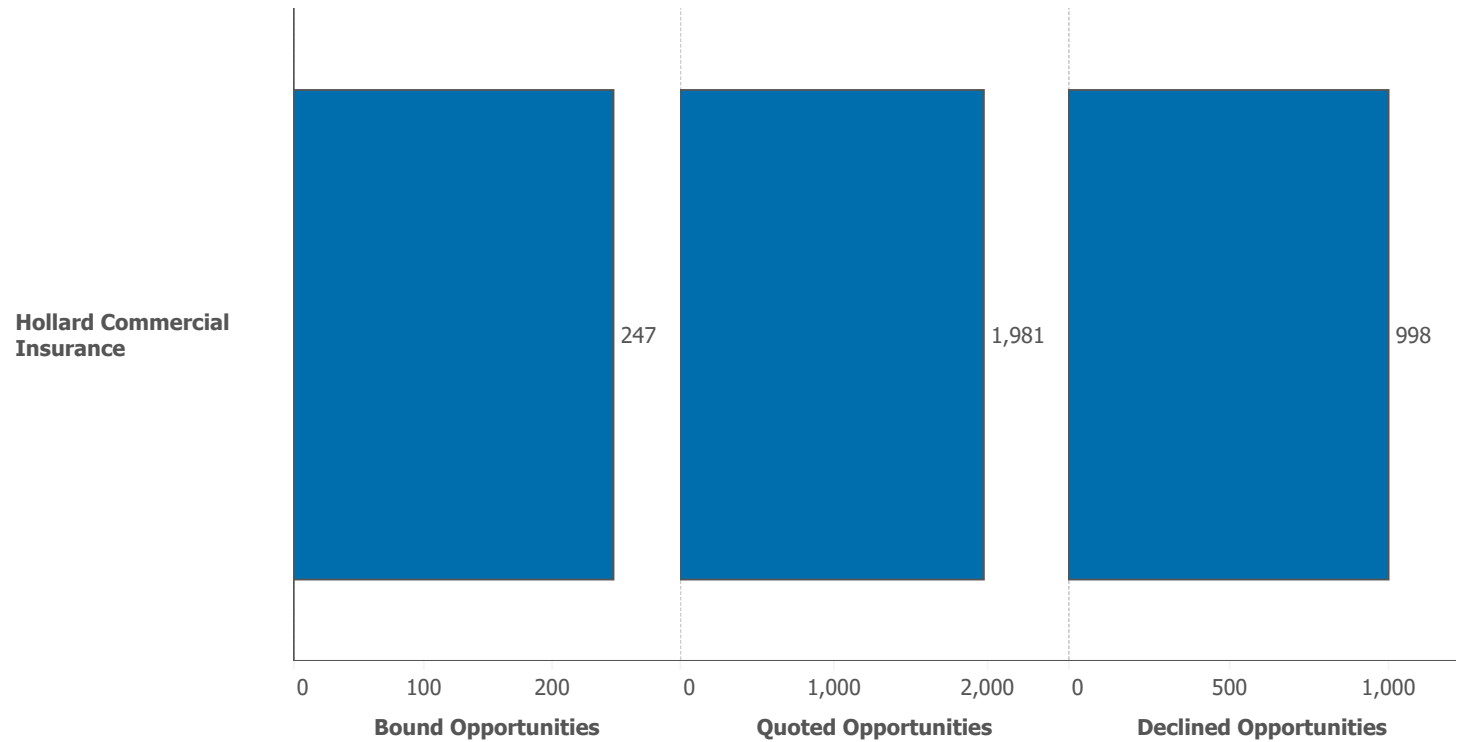
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# New Business Opportunities - Insurer Comparison

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

### Hollard Commercial Insurance

Total Opportunities	3,064
Declined Opportunities	998
Decline Rate	32.57%
Quoted Opportunities	1,981
Bound Opportunities	247
Strike Rate	12.47%

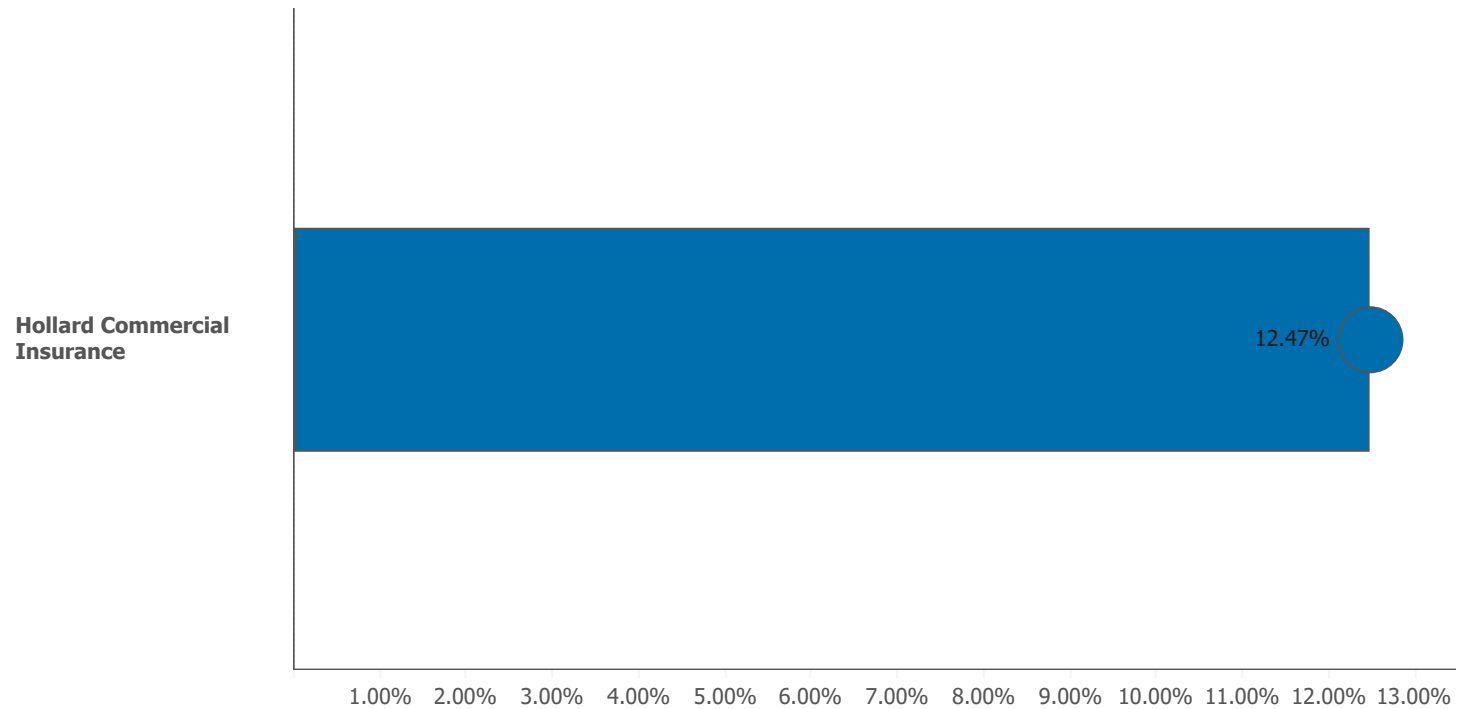
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# Strike Rate

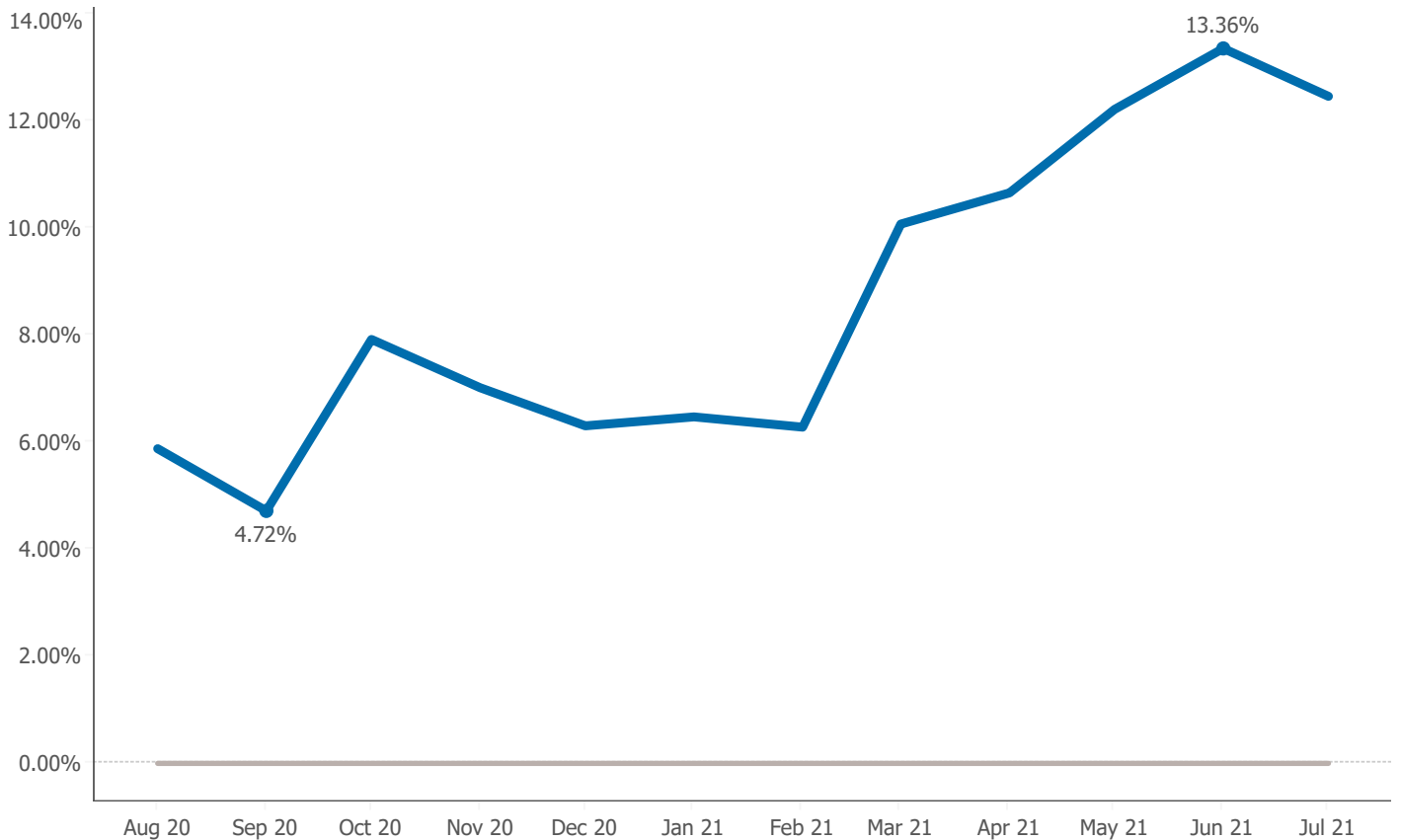
The strike rate is the total bound opportunities divided by the number of quoted opportunities and is measured at the inception date of the opportunity across all new business transactions.

## Strike Rate Insurer Comparison for 01/07/2021



## Strike Rate by Month

**CURRENT YEAR** | **PRIOR YEAR**



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# 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

## Declined Opportunities

0

## Quoted Opportunities

2

## Bound Opportunities

1

## Total Opportunities

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

## Declined Opportunities

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

Decline Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
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## Quoted Opportunities

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

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

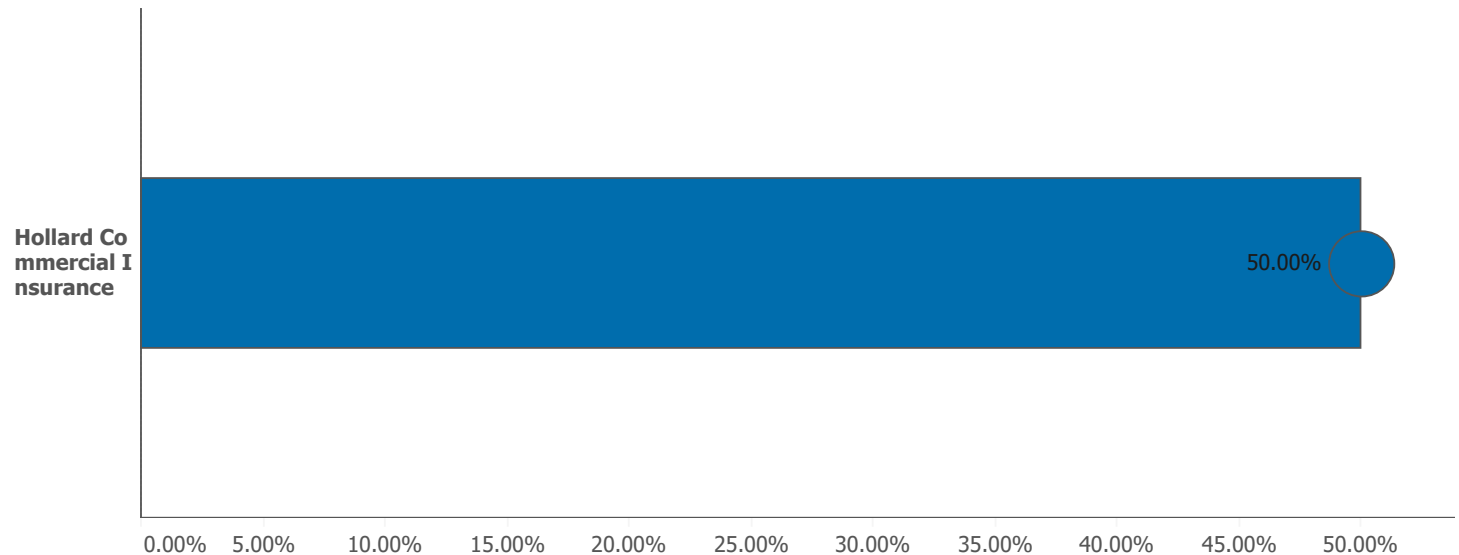
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	0	0	0	0	0	0	0	1

Retention Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%
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# Renewal Retention

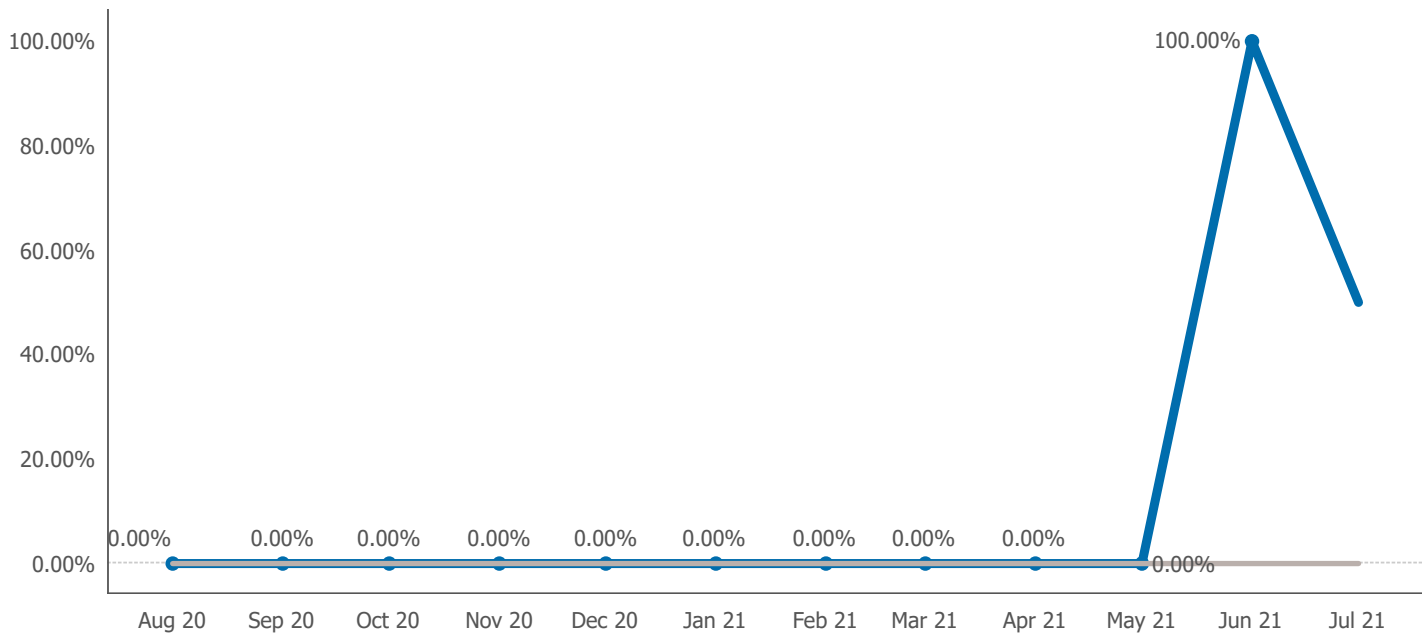
Renewal retention is based on the inception date of all renewal quotes, and is calculated as the total bound renewal opportunities divided by the number of quoted renewal opportunities.

## Renewal Retention Rate Insurer Comparison for 01/07/2021

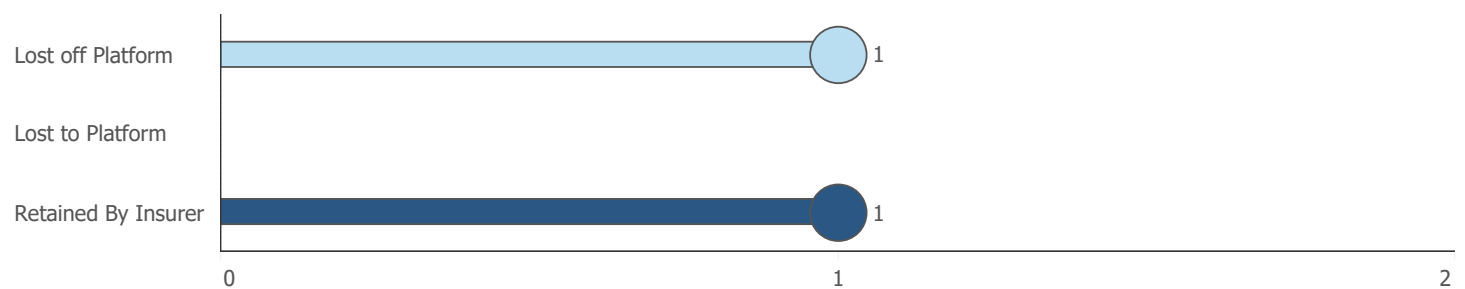


## Renewal Retention by Month

CURRENT YEAR | PRIOR YEAR



## Renewal Retention Breakdown

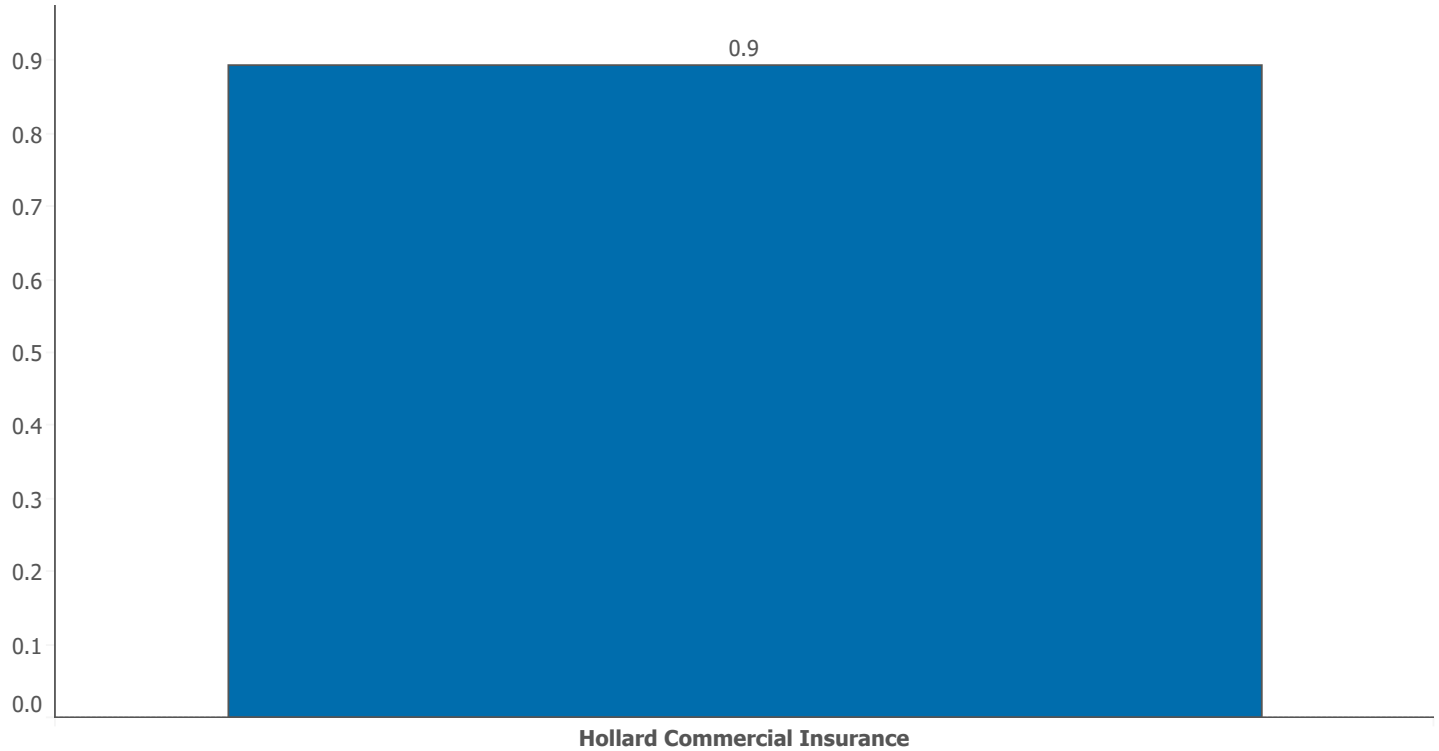


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# Response Times

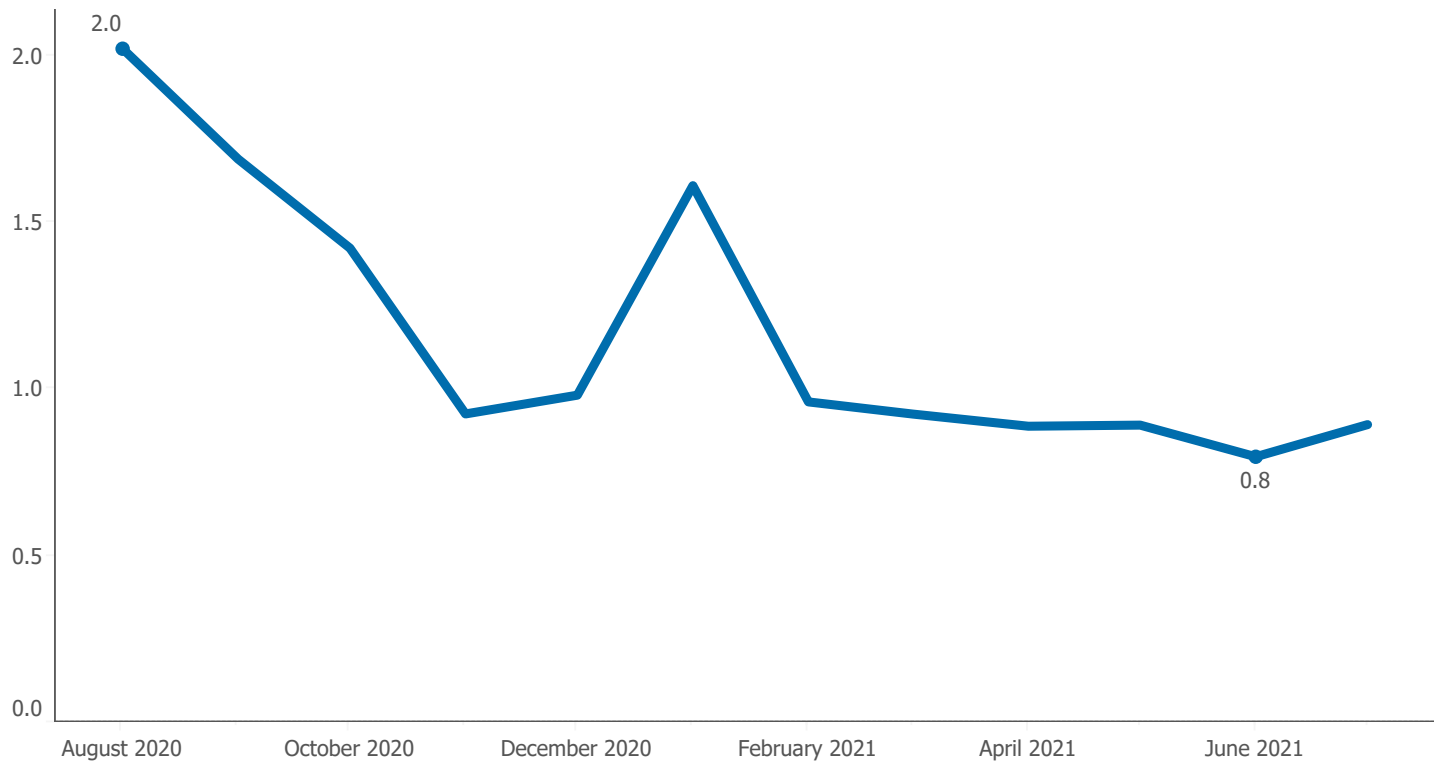
Response time is the average time between a broker sending a quote request message and the insurer responding to the message. It excludes auto rated responses where applicable. The time is calculated between the hours of 9am - 5pm AEST, Monday to Friday, inclusive of public holidays and is reported at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

## Response Time (Hours) Insurer Comparison



## Response Time (Hours) by Month

**CURRENT YEAR** | PRIOR YEAR



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# 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
Electrician	117	100	12
Plumber	116	88	9
Earthmoving	78	48	2
Carpenter	67	46	8
Road Freight Transport Service - No Storage	64	0	0
Motor Mechanics	50	34	5
Electricians - Commercial	26	20	3
Handyman / Property Maintenance	26	22	1
Cleaning Service Noc	15	12	3
Property Owner - Noc	13	10	0
Restaurant, Licensed, With Deep Frying	5	4	0
Hairdressing Service	4	4	2
Property Owner - Retail (Not arcades/Malls)	4	4	1
Beauty Salon Operation	3	3	0
Property Owner - Office (Single Storey)	3	2	0
Cafe Operation, Not Licensed With Deep Frying	1	1	1
Property Owner - Factory/Industrial	1	1	0
Property Owner - Office (Multi Storey)	1	1	1

## Top 20 Presented Occupations across SCTP Portfolio

	Presented Opportunities	Quoted Opportunities	Bound Opportunities
Plumber	137	119	31
Electrician	136	125	36
House Construction/Alteration Owner Builder	88	72	18
Earthmoving	87	70	13
Carpenter	77	67	18
Road Freight Transport Service - No Storage	65	1	0
Motor Mechanics	58	47	18
Real Estate Agency Service	55	47	20
Cabinet Manufacturing - Other	41	32	5
Concreter	41	33	4
Business Administrative Services (General)	40	38	10
House Construction	38	33	8
Residential Building Construction Noc	36	30	4
Delivery Service, Road (Ex. Courier)	35	4	0
Handyman / Property Maintenance	31	30	6
Mobile Motor Mechanics	31	26	6
Courier Service	29	1	0
Electricians - Commercial	26	23	4
Plasterer / Gyprocker	26	24	12
Insurance Broking Service	25	25	11

# 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	190	110	20
Resilium Insurance Broking Pty Ltd	185	104	15
CBN	160	103	28
Ausure Insurance Brokers	129	85	13
Consolidated Insurances Pty Ltd	71	49	4
Insurance House Advance	69	43	4
Oracle Group (Australia) Pty Ltd	67	49	9
McLardy McShane Partners Pty Ltd	64	48	5
Insurance House Pty Ltd	59	41	3
Centrewest Insurance Brokers Pty Ltd	49	34	4
PSC Connect Pty Ltd (QLD)	45	33	3
Garden State Insurance Brokers Pty Ltd	42	34	6
Regional Insurance Brokers Pty Ltd	41	27	4
Sear and Associates Insurance Brokers Pty Ltd	40	30	4
Apollo Risk Services	36	21	1
The Insurance Centre Pty Ltd	33	23	4
PSC Connect Pty Ltd (VIC)	32	24	5
PSC Connect Pty Ltd (NSW)	28	19	0
Edgar Insurance Brokers	26	20	2
Aviso (Fitzpatrick & Company Insurance Brokers Pty Ltd)	24	20	3
Aviso EIA Pty Ltd	24	12	0
Elliott Insurance Brokers	24	17	3
McKillops Insurance Brokers Pty Ltd	24	16	0
United Insurance - Winbeat site	23	19	5
Willis Temby Insurance Brokers (WA) Pty Ltd	23	18	5
United Insurance Group	22	13	1
Ballina Insurance Brokers Pty Ltd	21	12	0
Maxton Insurance Brokers	21	16	2
Dunk Insurance	20	9	1
Macey Insurance Brokers Pty Ltd	20	13	2
ADK Insurance Brokers Pty Ltd	18	10	0
Armstrongs Insurance Brokers	18	14	1
Edgewise Insurance Brokers Pty Ltd	18	12	0
Metrix Insurance Pty Ltd	18	13	1
Action Insurance Brokers Robina	17	12	6
Capital Innovation Insurance Group Pty Ltd	17	12	1
Australian Broker Network	16	13	3
CorpSure Insurance Broking	16	12	1
Coverforce Insurance Broking Pty Ltd (NSW)	16	15	3
Multi Secure Insurance Solutions Pty Ltd T/As OMNISURE	16	8	1

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