

SCTP Insurer Performance Report

Hollard - Business Pack

December 2019

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

\$3,260,472

Fiscal Year to Date Base Premium

\$23,575,505

Rolling 12 Base Premium

\$43,380,133

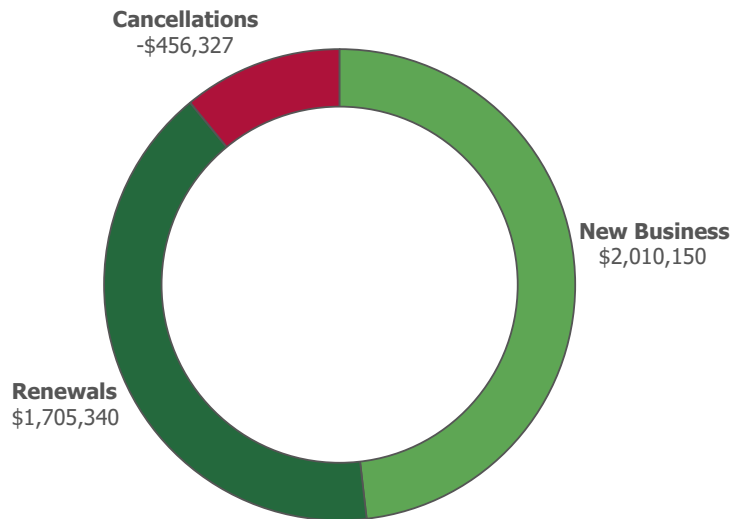
Hollard - Average Base Premium

\$1,561

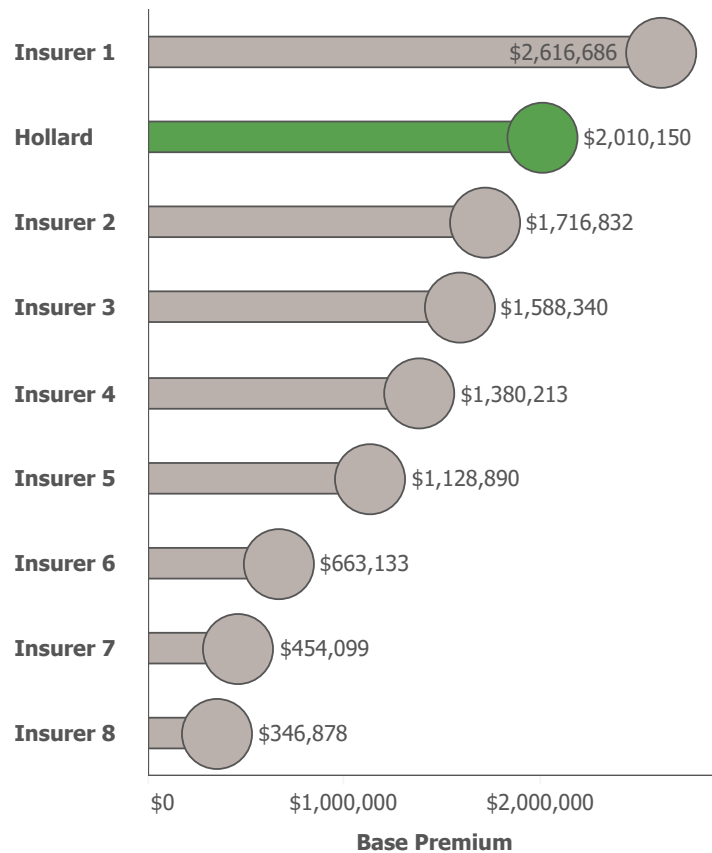
All Insurers - Average Base Premium

\$1,924

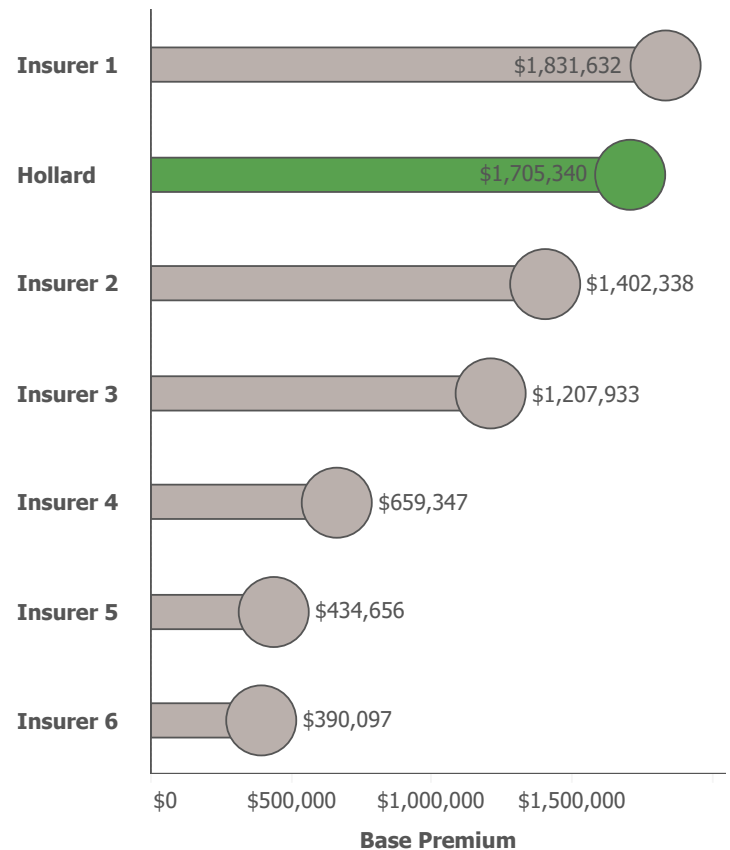
Transaction Type Breakdown



New Business Insurer Comparison



Renewal Insurer Comparison

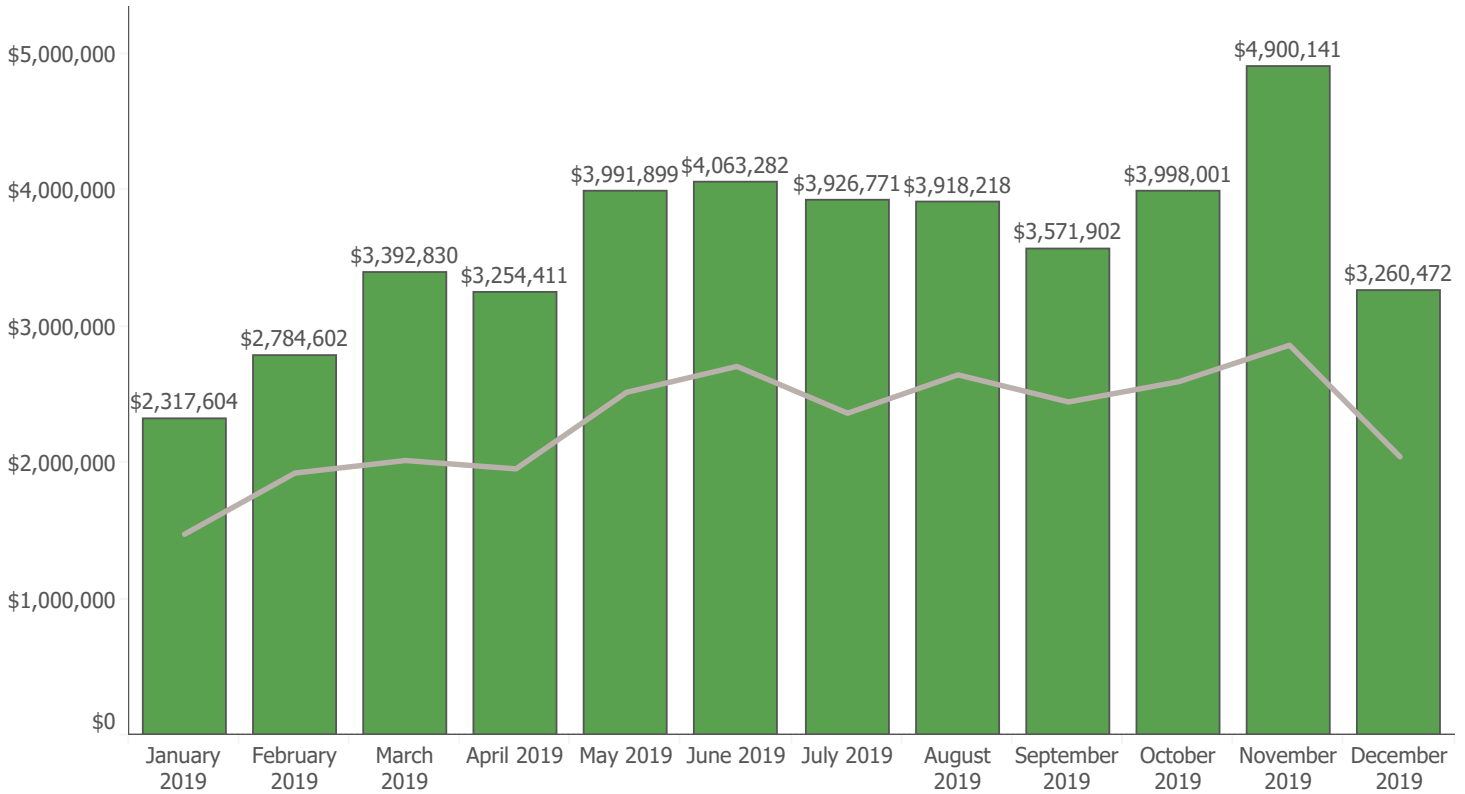


Base Premium

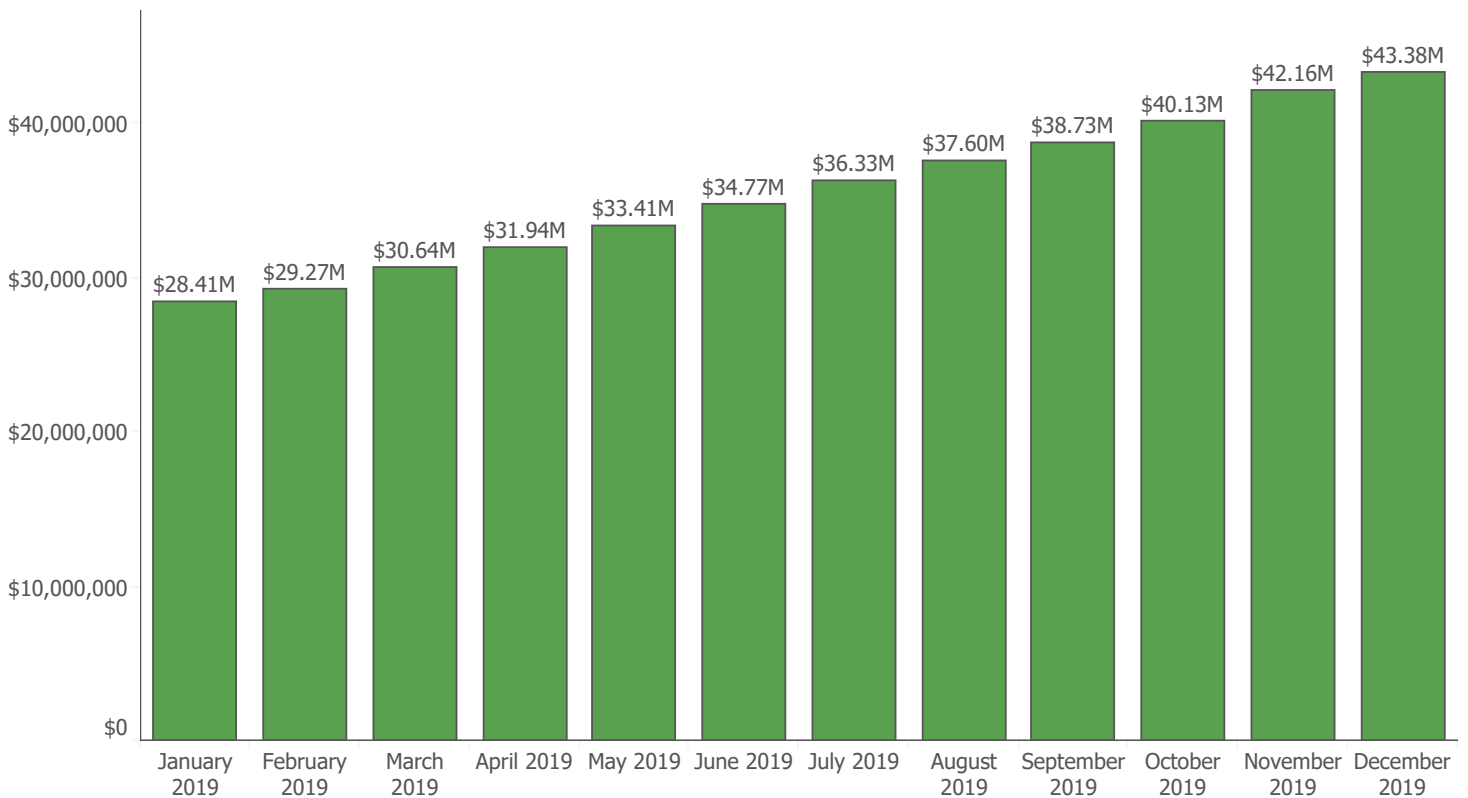
Base premium of policies bound during the reporting period includes cancellations and endorsements and is measured on the bound date of policies.

Base Premium by Month

CURRENT YEAR | PRIOR YEAR



Rolling 12 Months Base Premium



Strictly Commercial-in-Confidence

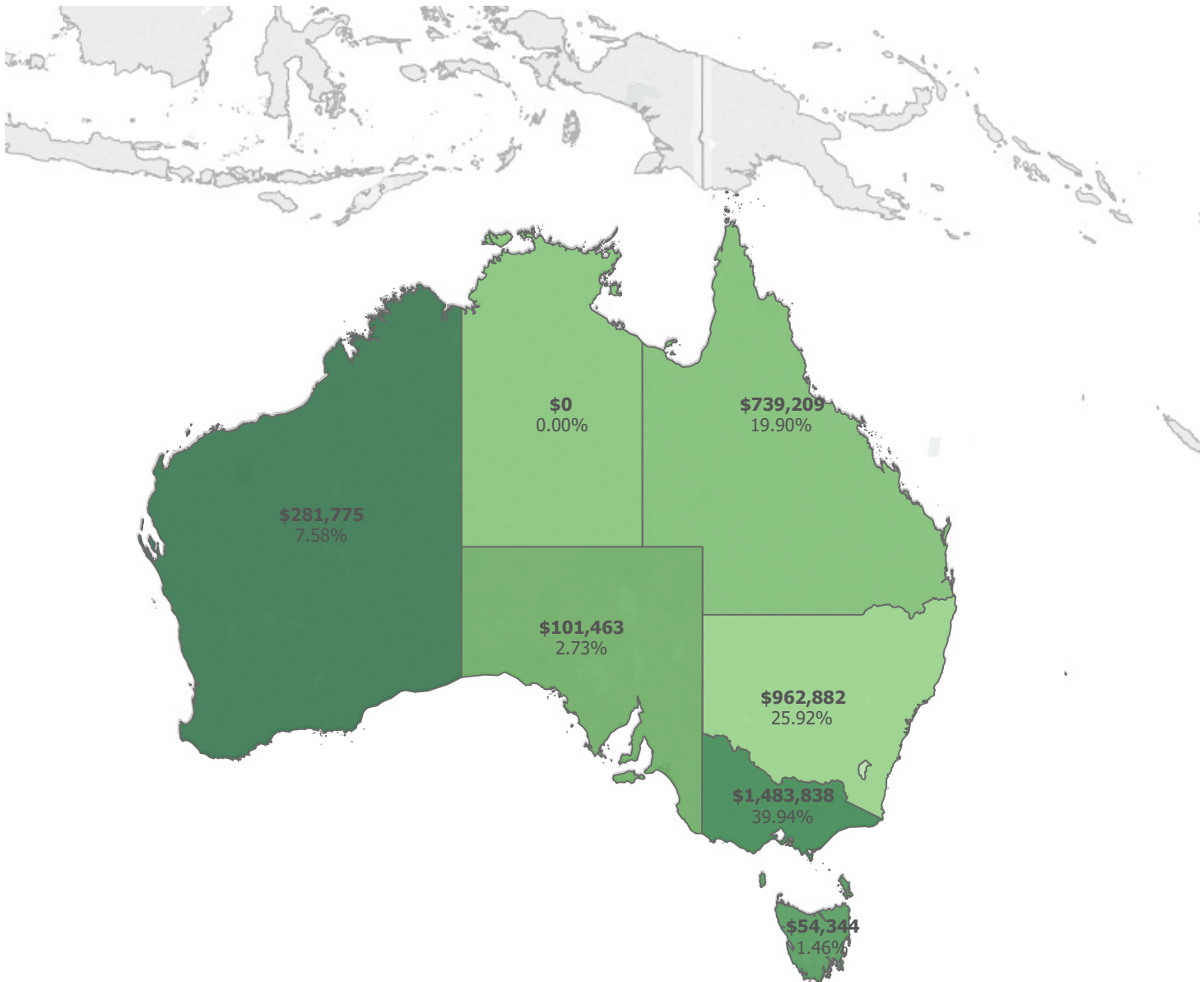
State Activity

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 01/12/2019

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
New Business	\$33,055	\$545,023	\$0	\$453,094	\$63,054	\$31,922	\$703,367	\$156,244
Renewals	\$10,300	\$417,858	\$0	\$286,115	\$38,408	\$22,422	\$780,472	\$125,531
Grand Total	\$43,355	\$962,882	\$0	\$739,209	\$101,463	\$54,344	\$1,483,838	\$281,775

Base Premium Breakdown by State for 01/12/2019



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

18,435

Declined Opportunities

6,841

Quoted Opportunities

10,511

Bound Opportunities

1,361

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
196	5,228	53	3,819	876	669	5,714	1,880

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	62	1,789	18	1,664	350	300	1,927	731

Decline Rate	31.63%	34.22%	33.96%	43.57%	39.95%	44.84%	33.72%	38.88%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	127	3,148	7	1,965	485	318	3,428	1,033

Quote Rate	94.78%	91.54%	20.00%	91.18%	92.21%	86.18%	90.52%	89.90%
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Bound Opportunities

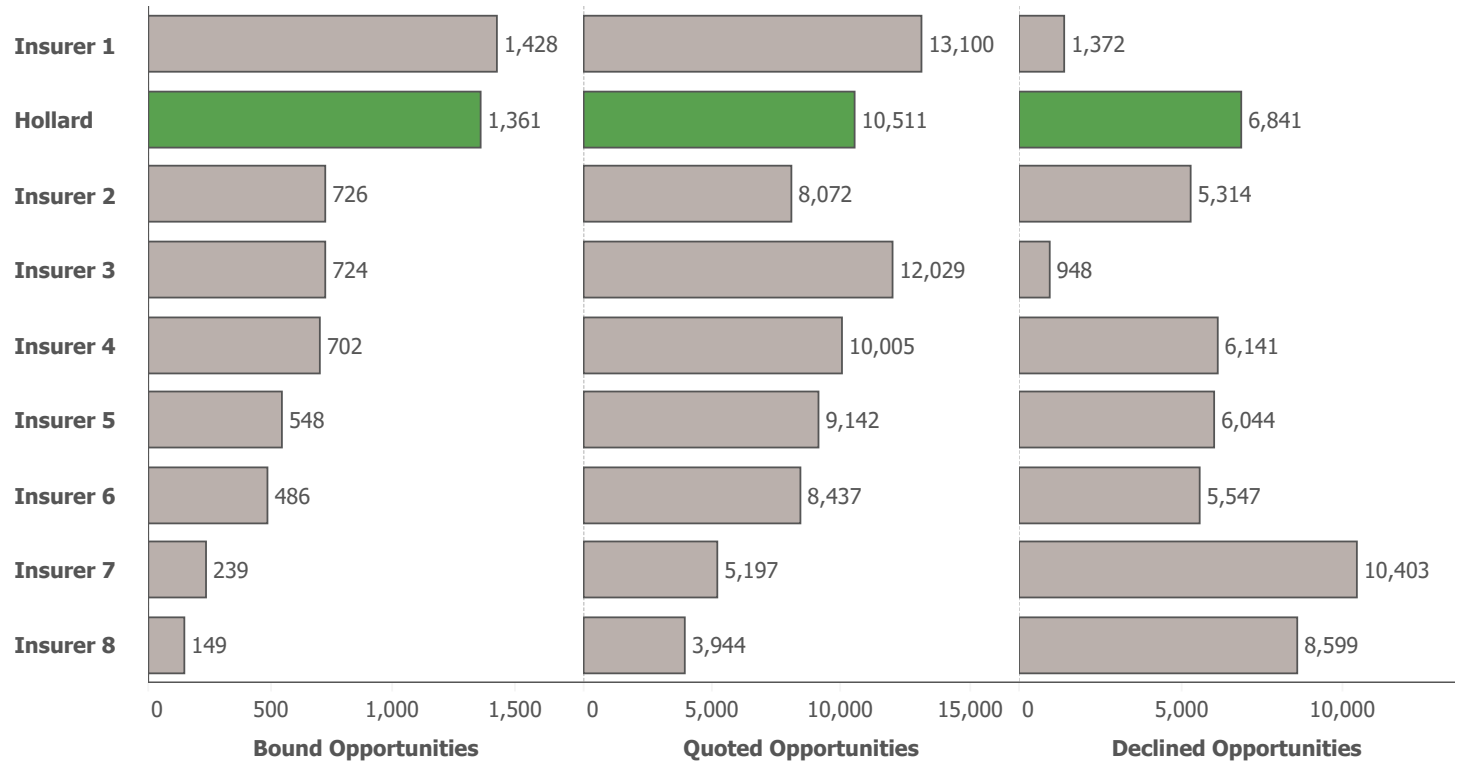
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	24	386	0	309	41	28	460	113

Strike Rate	18.90%	12.26%	0.00%	15.73%	8.45%	8.81%	13.42%	10.94%
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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.

Opportunity Comparison by Insurer



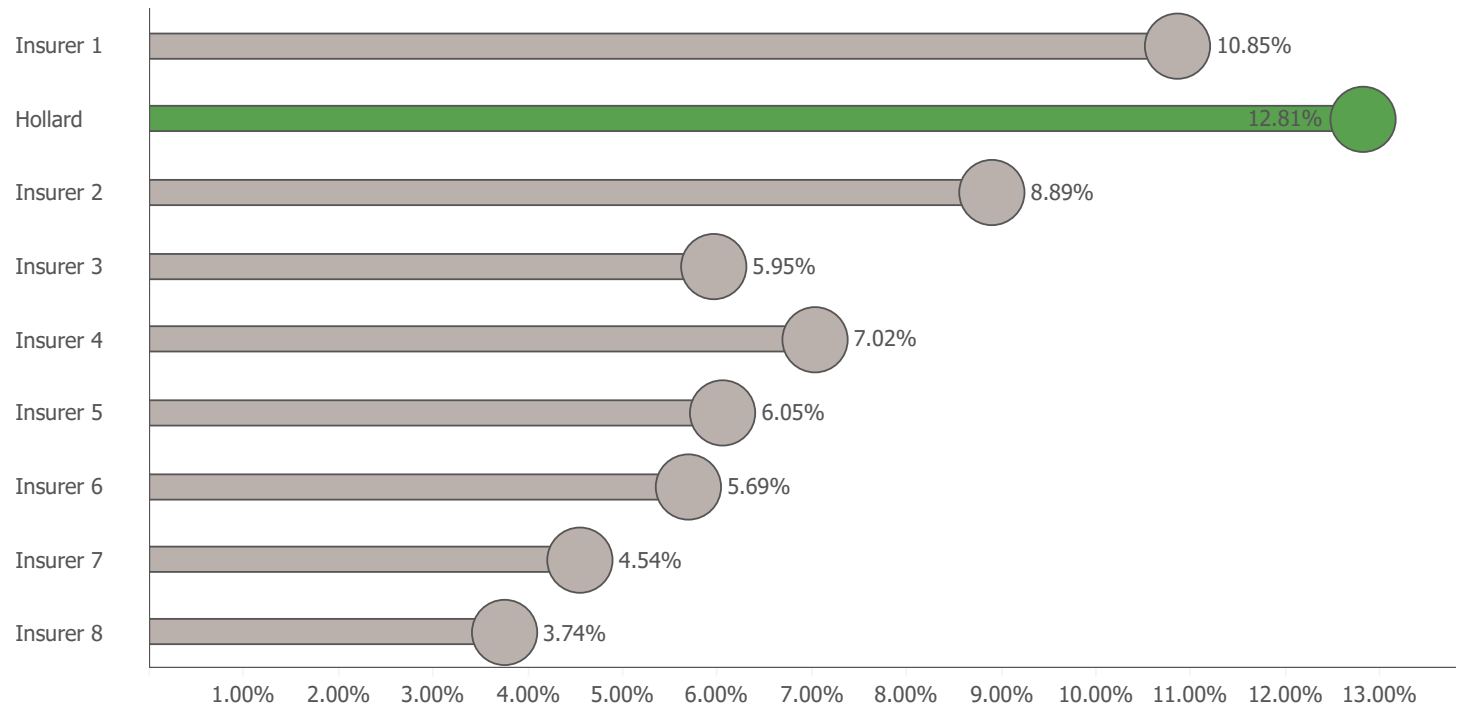
Opportunity Comparison by Insurer

	Insurer 1	Hollard	Insurer 2	Insurer 3	Insurer 4	Insurer 5	Insurer 6	Insurer 7	Insurer 8
Total Opportunities	19,367	18,435	18,611	19,141	19,043	19,070	19,339	18,060	18,868
Declined Opportunities	1,372	6,841	5,314	948	6,141	6,044	5,547	10,403	8,599
Decline Rate	7.08%	37.11%	28.55%	4.95%	32.25%	31.69%	28.68%	57.60%	45.57%
Quoted Opportunities	13,100	10,511	8,072	12,029	10,005	9,142	8,437	5,197	3,944
Bound Opportunities	1,428	1,361	726	724	702	548	486	239	149
Strike Rate	10.90%	12.95%	8.99%	6.02%	7.02%	5.99%	5.76%	4.60%	3.78%

Strike Rate

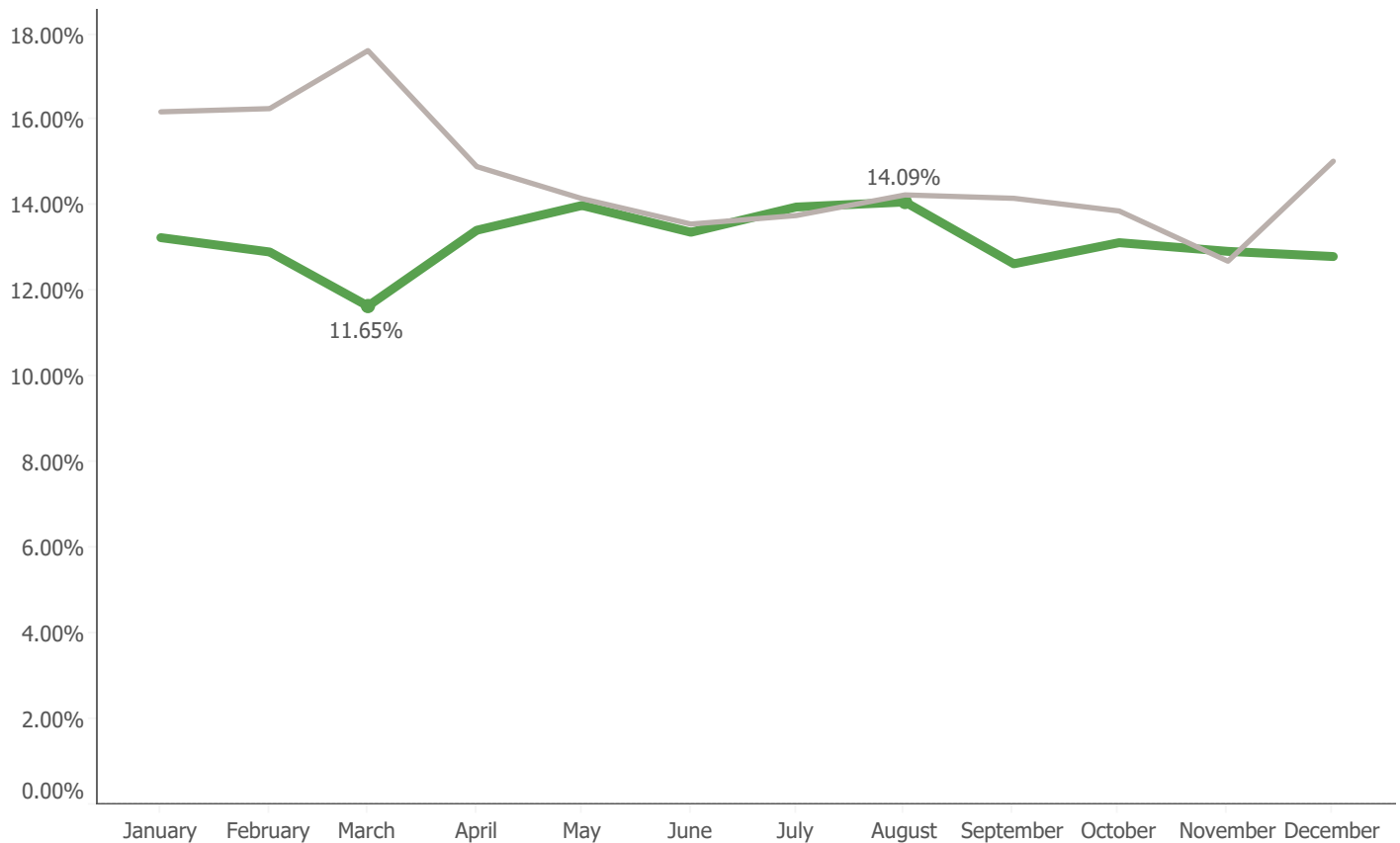
The strike rate is the total bound opportunities divided by the number of quoted opportunities and is measured at the inception date of the opportunity across all new business transactions.

Strike Rate Insurer Comparison for 01/12/2019



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

1,287

Declined Opportunities

17

Quoted Opportunities

1,258

Bound Opportunities

1,051

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
8	341	0	224	25	22	557	110

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	0	3	0	2	0	1	9	2

Decline Rate	0.00%	0.88%	0.00%	0.89%	0.00%	4.55%	1.62%	1.82%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	8	334	0	220	25	21	543	107

Quote Rate	100.00%	98.82%	0.00%	99.10%	100.00%	100.00%	99.09%	99.07%
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Bound Opportunities

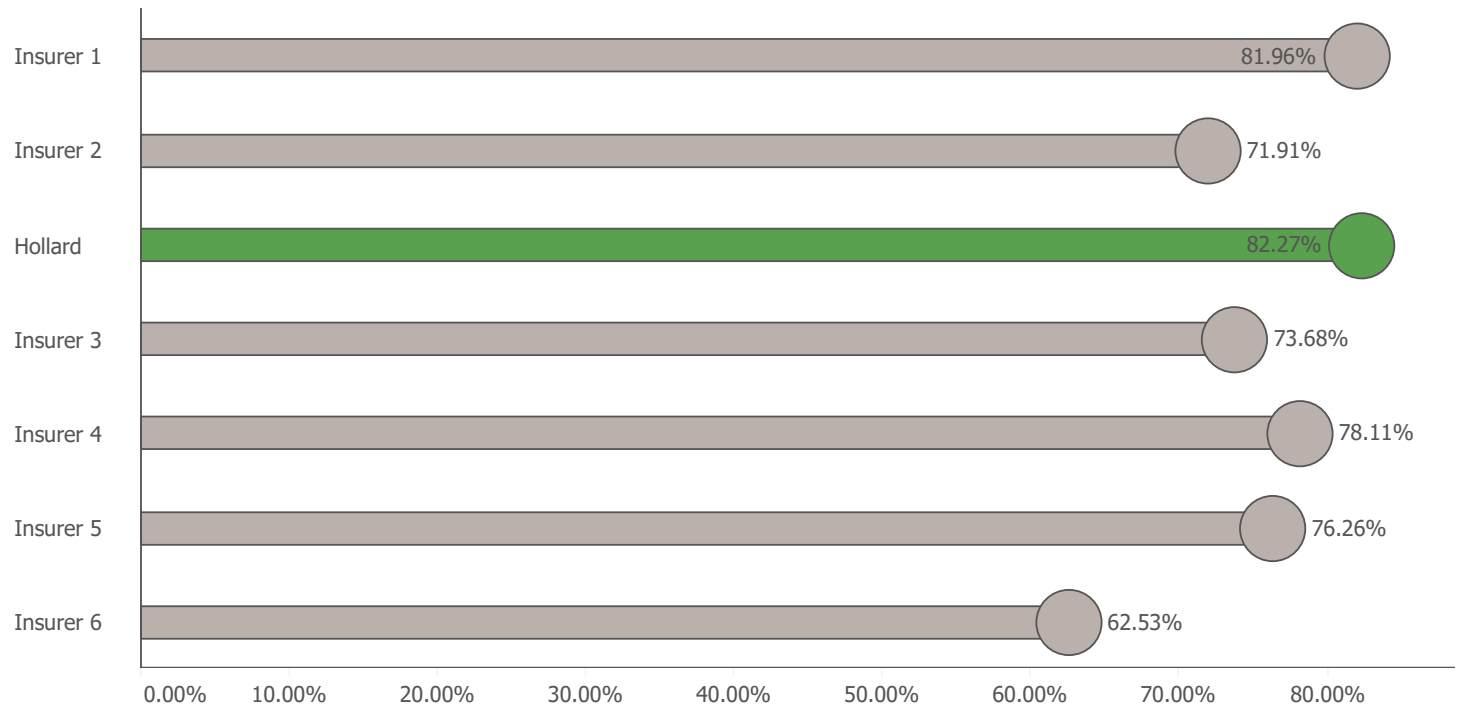
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	3	266	0	187	22	19	468	86

Retention Rate	37.50%	79.64%	0.00%	85.00%	88.00%	90.48%	86.19%	80.37%
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Renewal Retention

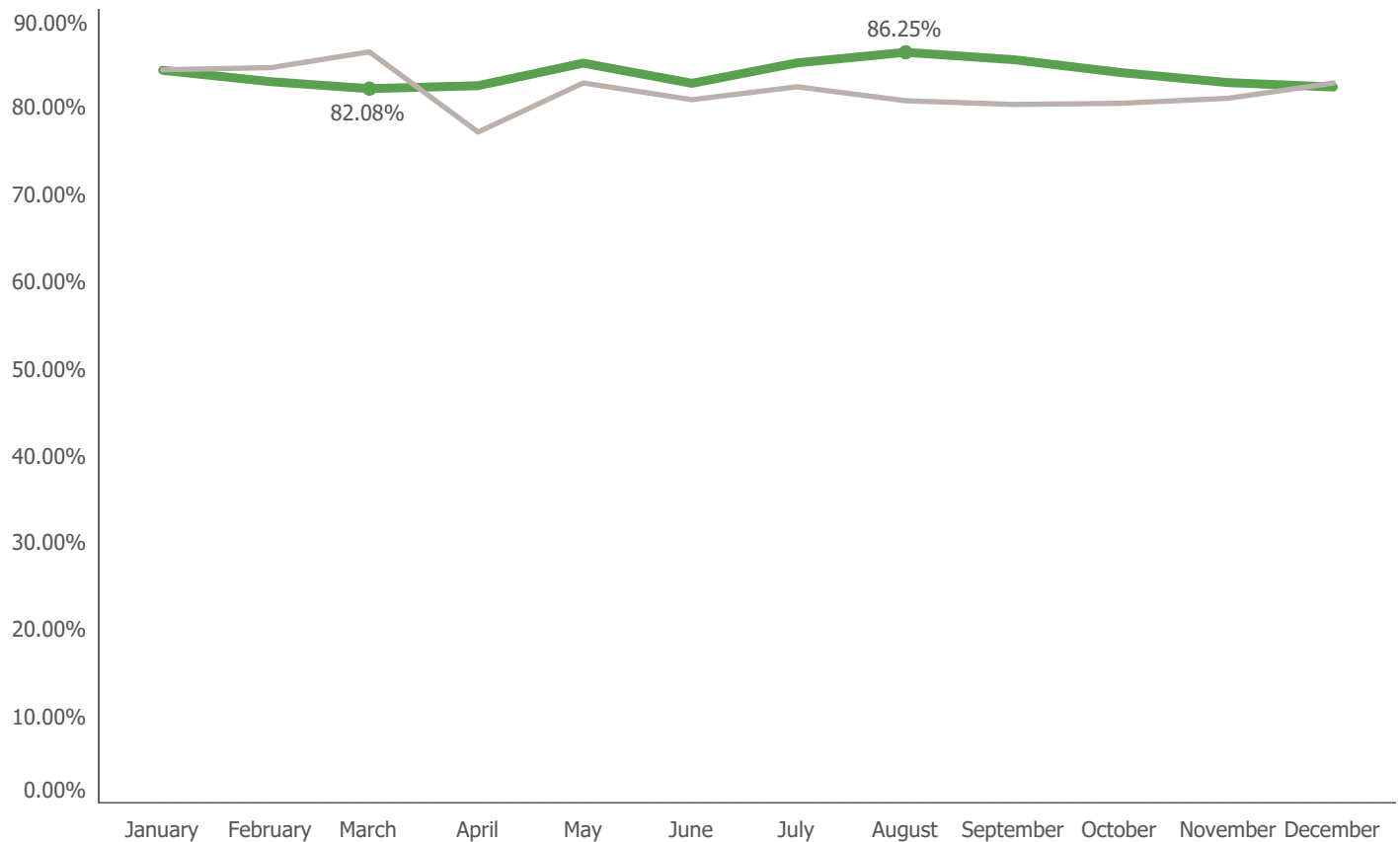
Renewal retention is based on the inception date of all renewal quotes, and is calculated as the total bound renewal opportunities divided by the number of quoted renewal opportunities.

Renewal Retention Rate Insurer Comparison for 01/12/2019



Renewal Retention by Month

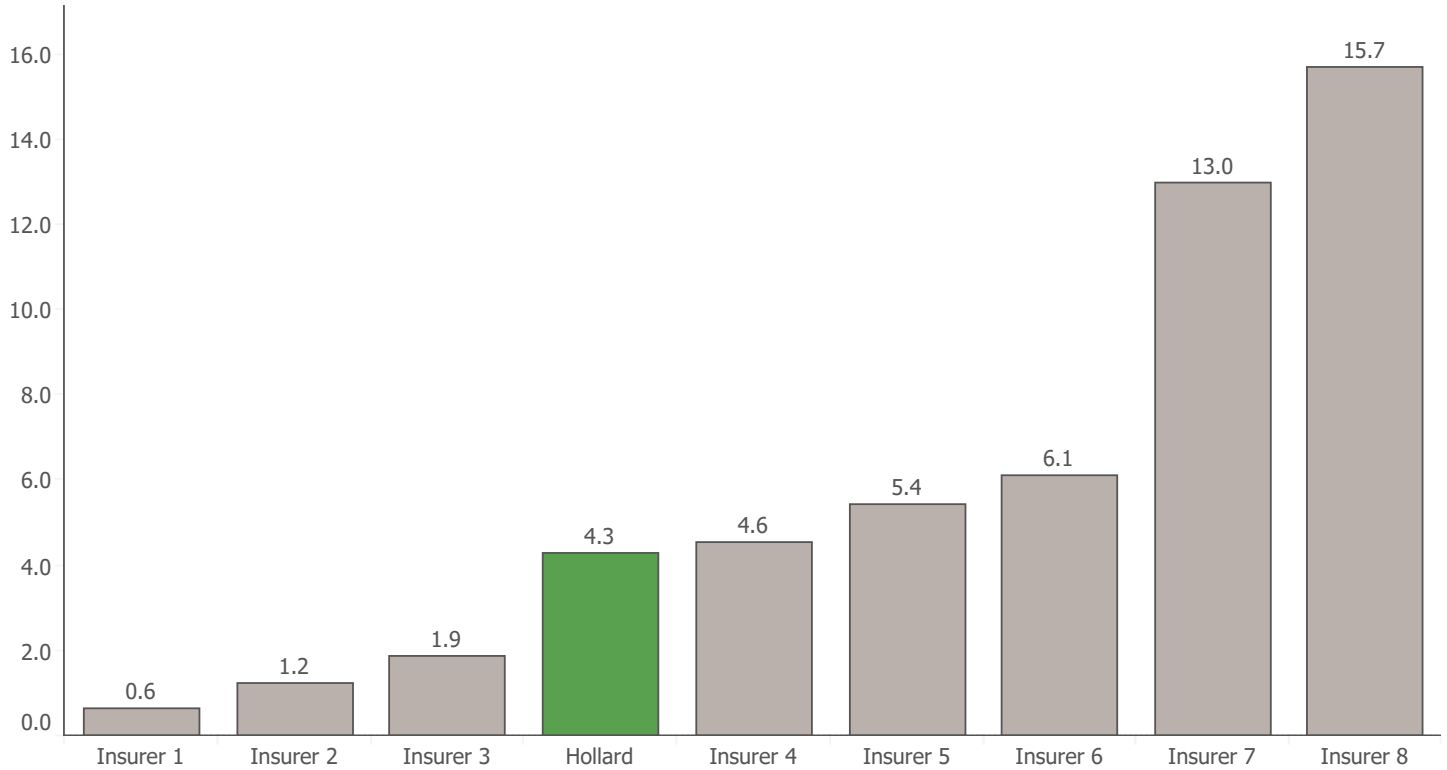
CURRENT YEAR | PRIOR YEAR



Response Times

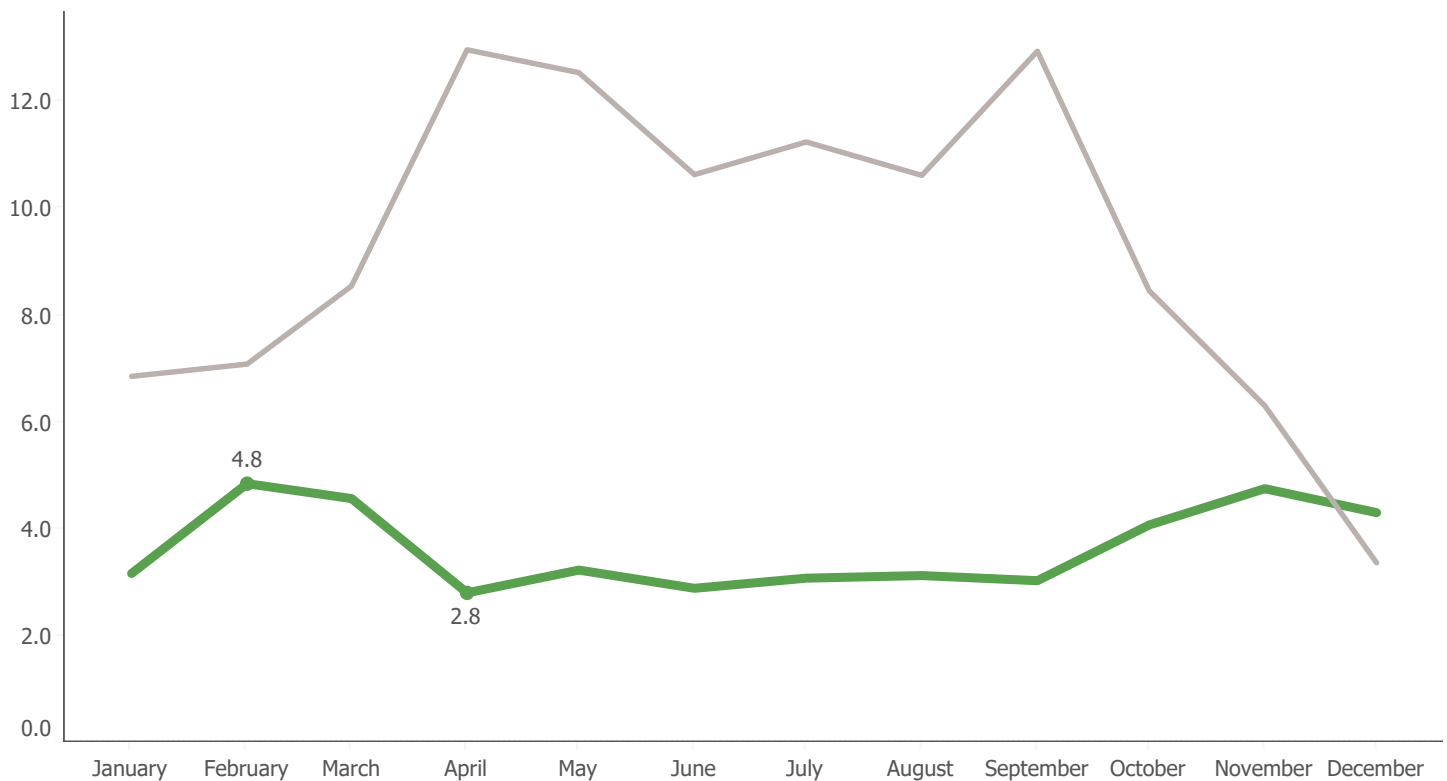
Response time is the average time between a broker sending a quote request message and the insurer responding to the message. It excludes auto rated responses where applicable. The time is calculated between the hours of 9am - 5pm AEST, Monday to Friday, inclusive of public holidays and is reported at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

Hollard's Top 20 Presented Occupations

	Presented Opportunities	Bound Opportunities
Property Owner - Retail (Not arcades/Malls)	1,755	199
Property Owner - Factory/Industrial	1,181	141
Property Owner - Office (Single Storey)	401	49
Restaurant, Licensed, With Deep Frying	378	40
Property Owner - Warehouse	363	49
Plumber	333	45
Property Owner - Noc	317	23
Property Owner - Office (Multi Storey)	309	51
Electrician	231	47
Cafe Operation, Not Licensed With Deep Frying	229	72
Handyman / Property Maintenance	220	19
Carpenter	203	36
Beauty Salon Operation	178	33
Hairdressing Service	175	55
Road Freight Transport Service - No Storage	171	5
Cafe Operation, Licensed With Deep Frying	165	41
Real Estate Agency Service	154	42
Cafe Operation, Not Licensed, No Deep Frying	152	44
Earthmoving	141	4
Take Away Foods Retailing (With Deep Fryer)	136	34

Top 20 Presented Occupations across SCTP Portfolio

	Presented Opportunities	Bound Opportunities
Property Owner - Retail (Not arcades/Malls)	2,208	1,098
Property Owner - Factory/Industrial	1,482	809
Property Owner - Office (Single Storey)	527	300
Property Owner - Warehouse	462	252
Restaurant, Licensed, With Deep Frying	448	170
Property Owner - Office (Multi Storey)	420	251
Plumber	408	172
Property Owner - Noc	387	169
Electrician	304	184
Handyman / Property Maintenance	268	140
Cafe Operation, Not Licensed With Deep Frying	249	132
Road Freight Transport Service - No Storage	247	152
Carpenter	234	116
Beauty Salon Operation	228	129
Hairdressing Service	221	139
Real Estate Agency Service	186	118
Cafe Operation, Licensed With Deep Frying	181	78
Earthmoving	179	105
Cafe Operation, Not Licensed, No Deep Frying	174	104
Cleaning Service Noc	153	60

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	Bound Opportunities
CBN	1,799	279
Resilium Insurance Broking Pty Ltd	1,745	253
Ausure Insurance Brokers	1,485	203
United Insurance Group	706	127
Regional Insurance Brokers Pty Ltd	422	36
Empire Insurance Services-Winbeat site	273	53
Community Broker Network	255	39
Steadfast Taswide Insurance Brokers	251	14
PSC Connect Pty Ltd (VIC)	251	33
Insurance House Advance	248	16
Consolidated Insurances Pty Ltd	211	46
Brookvale Insurance Brokers	201	34
Pollard Insurance Brokers Pty Ltd	195	22
Centrewest Insurance Brokers Pty Ltd	190	21
Consolidated Insurance Agencies Pty Ltd	188	37
Steadfast Eastern Insurance Brokers	174	50
BJS Insurance Brokers Pty Ltd	164	10
PSC Connect Pty Ltd (NSW)	160	24
Insurance House Pty Ltd	148	9
Blackburn Insurance Brokers Pty Ltd	146	31
Tony Bemrose Insurance Brokers Pty Ltd	142	29
Reliance Franchise Partners	138	18
United Insurance - Winbeat site	137	32
PSC Connect Pty Ltd (QLD)	137	12
Oracle Group (Australia) Pty Ltd	133	23
Alliance Insurance Broking Services Pty Ltd	133	21
Network Insurance Group	132	30
ADK Insurance Brokers Pty Ltd	131	40
Steadfast IRS Pty Ltd	130	28
AIS Insurance Brokers	128	15
Surewise	124	12
Midland Insurance Brokers Australia Pty Ltd	116	8
HWA Insurance Brokers	116	21
Australian Insurance Solutions - NSW	106	16
Steel Pacific Insurance Brokers	105	8
Insurance Aid General Brokers Partnership Pty Ltd	98	6
Business Insurance Specialists	97	11
Dunk Insurance	96	10
Allsafe Insurance Brokers Pty Ltd	93	7
Aviso (Fitzpatrick & Company Insurance Brokers Pty Ltd)	91	7