

SCTP Commercial Insurer Performance Report

Hollard - Business Pack

January 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

\$3,379,283

Fiscal Year to Date Base Premium

\$28,425,551

Rolling 12 Base Premium

\$49,175,972

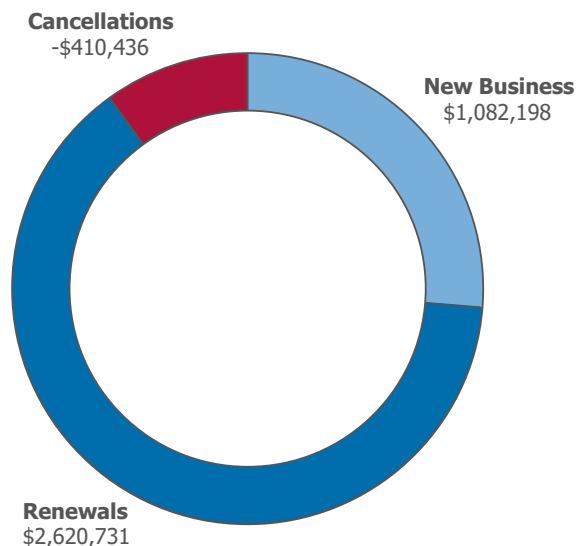
Hollard - Average Base Premium

\$1,332

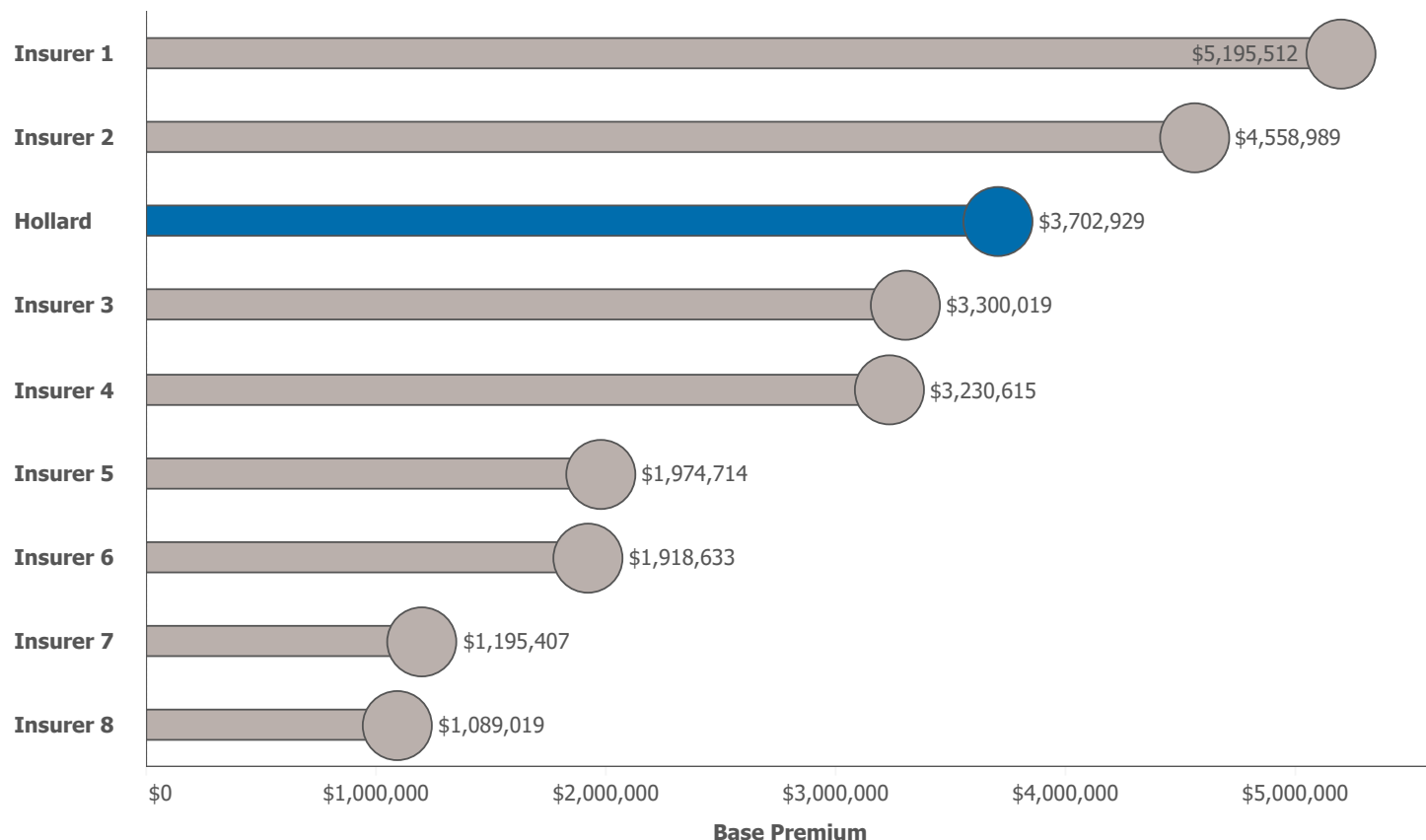
All Insurers - Average Base Premium

\$1,767

Transaction Type Breakdown

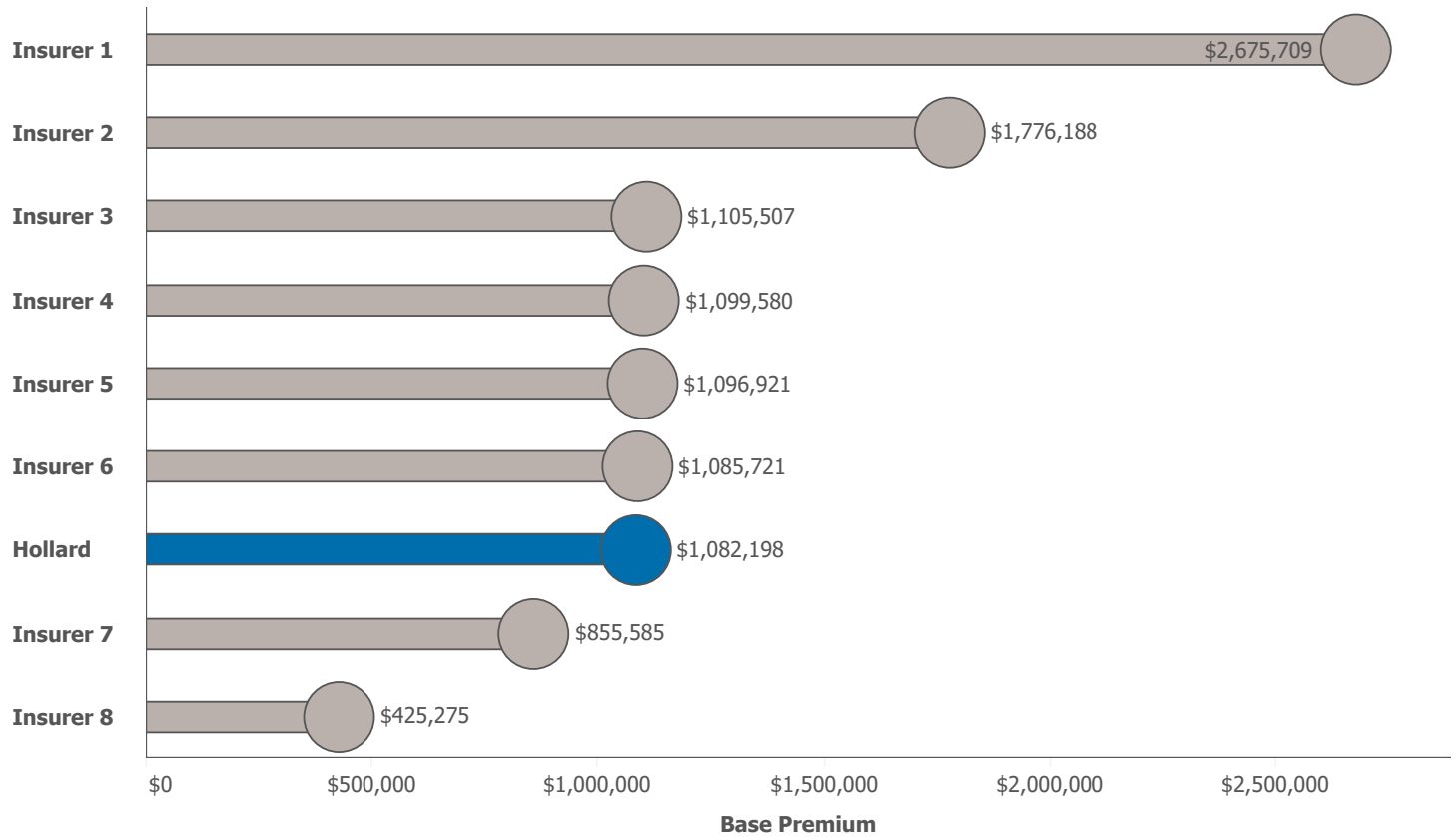


Overall Insurer Comparison

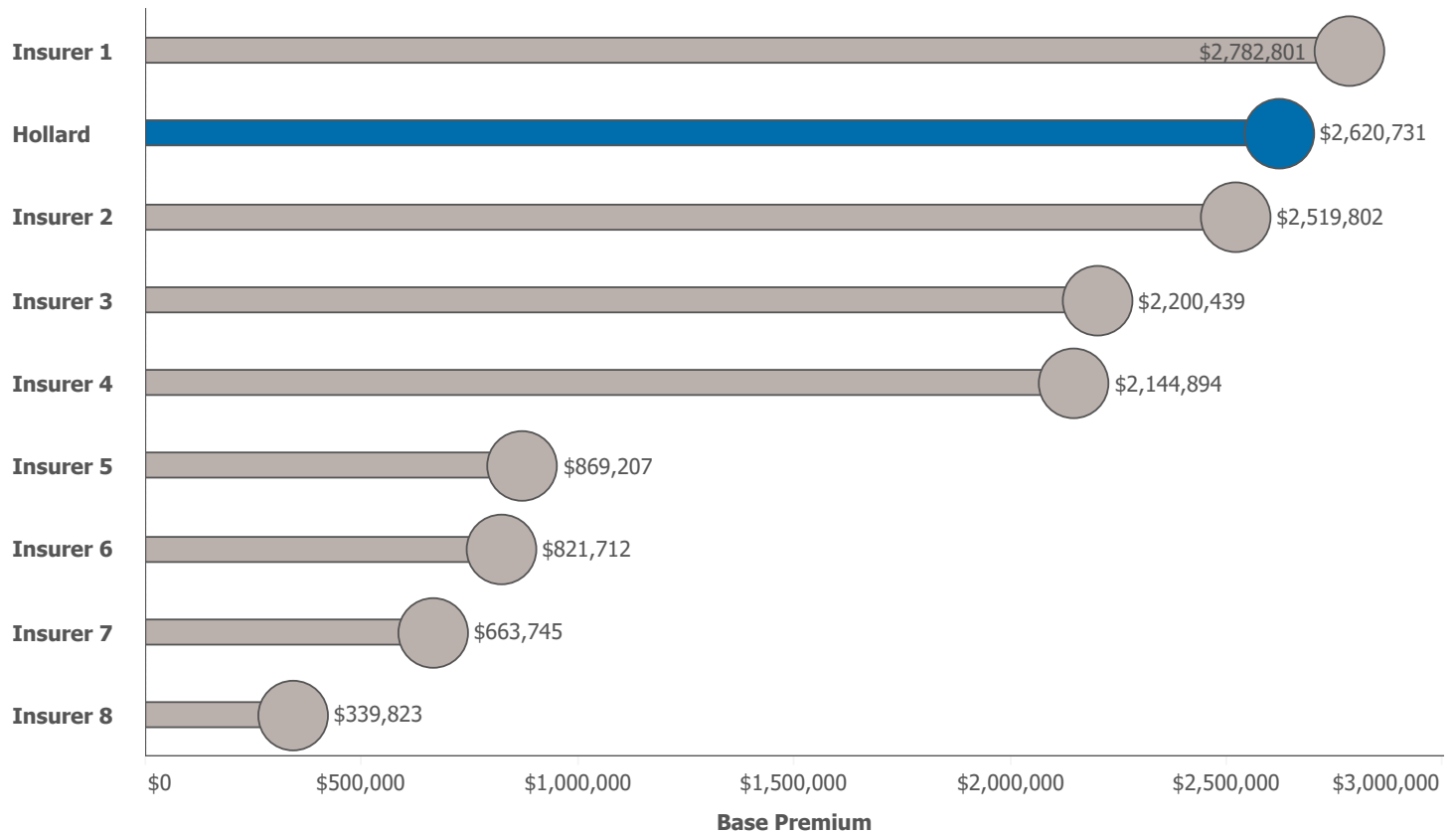


Base Premium

New Business Insurer Comparison



Renewal Insurer Comparison



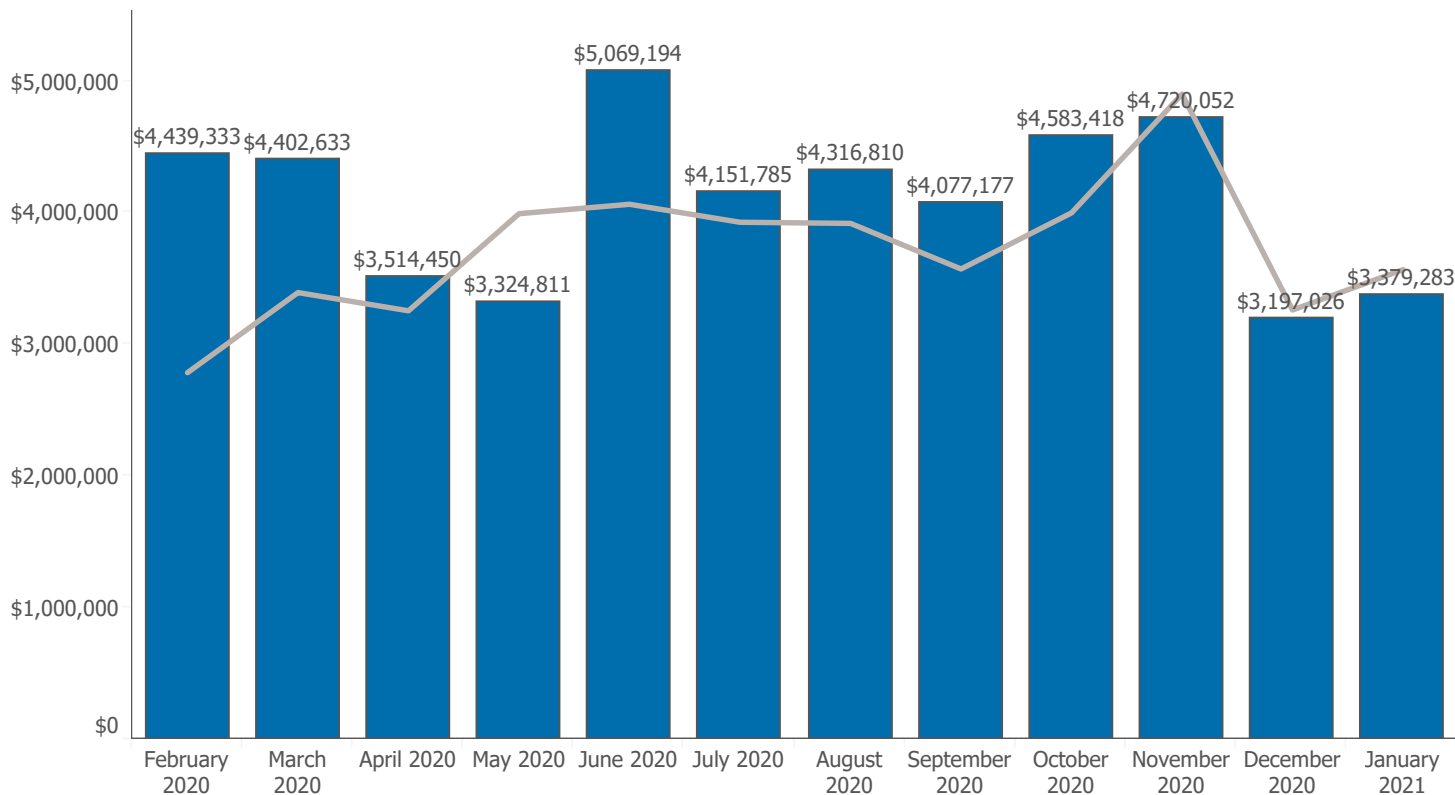
Strictly Commercial-in-Confidence

Base Premium

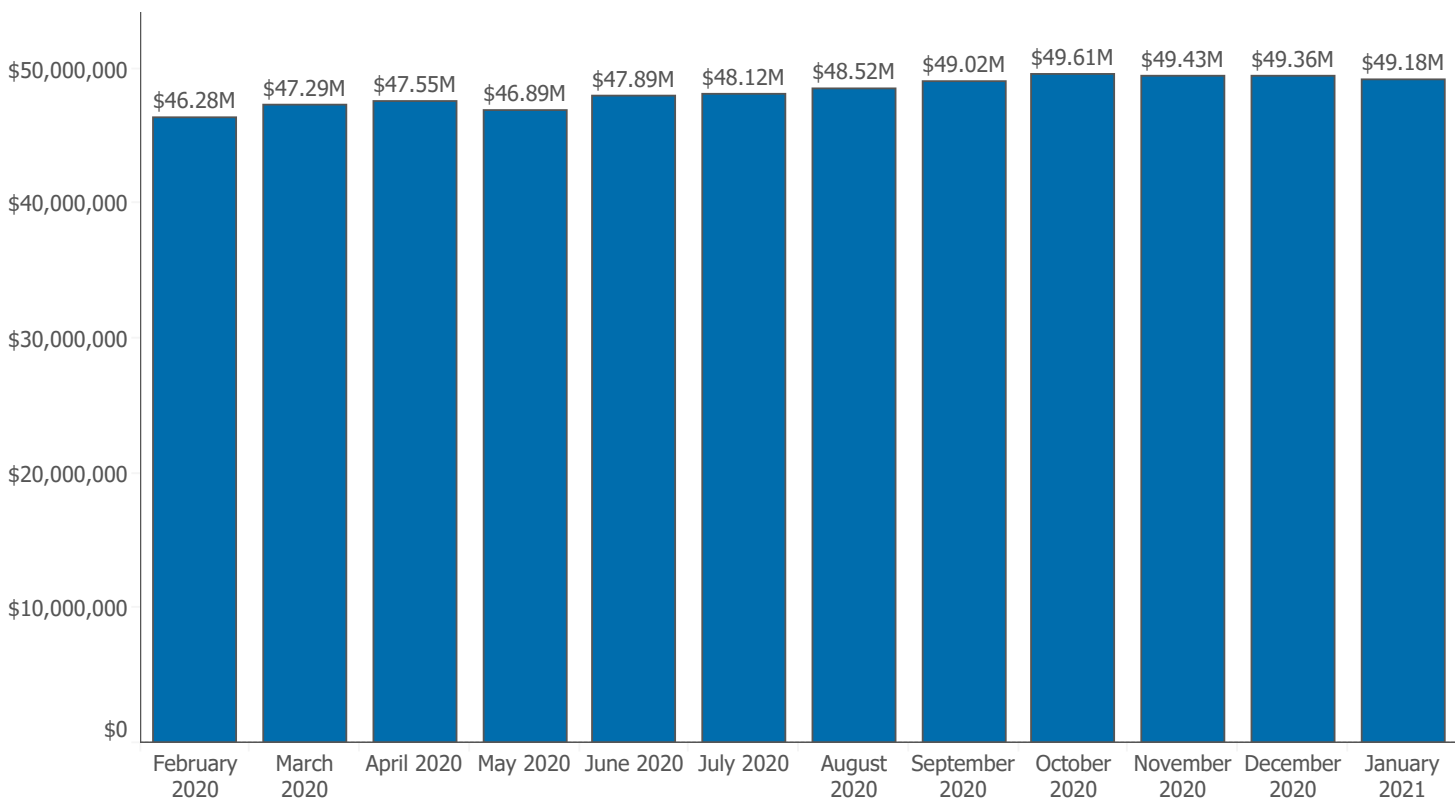
Base premium of policies bound during the reporting period includes cancellations and endorsements and is measured on the bound date of policies.

Base Premium by Month

CURRENT YEAR | PRIOR YEAR



Rolling 12 Months Base Premium



Strictly Commercial-in-Confidence

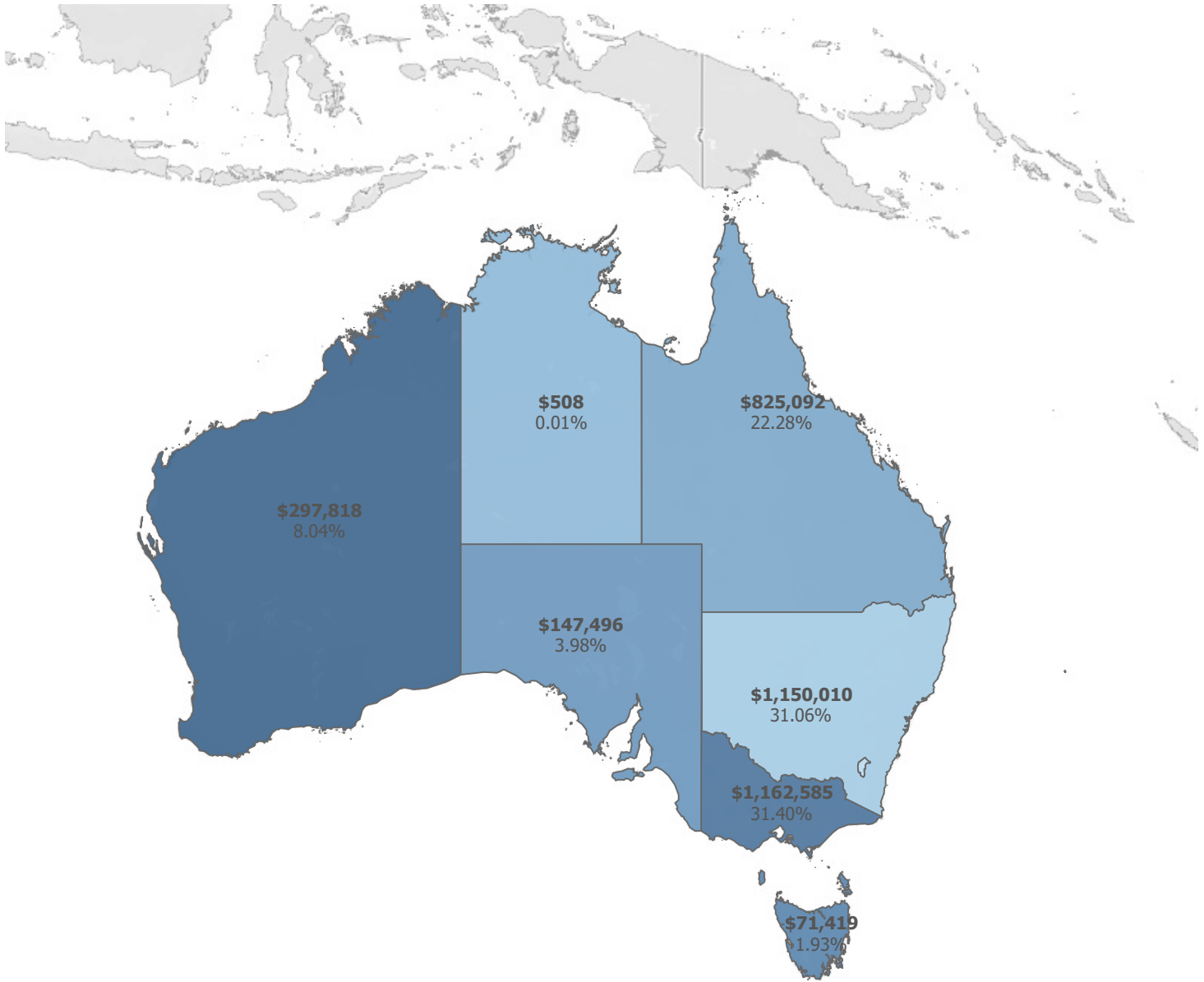
State Activity

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 01/01/2021

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Grand Total
New Business	\$12,828	\$367,578	\$508	\$210,546	\$71,134	\$23,162	\$315,630	\$80,812	\$1,082,198
Renewals	\$35,173	\$782,432	\$0	\$614,545	\$76,362	\$48,256	\$846,956	\$217,006	\$2,620,731
Grand Total	\$48,002	\$1,150,010	\$508	\$825,092	\$147,496	\$71,419	\$1,162,585	\$297,818	\$3,702,929

Base Premium Breakdown by State for 01/01/2021



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
19,379	7,589	10,919	1,029

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
206	5,771	87	4,220	779	637	5,350	2,329

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	54	2,070	57	1,985	314	321	1,917	871

Decline Rate	26.21%	35.87%	65.52%	47.04%	40.31%	50.39%	35.83%	37.40%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	141	3,434	20	2,105	435	289	3,148	1,347

Quote Rate	92.76%	92.79%	66.67%	94.18%	93.55%	91.46%	91.70%	92.39%
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Bound Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	13	376	1	199	37	21	297	85

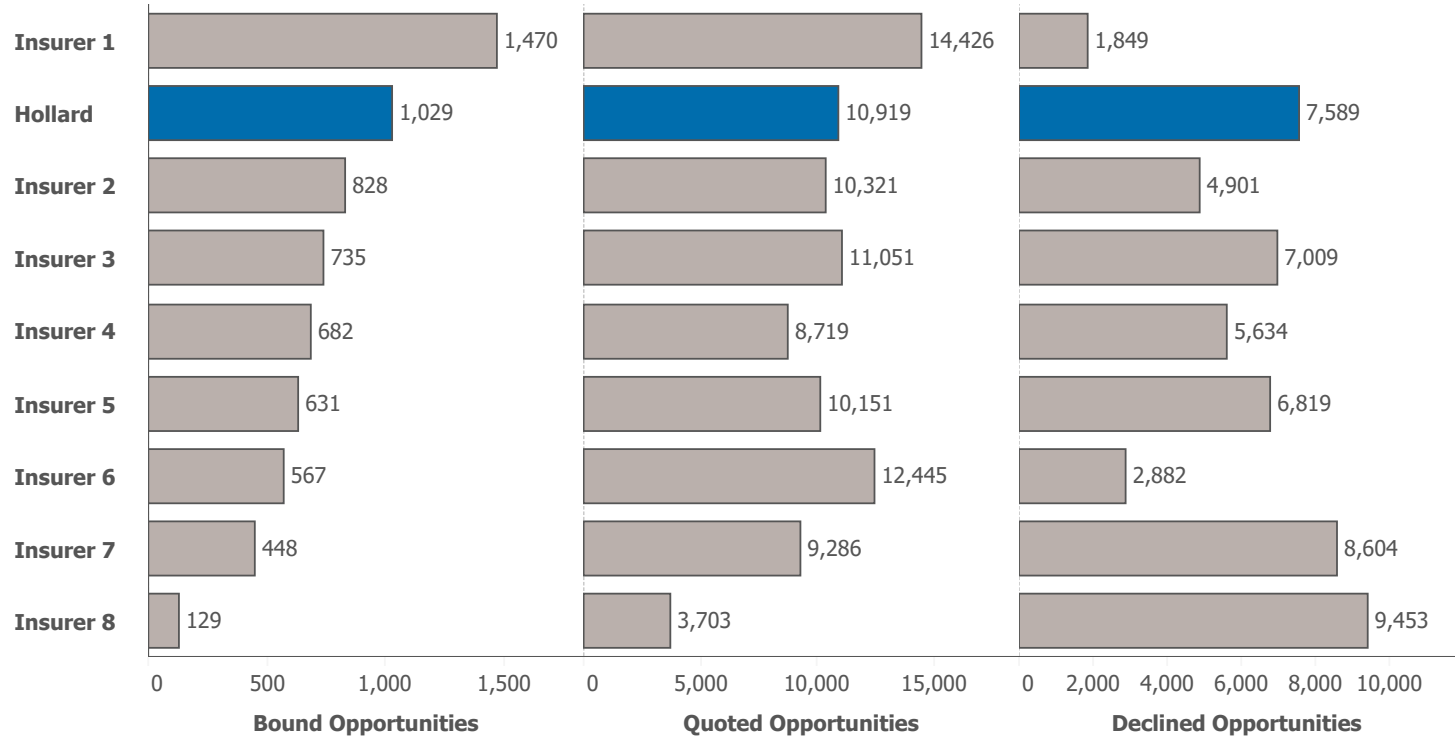
Strike Rate	9.22%	10.95%	5.00%	9.45%	8.51%	7.27%	9.43%	6.31%
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New Business Opportunities - Insurer Comparison

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



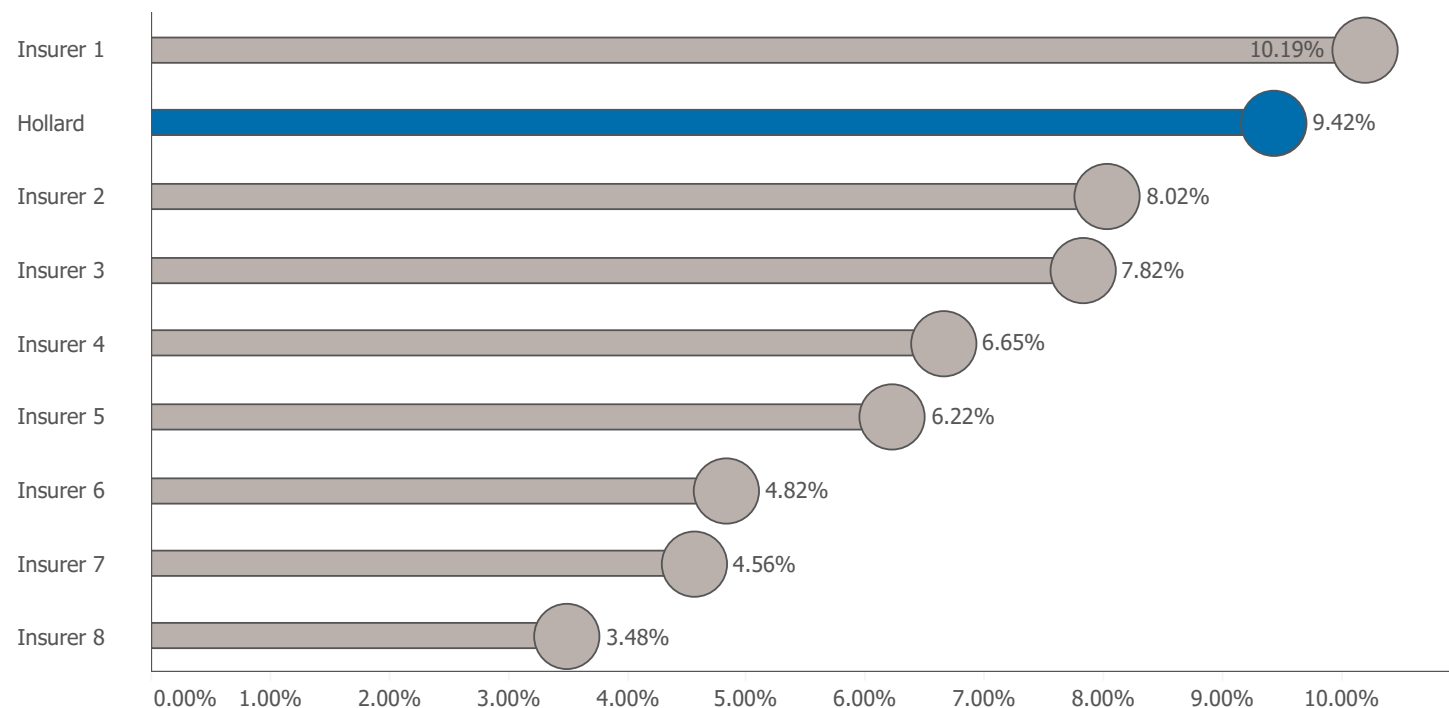
Opportunity Comparison by Insurer

	Insurer 1	Hollard	Insurer 2	Insurer 3	Insurer 4	Insurer 5	Insurer 6	Insurer 7	Insurer 8
Total Opportunities	20,202	19,379	20,449	20,007	19,772	19,878	20,270	20,285	20,209
Declined Opportunities	1,849	7,589	4,901	7,009	5,634	6,819	2,882	8,604	9,453
Decline Rate	9.15%	39.16%	23.97%	35.03%	28.49%	34.30%	14.22%	42.42%	46.78%
Quoted Opportunities	14,426	10,919	10,321	11,051	8,719	10,151	12,445	9,286	3,703
Bound Opportunities	1,470	1,029	828	735	682	631	567	448	129
Strike Rate	10.19%	9.42%	8.02%	6.65%	7.82%	6.22%	4.56%	4.82%	3.48%

Strike Rate

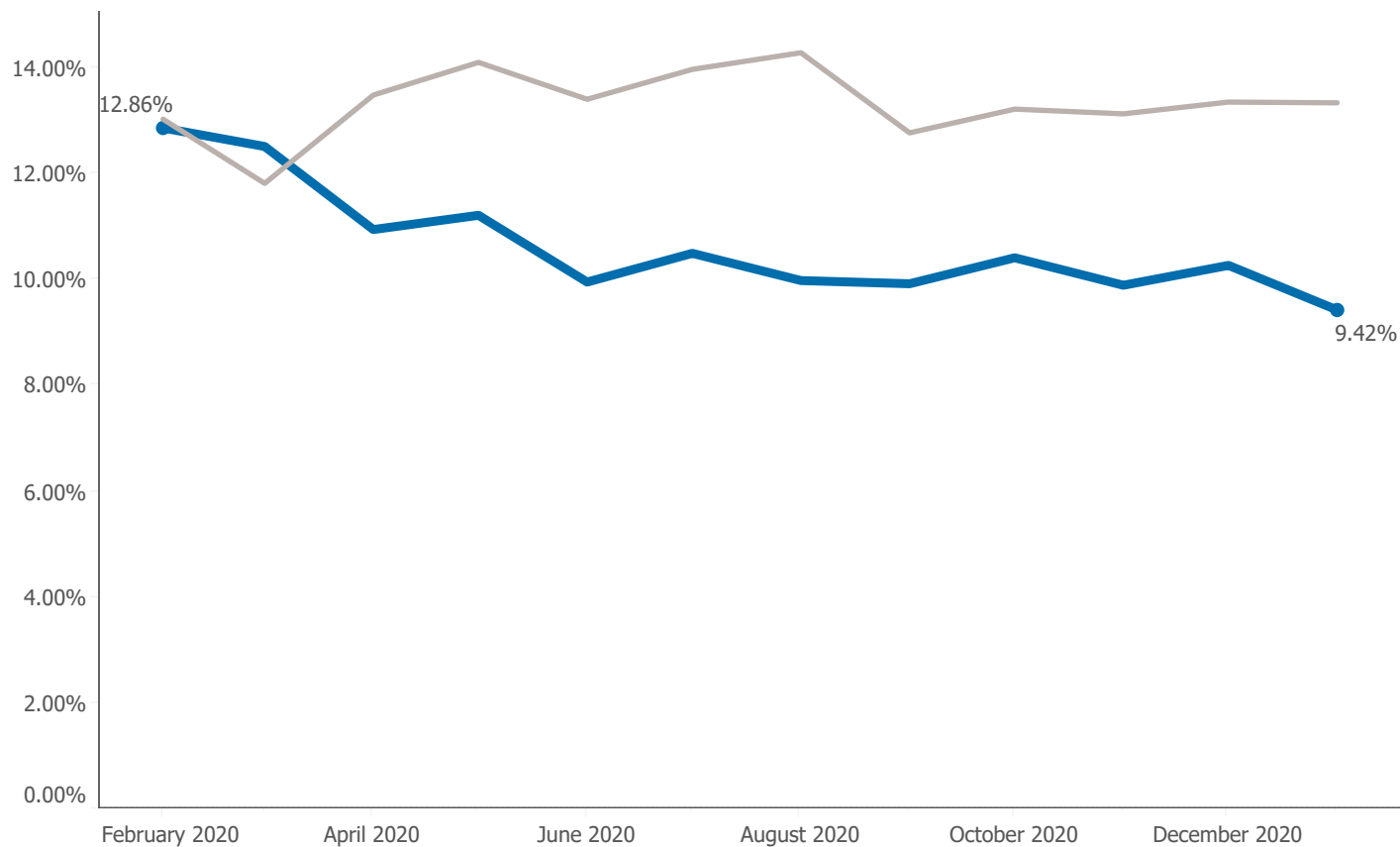
The strike rate is the total bound opportunities divided by the number of quoted opportunities and is measured at the inception date of the opportunity across all new business transactions.

Strike Rate Insurer Comparison for 01/01/2021



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

1,931

Declined Opportunities

12

Quoted Opportunities

1,857

Bound Opportunities

1,471

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
27	605	0	363	71	25	621	219

Declined Opportunities

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

Decline Rate	0.00%	0.66%	0.00%	0.55%	0.00%	0.00%	0.81%	0.46%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	27	583	0	344	70	25	599	209

Quote Rate	100.00%	97.00%	0.00%	95.29%	98.59%	100.00%	97.24%	95.87%
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Bound Opportunities

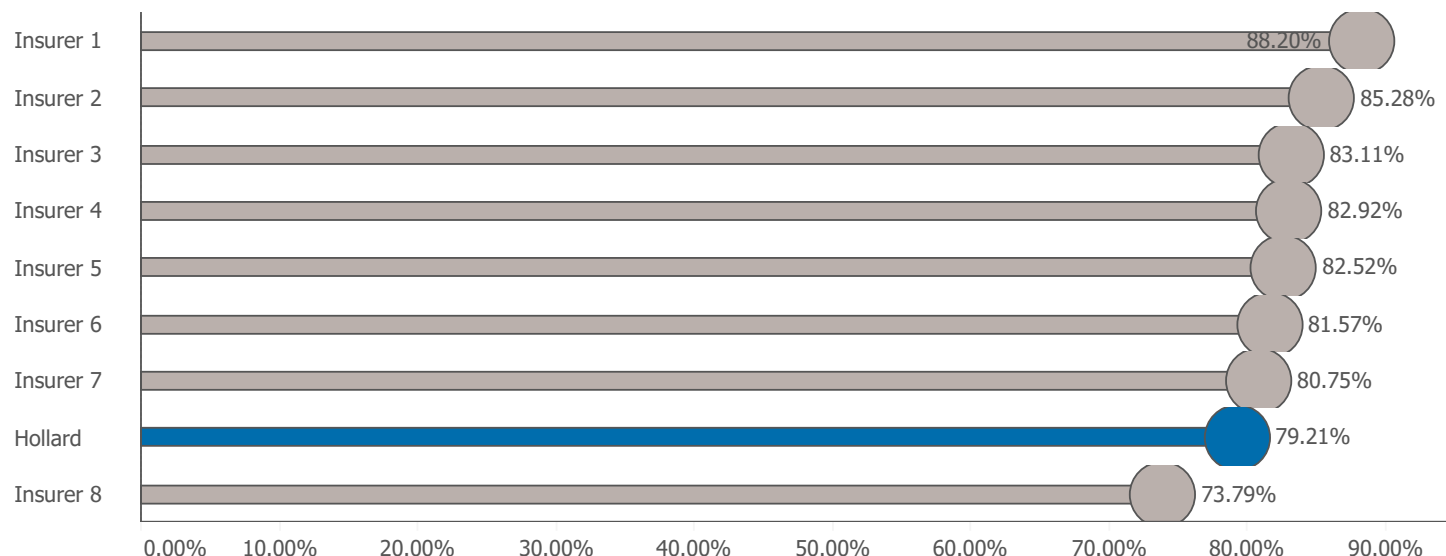
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	21	458	0	274	60	19	481	158

Retention Rate	77.78%	78.56%	0.00%	79.65%	85.71%	76.00%	80.30%	75.60%
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Renewal Retention

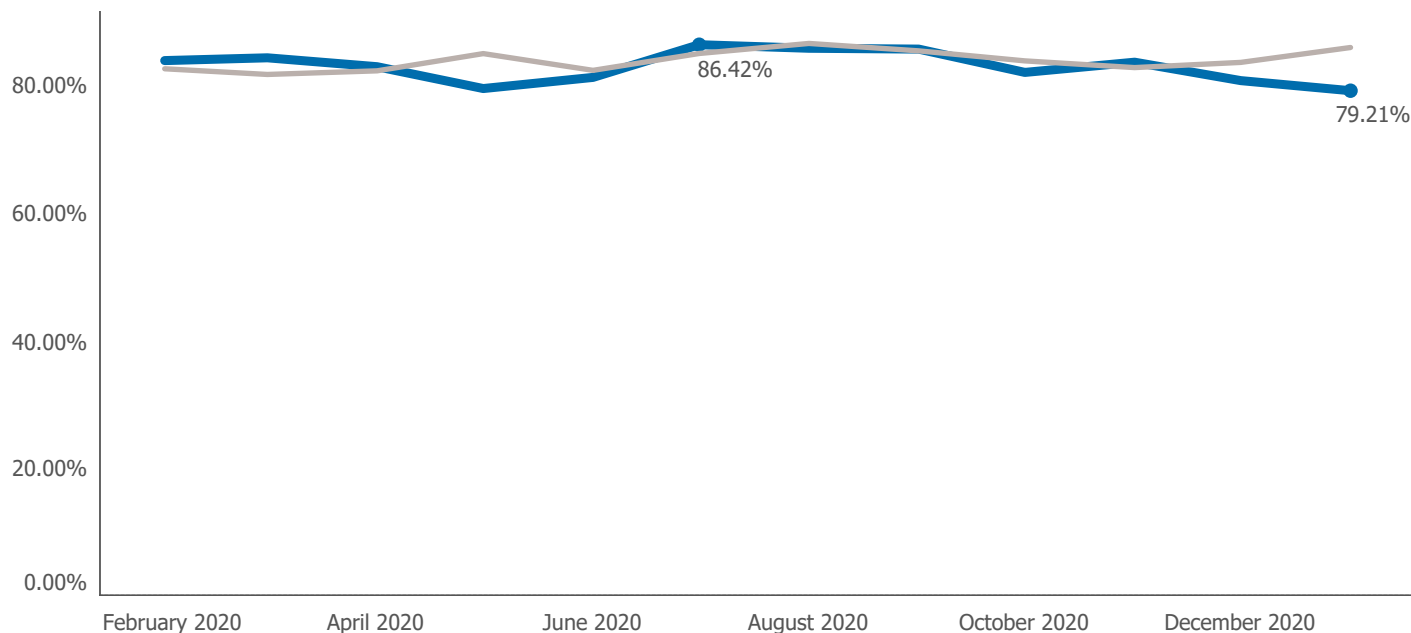
Renewal retention is based on the inception date of all renewal quotes, and is calculated as the total bound renewal opportunities divided by the number of quoted renewal opportunities.

Renewal Retention Rate Insurer Comparison for 01/01/2021



Renewal Retention by Month

CURRENT YEAR | PRIOR YEAR

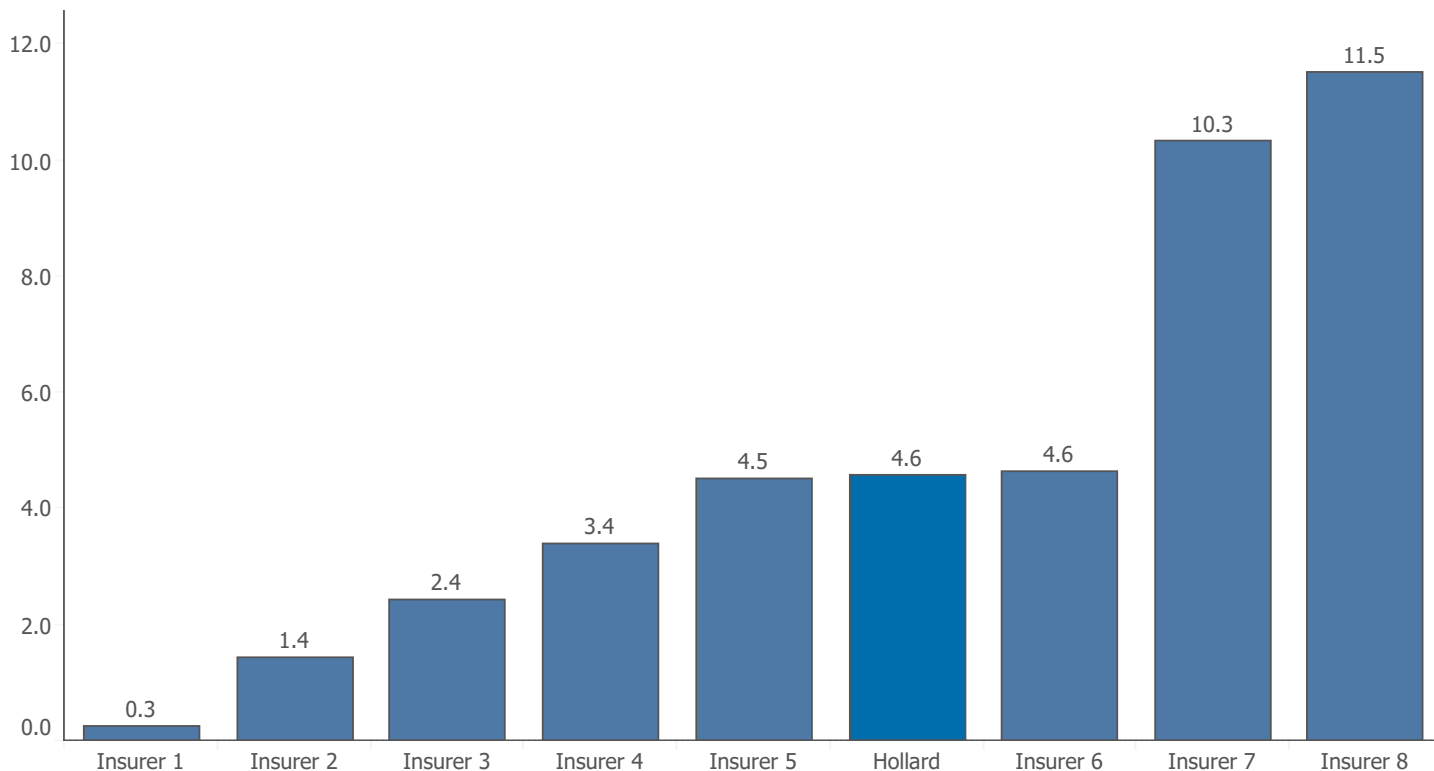


Renewal Retention Breakdown

Response Times

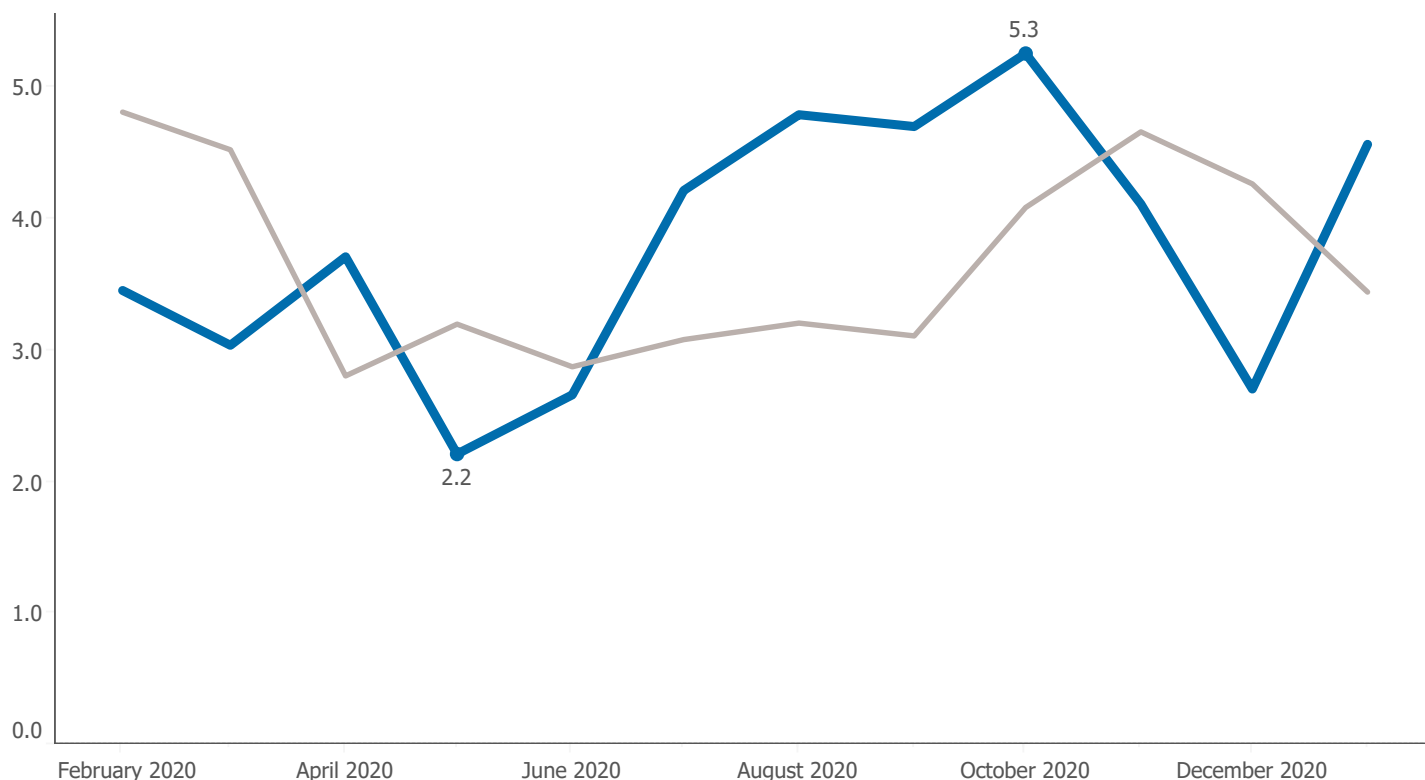
Response time is the average time between a broker sending a quote request message and the insurer responding to the message. It excludes auto rated responses where applicable. The time is calculated between the hours of 9am - 5pm AEST, Monday to Friday, inclusive of public holidays and is reported at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

Hollard's Top 20 Presented Occupations

	Presented Opportunities	Quoted Opportunities	Bound Opportunities
Property Owner - Retail (Not arcades/Malls)	836	503	77
Property Owner - Factory/Industrial	465	232	44
Carpenter	239	217	49
Electrician	226	123	27
Plumber	205	120	25
Property Owner - Office (Single Storey)	195	143	21
Hairdressing Service	156	142	44
Restaurant, Licensed, With Deep Frying	146	92	16
Handyman / Property Maintenance	143	69	9
Property Owner - Noc	138	68	16
Property Owner - Office (Multi Storey)	115	61	16
Property Owner - Warehouse	113	63	11
Beauty Salon Operation	107	96	25
Earthmoving	97	18	1
Electricians - Commercial	89	56	11
Road Freight Transport Service - No Storage	83	28	5
Cafe Operation, Not Licensed With Deep Frying	77	63	15
Cleaning Service Noc	73	50	10
Motor Mechanics	60	45	2

Top 20 Presented Occupations across SCTP Portfolio

	Presented Opportunities	Quoted Opportunities	Bound Opportunities
Property Owner - Retail (Not arcades/Malls)	1,067	1,017	512
Property Owner - Factory/Industrial	648	615	317
Carpenter	312	307	172
Electrician	309	295	147
Property Owner - Office (Single Storey)	286	282	163
Plumber	270	264	131
Handyman / Property Maintenance	206	203	106
Hairdressing Service	196	195	124
Property Owner - Noc	185	173	85
Restaurant, Licensed, With Deep Frying	171	161	60
Property Owner - Warehouse	169	161	76
Earthmoving	158	155	95
Property Owner - Office (Multi Storey)	151	145	69
Road Freight Transport Service - No Storage	142	141	72
Beauty Salon Operation	137	135	73
Electricians - Commercial	106	101	46
Real Estate Agency Service	105	101	57
Cleaning Service Noc	104	98	53
Concretor	92	91	47

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	830	573	103
Resilium Insurance Broking Pty Ltd	719	483	146
Community Broker Network	579	379	108
CBN	409	293	49
United Insurance Group	382	283	64
Regional Insurance Brokers Pty Ltd	227	102	19
Pollard Insurance Brokers Pty Ltd	151	98	16
Insurance House Pty Ltd	144	80	20
Centrewest Insurance Brokers Pty Ltd	126	79	11
Insurance House Advance	124	85	13
Steadfast Taswide Insurance Brokers	117	58	10
McLardy McShane Partners Pty Ltd	105	68	13
Aviso EIA Pty Ltd	96	62	11
PSC Connect Pty Ltd (VIC)	91	62	10
Oracle Group (Australia) Pty Ltd	91	57	15
Steadfast Eastern Insurance Brokers	84	52	8
Elliott Insurance Brokers	83	40	18
Consolidated Insurance Agencies Pty Ltd	78	55	18
Brookvale Insurance Brokers	78	43	9
BJS Insurance Brokers Pty Ltd	77	49	3
Garden State Insurance Brokers Pty Ltd	74	47	1
United Insurance - Winbeat site	72	50	12
Reliance Franchise Partners	69	49	13
Steadfast NSG Insurance Brokers	68	34	8
AIS Insurance Brokers	67	29	2
PSC Connect Pty Ltd (NSW)	64	45	5
Tony Bemrose Insurance Brokers Pty Ltd	63	46	9
Australian Insurance Solutions - NSW	59	36	12
Steel Pacific Insurance Brokers	58	18	4
Macey Insurance Brokers Pty Ltd	58	38	4
HWA Insurance Brokers	58	39	13
Consolidated Insurances Pty Ltd	58	33	7
Apollo Risk Services	57	33	8
Steadfast IRS Pty Ltd	55	38	6
Armstrongs Insurance Brokers	55	22	2
Allsafe Insurance Brokers Pty Ltd	52	31	4
ADK Insurance Brokers Pty Ltd	51	34	9
Aviso (Fitzpatrick & Company Insurance Brokers Pty Ltd)	50	30	2
Alliance Insurance Broking Services Pty Ltd	50	35	12
Midland Insurance Brokers Australia Pty Ltd	48	27	4