

SCTP Commercial Insurer Performance Report

Hollard - Business Pack

September 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

\$4,077,177

Fiscal Year to Date Base Premium

\$12,545,772

Rolling 12 Base Premium

\$49,022,004

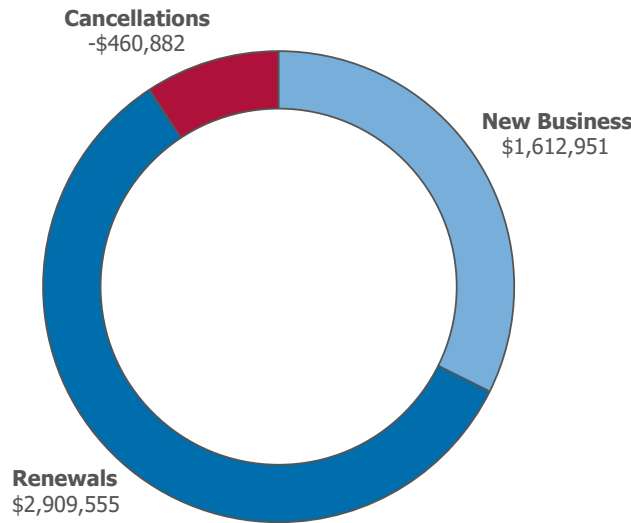
Hollard - Average Base Premium

\$1,365

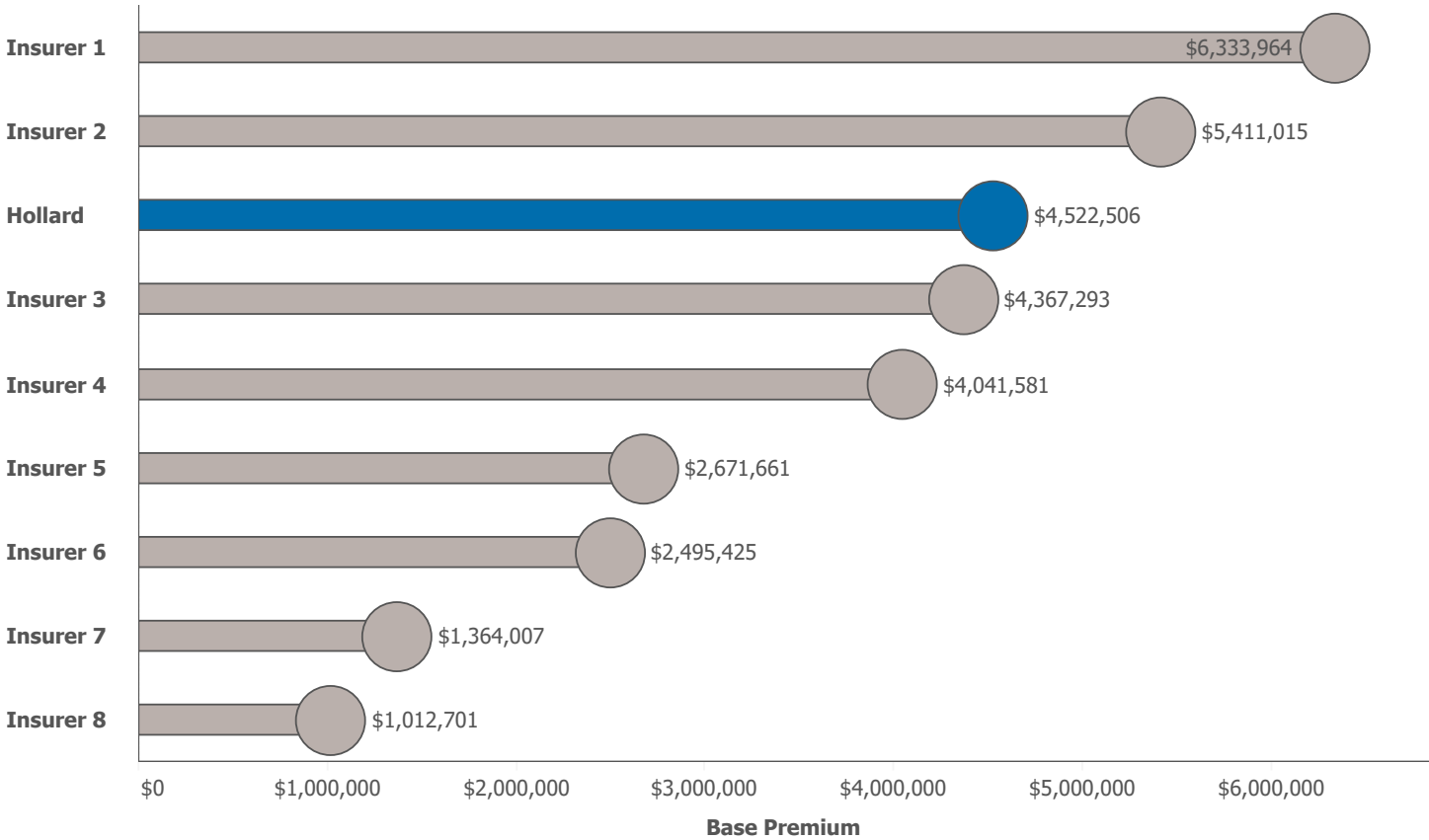
All Insurers - Average Base Premium

\$1,835

Transaction Type Breakdown

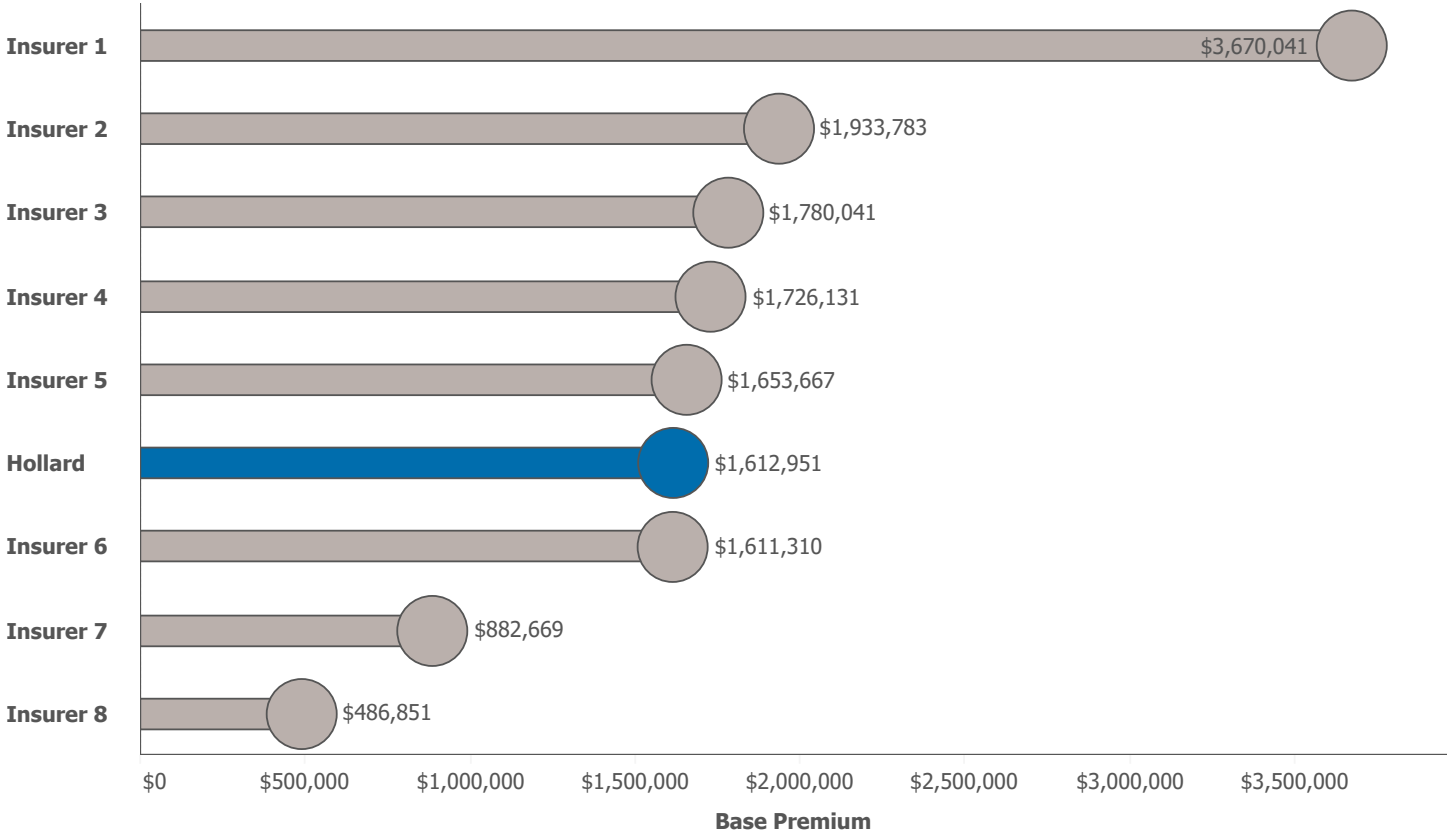


Overall Insurer Comparison

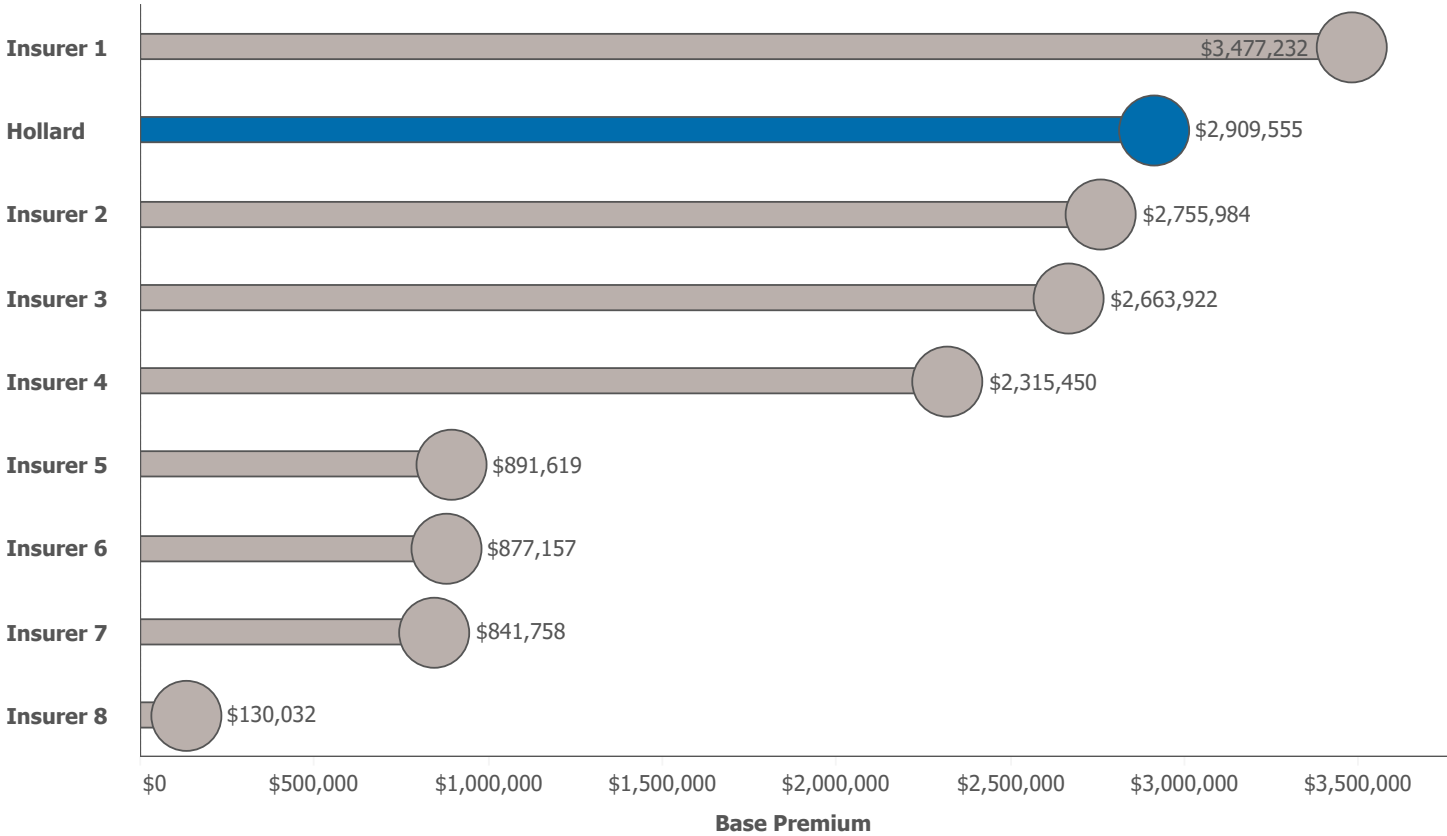


Base Premium

New Business Insurer Comparison



Renewal Insurer Comparison

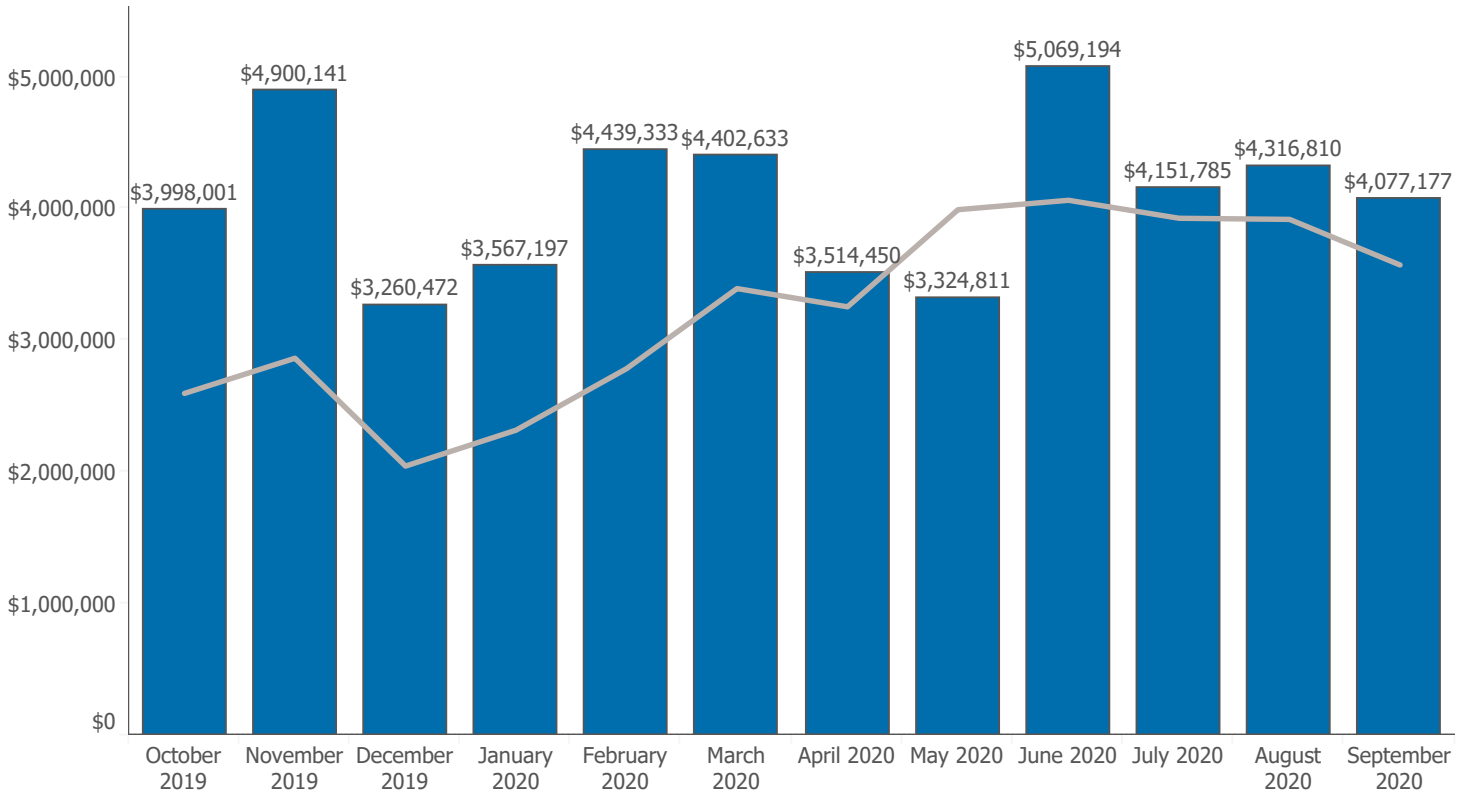


Base Premium

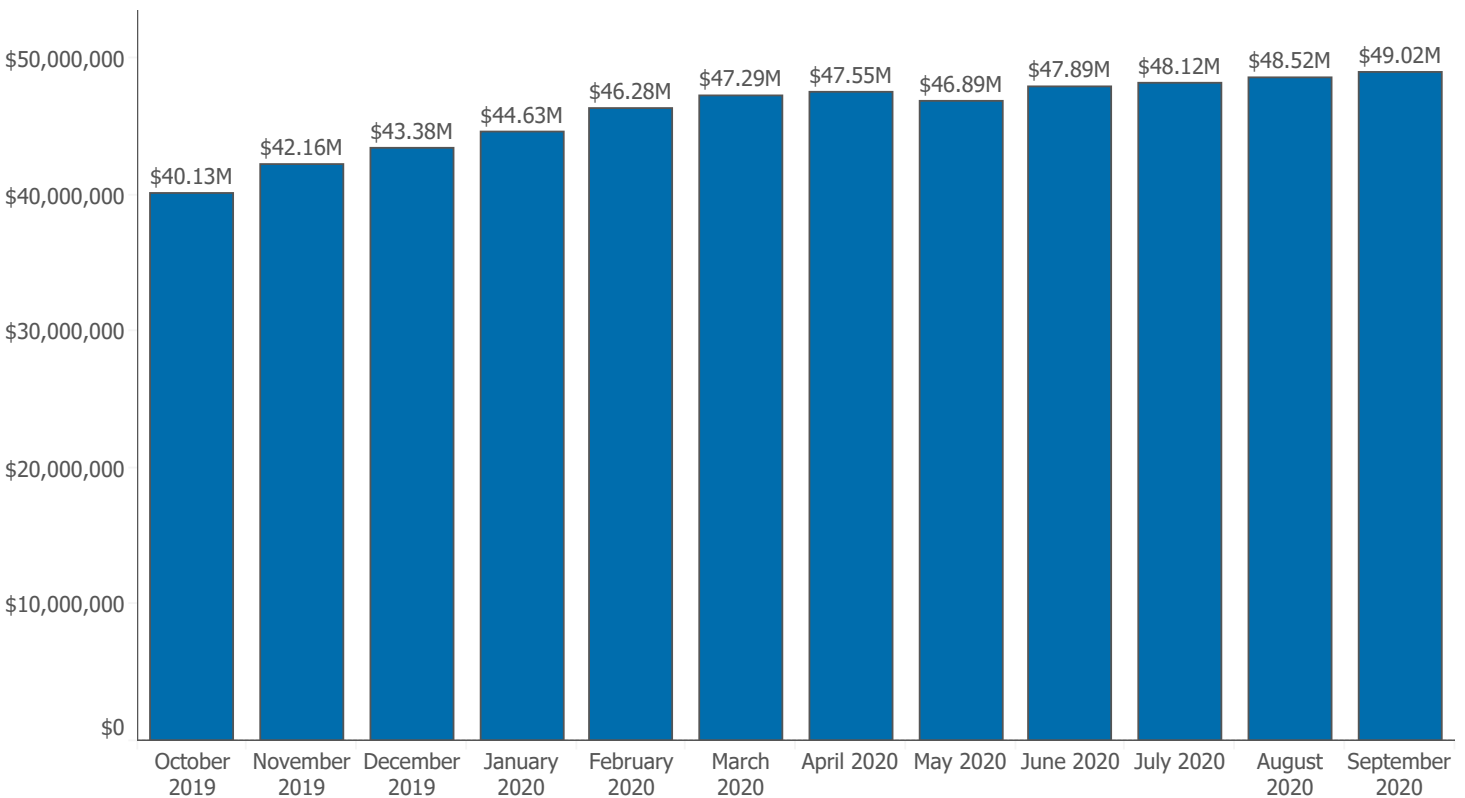
Base premium of policies bound during the reporting period includes cancellations and endorsements and is measured on the bound date of policies.

Base Premium by Month

CURRENT YEAR | **PRIOR YEAR**



Rolling 12 Months Base Premium



Strictly Commercial-in-Confidence

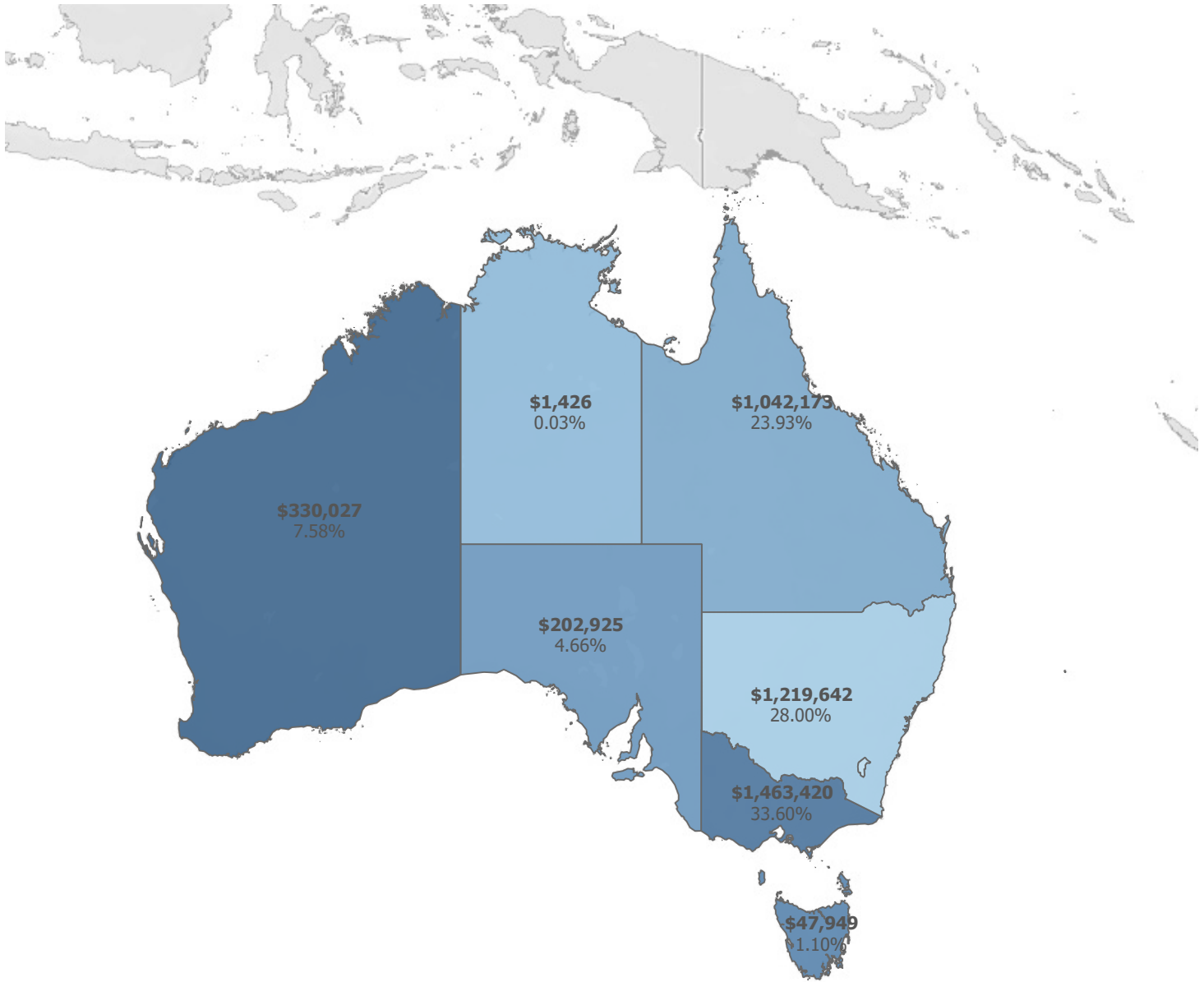
State Activity

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 01/09/2020

| | ACT | NSW | NT | QLD | SA | TAS | VIC | WA | Grand Total |
|---------------------|-----------------|--------------------|----------------|--------------------|------------------|-----------------|--------------------|------------------|--------------------|
| New Business | \$17,237 | \$559,607 | \$1,426 | \$333,051 | \$79,848 | \$13,509 | \$404,737 | \$156,719 | \$1,566,134 |
| Renewals | \$30,682 | \$660,035 | \$0 | \$709,122 | \$123,077 | \$34,440 | \$1,058,683 | \$173,308 | \$2,789,347 |
| Grand Total | \$47,919 | \$1,219,642 | \$1,426 | \$1,042,173 | \$202,925 | \$47,949 | \$1,463,420 | \$330,027 | \$4,355,481 |

Base Premium Breakdown by State for 01/09/2020



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

27,247

Declined Opportunities

10,893

Quoted Opportunities

14,916

Bound Opportunities

1,424

Total Opportunities

| ACT | NSW | NT | QLD | SA | TAS | VIC | WA |
|-----|-------|-----|-------|-------|-----|-------|-------|
| 278 | 8,192 | 131 | 5,775 | 1,195 | 927 | 7,720 | 3,029 |

Declined Opportunities

| | ACT | NSW | NT | QLD | SA | TAS | VIC | WA |
|-------------------------------|-----|-------|----|-------|-----|-----|-------|-------|
| Declined Opportunities | 97 | 3,063 | 83 | 2,683 | 471 | 476 | 2,836 | 1,184 |

| | | | | | | | | |
|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Decline Rate | 34.89% | 37.39% | 63.36% | 46.46% | 39.41% | 51.35% | 36.74% | 39.09% |
|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|

Quoted Opportunities

| | ACT | NSW | NT | QLD | SA | TAS | VIC | WA |
|-----------------------------|-----|-------|----|-------|-----|-----|-------|-------|
| Quoted Opportunities | 172 | 4,681 | 39 | 2,847 | 667 | 409 | 4,426 | 1,675 |

| | | | | | | | | |
|-------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Quote Rate | 95.03% | 91.27% | 81.25% | 92.08% | 92.13% | 90.69% | 90.62% | 90.79% |
|-------------------|--------|--------|--------|--------|--------|--------|--------|--------|

Bound Opportunities

| | ACT | NSW | NT | QLD | SA | TAS | VIC | WA |
|----------------------------|-----|-----|----|-----|----|-----|-----|-----|
| Bound Opportunities | 24 | 508 | 3 | 308 | 66 | 22 | 353 | 140 |

| | | | | | | | | |
|--------------------|--------|--------|-------|--------|-------|-------|-------|-------|
| Strike Rate | 13.95% | 10.85% | 7.69% | 10.82% | 9.90% | 5.38% | 7.98% | 8.36% |
|--------------------|--------|--------|-------|--------|-------|-------|-------|-------|

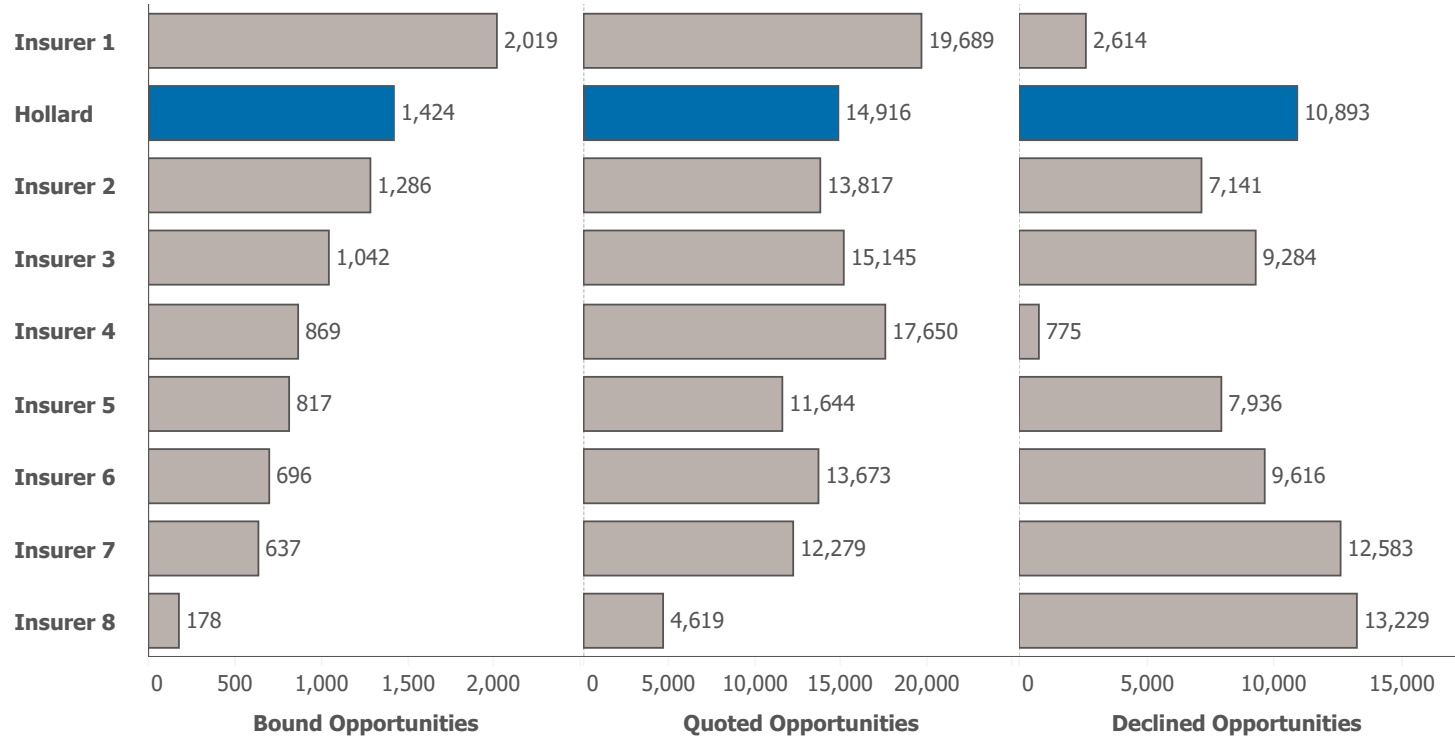
Strictly Commercial-in-Confidence

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



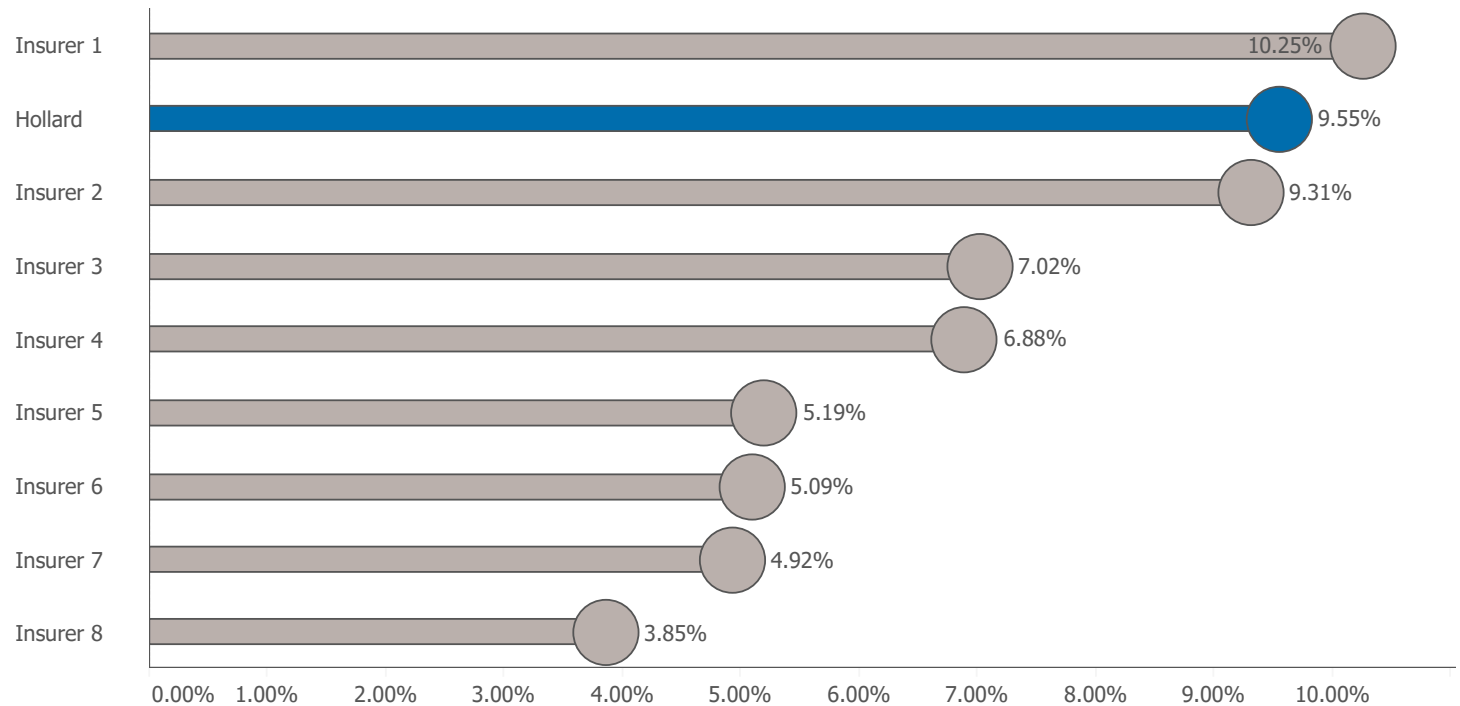
Opportunity Comparison by Insurer

| | Insurer 1 | Hollard | Insurer 2 | Insurer 3 | Insurer 4 | Insurer 5 | Insurer 6 | Insurer 7 | Insurer 8 |
|------------------------|-----------|---------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Total Opportunities | 28,216 | 27,247 | 28,508 | 27,732 | 28,279 | 27,358 | 28,121 | 28,011 | 28,013 |
| Declined Opportunities | 2,614 | 10,893 | 7,141 | 9,284 | 775 | 7,936 | 9,616 | 12,583 | 13,229 |
| Decline Rate | 9.26% | 39.98% | 25.05% | 33.48% | 2.74% | 29.01% | 34.20% | 44.92% | 47.22% |
| Quoted Opportunities | 19,689 | 14,916 | 13,817 | 15,145 | 17,650 | 11,644 | 13,673 | 12,279 | 4,619 |
| Bound Opportunities | 2,019 | 1,424 | 1,286 | 1,042 | 869 | 817 | 696 | 637 | 178 |
| Strike Rate | 10.25% | 9.55% | 9.31% | 6.88% | 4.92% | 7.02% | 5.09% | 5.19% | 3.85% |

Strike Rate

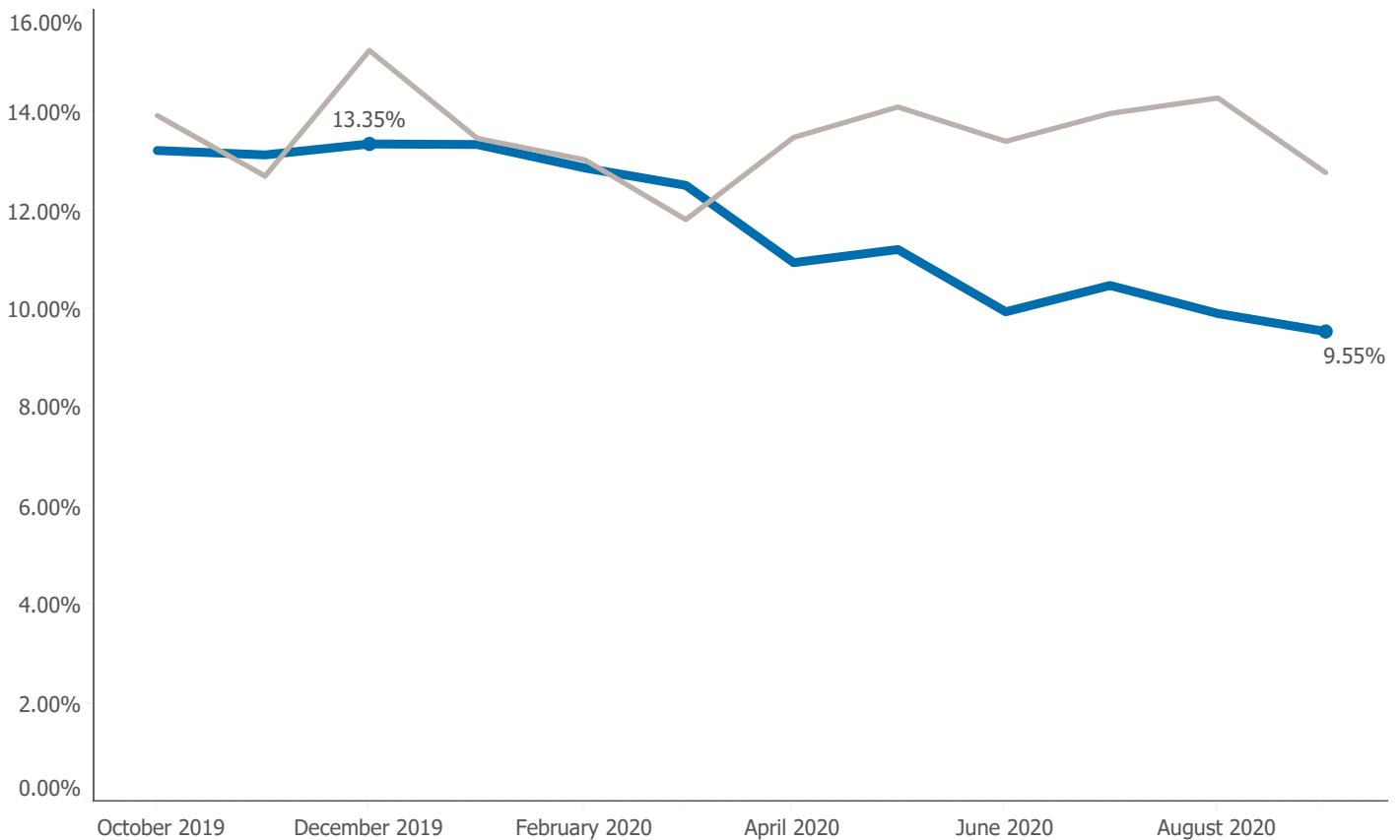
The strike rate is the total bound opportunities divided by the number of quoted opportunities and is measured at the inception date of the opportunity across all new business transactions.

Strike Rate Insurer Comparison for 01/09/2020



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 | Declined Opportunities | Quoted Opportunities | Bound Opportunities |
|---------------------|------------------------|----------------------|---------------------|
| 2,294 | 15 | 2,222 | 1,895 |

Total Opportunities

| ACT | NSW | NT | QLD | SA | TAS | VIC | WA |
|-----|-----|----|-----|----|-----|-----|-----|
| 33 | 675 | 2 | 488 | 74 | 37 | 804 | 181 |

Declined Opportunities

| | ACT | NSW | NT | QLD | SA | TAS | VIC | WA |
|------------------------|-------|-------|-------|-------|-------|-------|-------|-------|
| Declined Opportunities | 0 | 5 | 0 | 6 | 1 | 0 | 1 | 2 |
| Decline Rate | 0.00% | 0.74% | 0.00% | 1.23% | 1.35% | 0.00% | 0.12% | 1.10% |

Quoted Opportunities

| | ACT | NSW | NT | QLD | SA | TAS | VIC | WA |
|----------------------|---------|--------|---------|--------|--------|--------|--------|--------|
| Quoted Opportunities | 33 | 653 | 2 | 468 | 71 | 36 | 783 | 176 |
| Quote Rate | 100.00% | 97.46% | 100.00% | 97.10% | 97.26% | 97.30% | 97.51% | 98.32% |

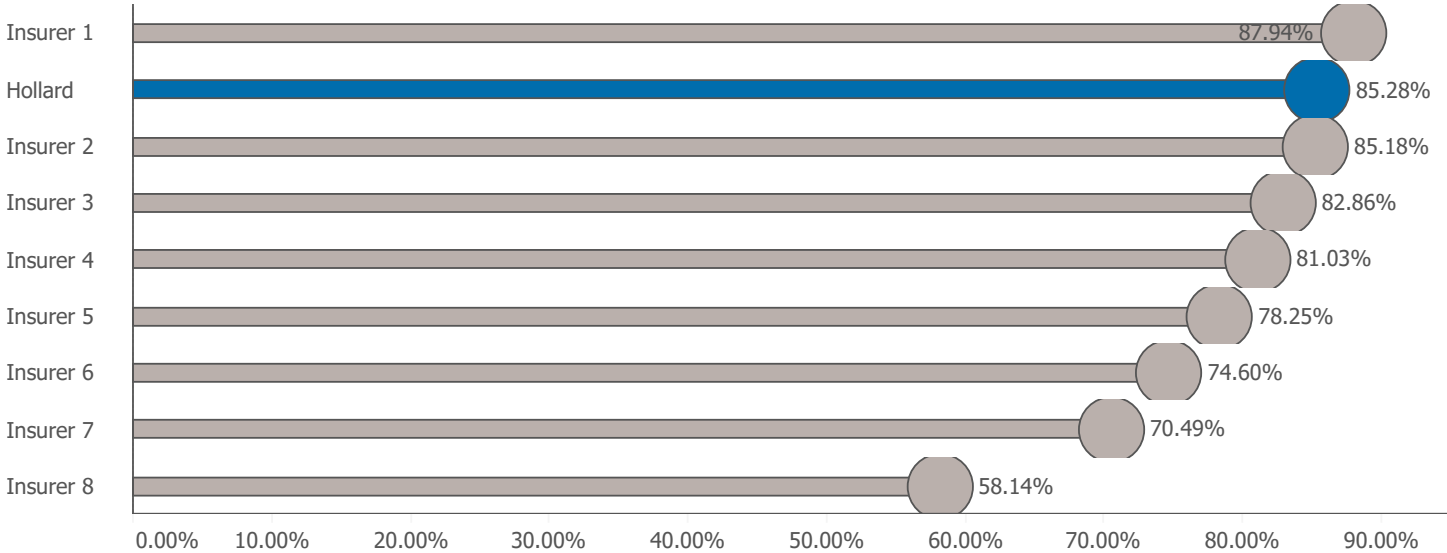
Bound Opportunities

| | ACT | NSW | NT | QLD | SA | TAS | VIC | WA |
|---------------------|--------|--------|---------|--------|--------|--------|--------|--------|
| Bound Opportunities | 28 | 544 | 2 | 401 | 63 | 30 | 688 | 139 |
| Retention Rate | 84.85% | 83.31% | 100.00% | 85.68% | 88.73% | 83.33% | 87.87% | 78.98% |

Renewal Retention

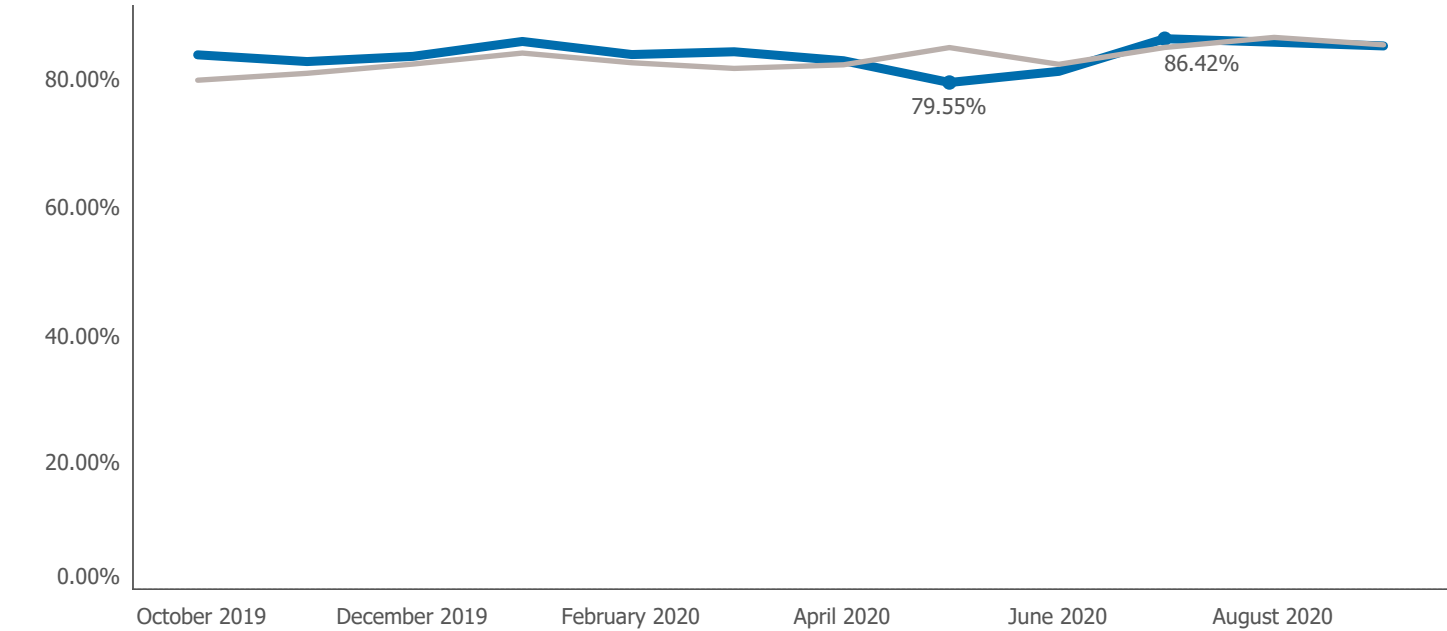
Renewal retention is based on the inception date of all renewal quotes, and is calculated as the total bound renewal opportunities divided by the number of quoted renewal opportunities.

Renewal Retention Rate Insurer Comparison for 01/09/2020



Renewal Retention by Month

CURRENT YEAR | PRIOR YEAR

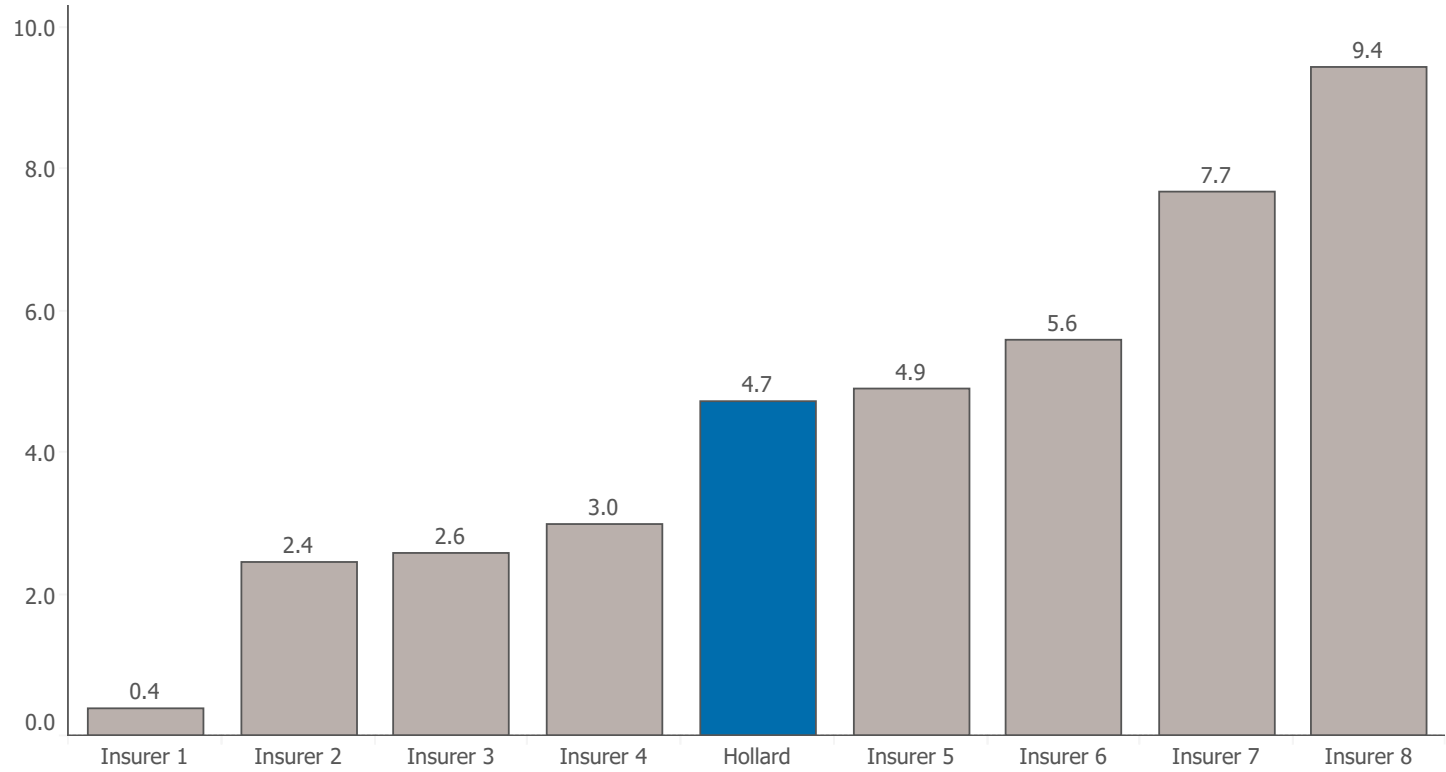


Renewal Retention Breakdown

Response Times

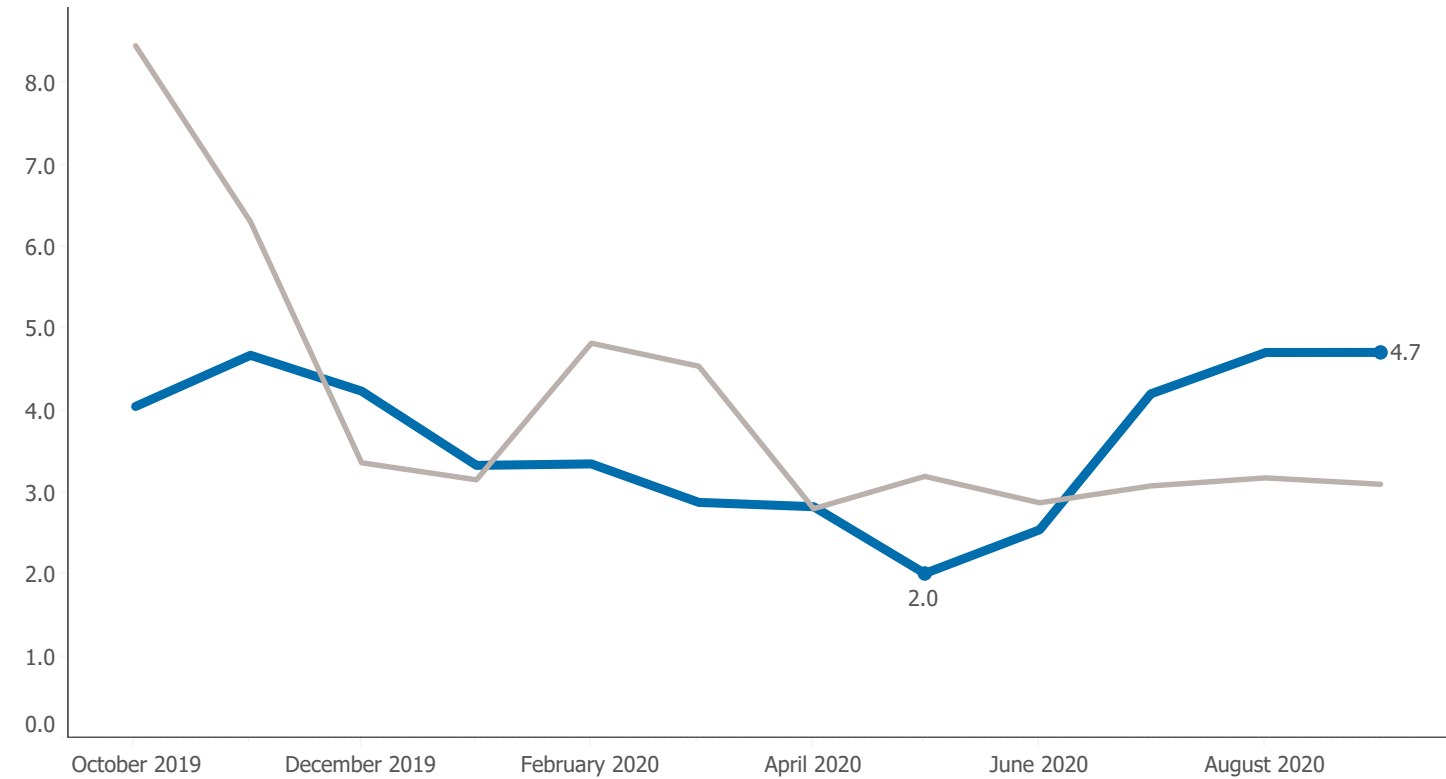
Response time is the average time between a broker sending a quote request message and the insurer responding to the message. It excludes auto rated responses where applicable. The time is calculated between the hours of 9am - 5pm AEST, Monday to Friday, inclusive of public holidays and is reported at 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) | 2,169 | 1,174 | 194 |
| Property Owner - Factory/Industrial | 1,525 | 716 | 176 |
| Electrician | 513 | 355 | 105 |
| Carpenter | 506 | 440 | 71 |
| Plumber | 489 | 295 | 63 |
| Property Owner - Warehouse | 459 | 212 | 50 |
| Property Owner - Office (Single Storey) | 455 | 336 | 71 |
| Restaurant, Licensed, With Deep Frying | 438 | 299 | 67 |
| Property Owner - Noc | 430 | 152 | 18 |
| Handyman / Property Maintenance | 425 | 225 | 30 |
| Property Owner - Office (Multi Storey) | 389 | 181 | 62 |
| Road Freight Transport Service - No Storage | 366 | 177 | 13 |
| Hairdressing Service | 344 | 310 | 85 |
| Beauty Salon Operation | 331 | 284 | 66 |
| Earthmoving | 275 | 66 | 6 |
| Cafe Operation, Not Licensed With Deep Frying | 272 | 209 | 56 |
| Cleaning Service Noc | 252 | 176 | 35 |
| Motor Mechanics | 215 | 165 | 7 |
| Electricians - Commercial | 184 | 104 | 19 |

Top 20 Presented Occupations across SCTP Portfolio

| | Presented Opportunities | Quoted Opportunities | Bound Opportunities |
|---|-------------------------|----------------------|---------------------|
| Property Owner - Retail (Not arcades/Malls) | 2,618 | 2,472 | 1,560 |
| Property Owner - Factory/Industrial | 1,872 | 1,761 | 1,131 |
| Electrician | 614 | 606 | 388 |
| Property Owner - Office (Single Storey) | 600 | 585 | 422 |
| Plumber | 588 | 572 | 286 |
| Carpenter | 581 | 575 | 333 |
| Property Owner - Warehouse | 544 | 498 | 300 |
| Handyman / Property Maintenance | 508 | 503 | 305 |
| Road Freight Transport Service - No Storage | 500 | 494 | 327 |
| Property Owner - Noc | 483 | 432 | 222 |
| Property Owner - Office (Multi Storey) | 461 | 440 | 280 |
| Restaurant, Licensed, With Deep Frying | 460 | 434 | 229 |
| Hairdressing Service | 403 | 400 | 267 |
| Beauty Salon Operation | 380 | 374 | 224 |
| Earthmoving | 330 | 317 | 203 |
| Cafe Operation, Not Licensed With Deep Frying | 303 | 291 | 156 |
| Cleaning Service Noc | 257 | 251 | 112 |
| Motor Mechanics | 245 | 241 | 110 |
| Real Estate Agency Service | 240 | 237 | 158 |

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 | 2,236 | 1,439 | 241 |
| Alliance Insurance Broking Services Pty Ltd | 209 | 126 | 42 |
| Apollo Risk Services | 208 | 117 | 13 |
| ADK Insurance Brokers Pty Ltd | 160 | 105 | 28 |
| AIS Insurance Brokers | 154 | 75 | 15 |
| Steadfast NSG Insurance Brokers | 150 | 85 | 16 |
| Action Insurance Brokers | 150 | 81 | 22 |
| Australian Insurance Solutions - NSW | 149 | 91 | 24 |
| AIB Pty Ltd | 124 | 66 | 22 |
| Allsafe Insurance Brokers Pty Ltd | 106 | 60 | 11 |
| Australian Broker Network | 102 | 76 | 25 |
| Armstrongs Insurance Brokers | 102 | 44 | 7 |
| Alan Wilson Insurance Brokers | 91 | 59 | 17 |
| AIIB Pty Ltd | 91 | 43 | 1 |
| Arcuri & Associates Pty Ltd | 87 | 43 | 11 |
| Archer Insurance Corp | 86 | 56 | 5 |
| AIS Insurance Pty Ltd | 67 | 44 | 8 |
| Australian Insurance Solutions Pty Ltd | 62 | 42 | 18 |
| Arrowsmith & Petruccelli Insurance Brokers Pty Ltd | 57 | 31 | 1 |
| Action Insurance Brokers Robina | 56 | 39 | 18 |
| Aughtersons Insurance Brokers Pty Ltd | 54 | 36 | 15 |
| Alfa Insurance Brokers Pty Ltd | 54 | 30 | 5 |
| Austcover Pty Ltd | 53 | 28 | 11 |
| Acumen Insurance Pty Ltd | 38 | 24 | 9 |
| Albany District Insurance Brokers | 35 | 23 | 6 |
| Empire Insurance Group Pty Ltd | 33 | 22 | 7 |
| Annis Group Pty Limited | 31 | 14 | 5 |
| AFA Insurance Brokers Pty Ltd | 23 | 9 | 2 |
| 20:20 Insurance Brokers | 21 | 7 | 0 |
| Austgroup Insurance Brokers | 15 | 5 | 0 |
| Andrews Insurance Services Pty Ltd | 15 | 8 | 0 |
| AustralAsia Insurance Brokers Pty Ltd | 14 | 9 | 0 |
| Atlantic Insurance Brokers Pty Ltd | 12 | 6 | 0 |
| PSC Property Lync Insurance Brokers Pty Ltd | 9 | 1 | 0 |
| Auzi Pty Ltd | 9 | 2 | 0 |
| AMA Insurance Brokers | 9 | 1 | 0 |
| Australian Reliance | 3 | 1 | 0 |
| AIIRS Pty Ltd | 2 | 1 | 0 |
| ASM Insurance Brokers Pty Ltd | 1 | 1 | 1 |
| Alexis Insurance Brokers | 1 | 1 | 1 |