

SCTP Insurer Performance Report

Hollard - Business Pack

April 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

\$3,514,450

Fiscal Year to Date Base Premium

\$39,499,119

Rolling 12 Base Premium

\$47,554,300

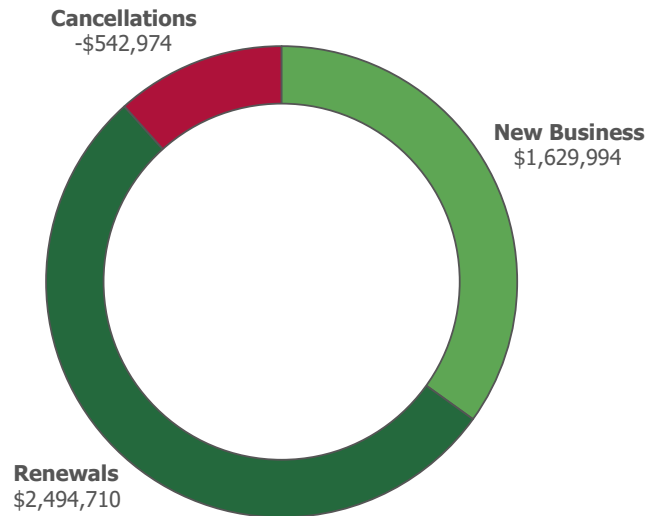
Hollard - Average Base Premium

\$1,571

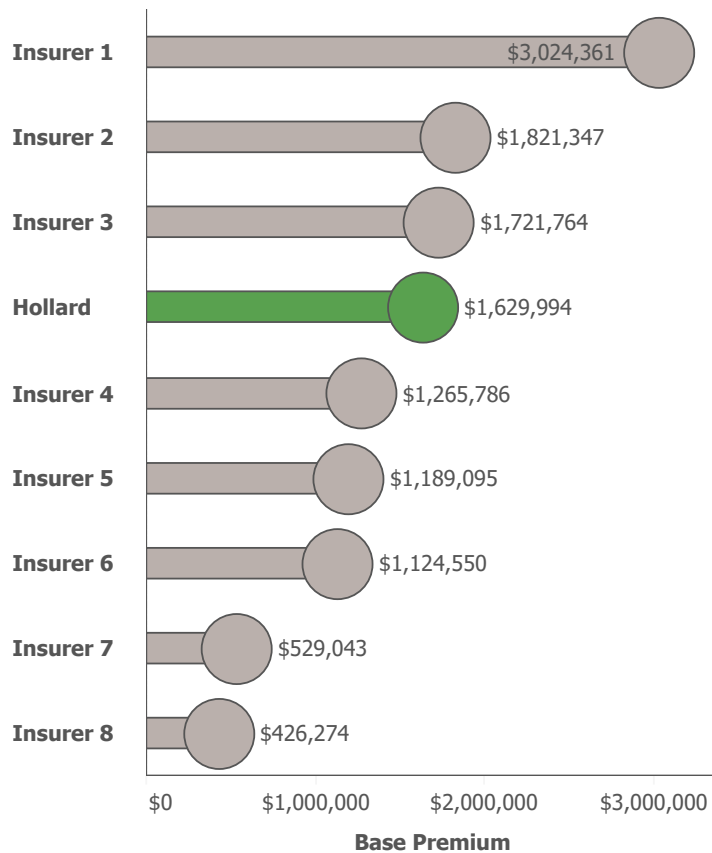
All Insurers - Average Base Premium

\$1,909

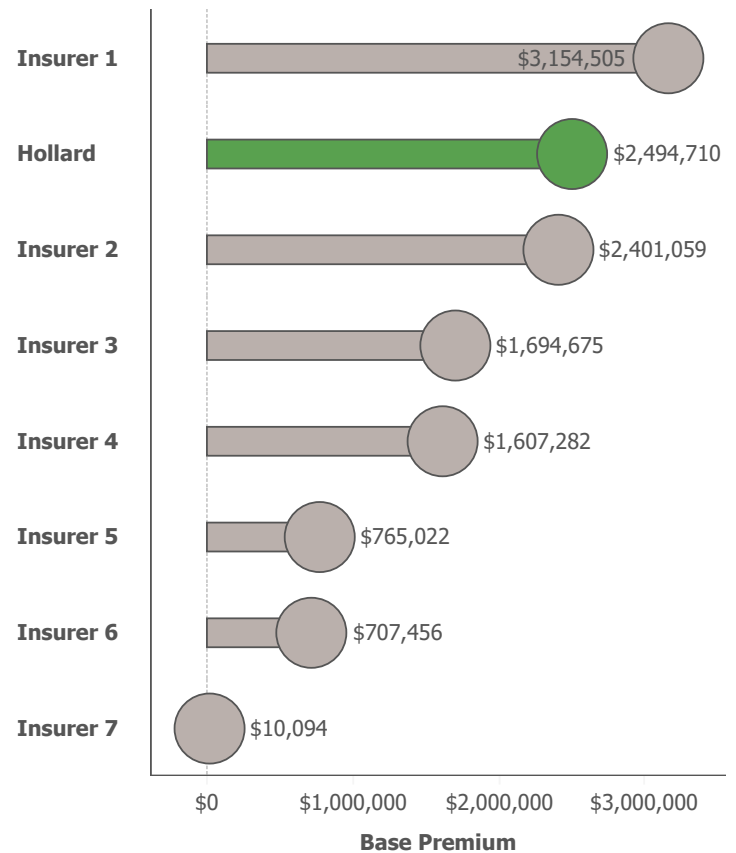
Transaction Type Breakdown



New Business Insurer Comparison



Renewal Insurer Comparison

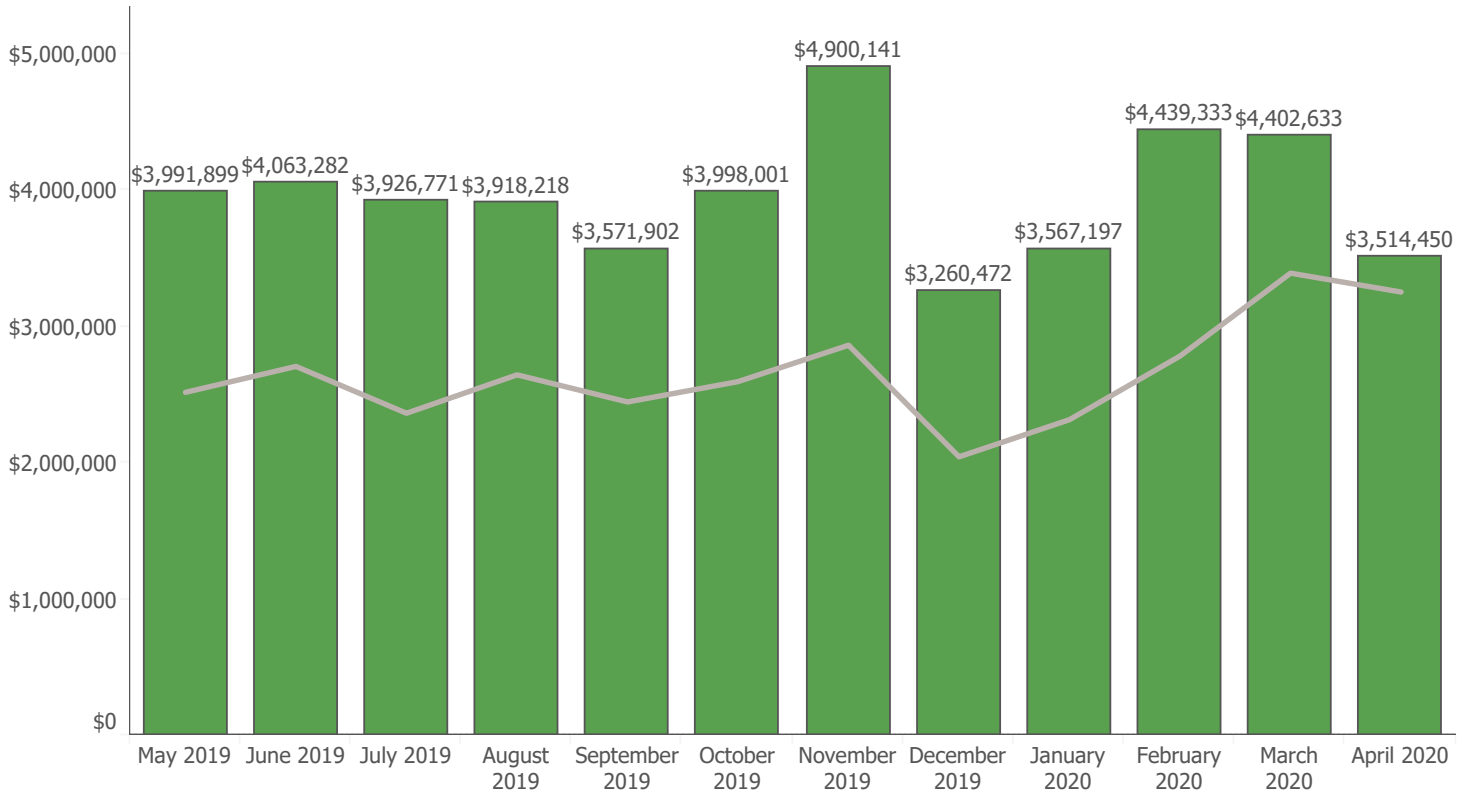


Base Premium

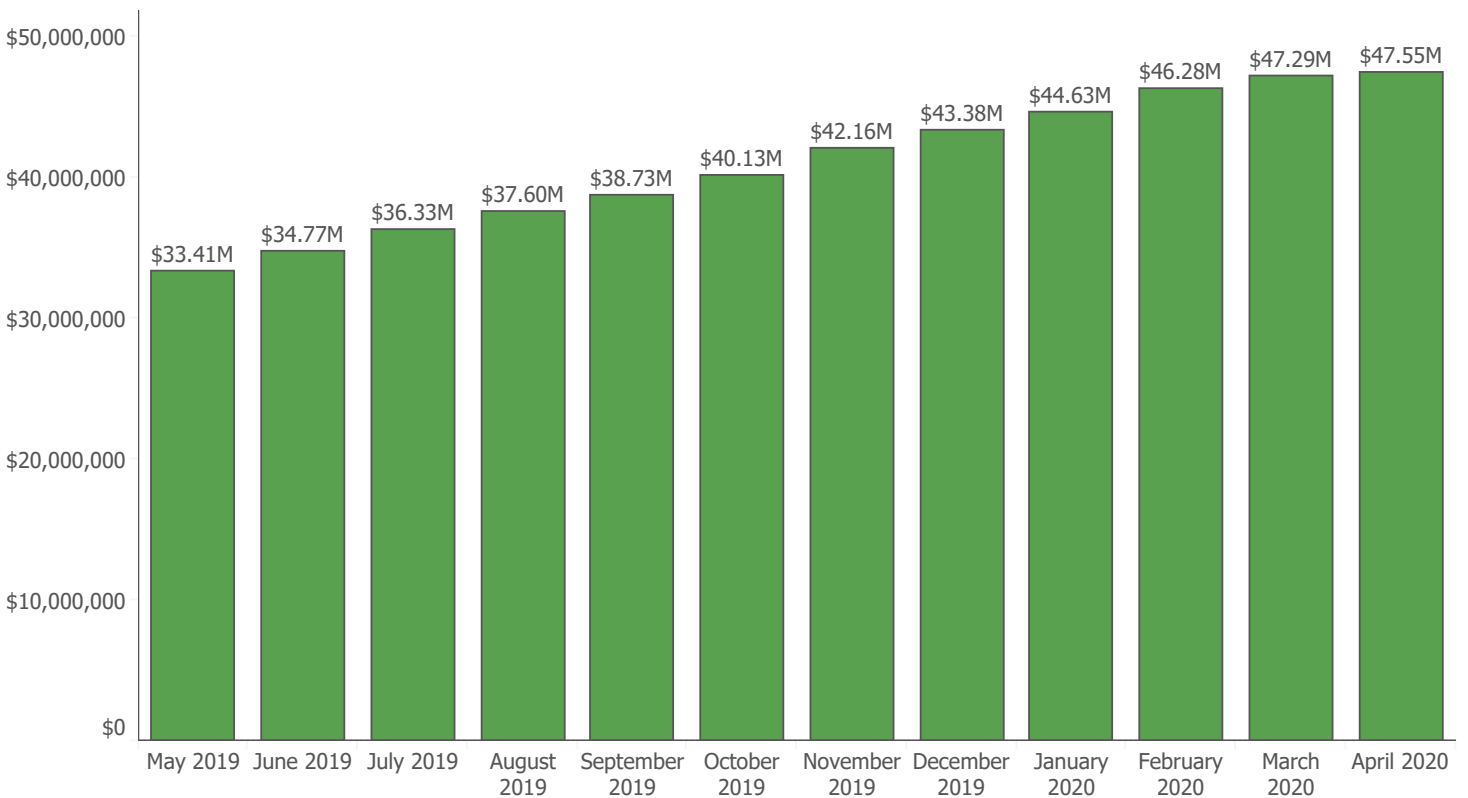
Base premium of policies bound during the reporting period includes cancellations and endorsements and is measured on the bound date of policies.

Base Premium by Month

CURRENT YEAR | PRIOR YEAR



Rolling 12 Months Base Premium



Strictly Commercial-in-Confidence

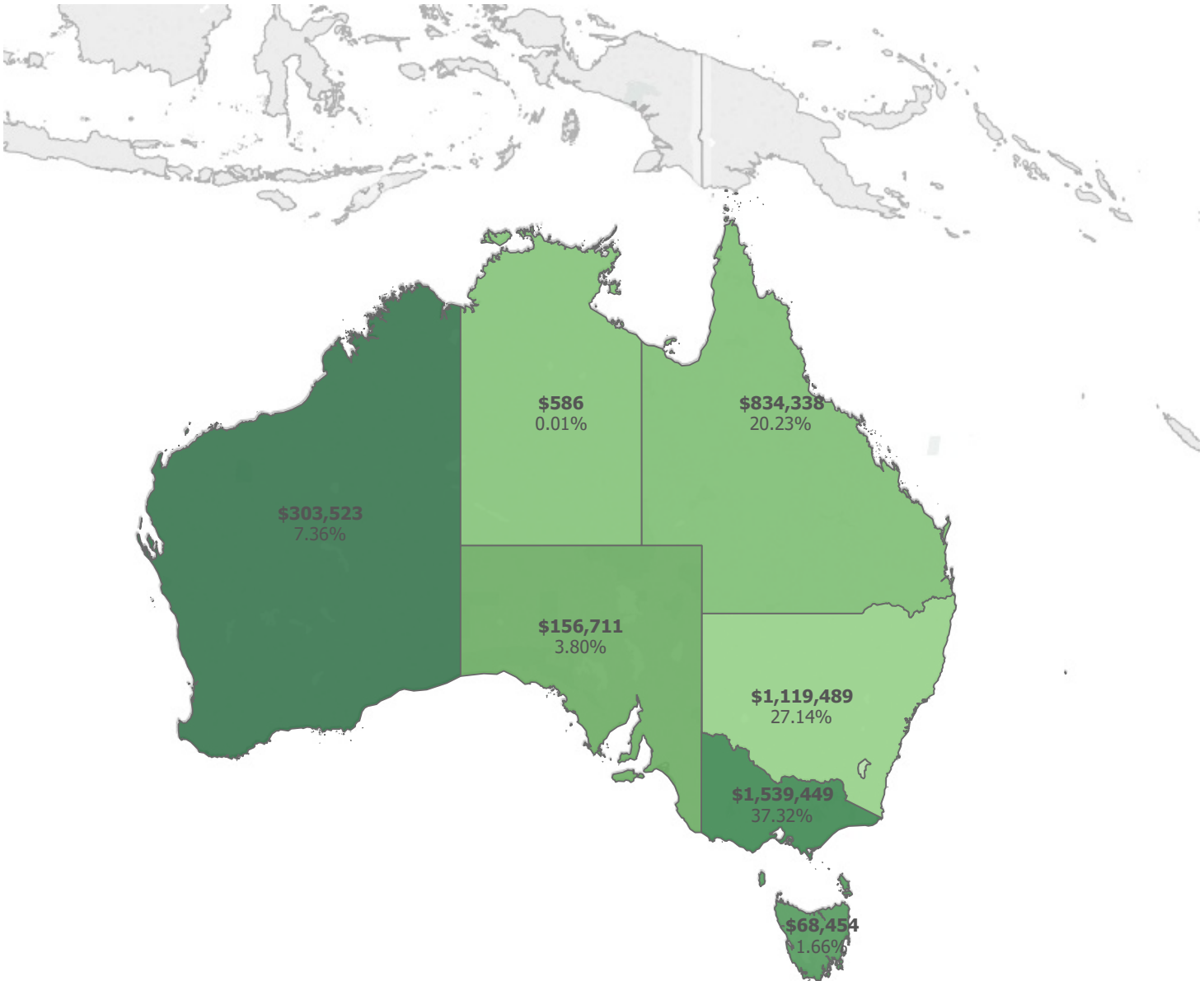
State Activity

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 01/04/2020

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
New Business	\$14,453	\$446,971	\$586	\$285,957	\$56,364	\$23,897	\$642,192	\$145,956
Renewals	\$42,178	\$672,519	\$0	\$548,381	\$100,347	\$44,557	\$897,258	\$157,567
Grand Total	\$56,631	\$1,119,489	\$586	\$834,338	\$156,711	\$68,454	\$1,539,449	\$303,523

Base Premium Breakdown by State for 01/04/2020



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

20,250

Declined Opportunities

8,295

Quoted Opportunities

10,910

Bound Opportunities

1,154

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
190	6,122	77	4,371	878	707	5,714	2,191

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	76	2,282	44	2,074	354	343	2,259	863

Decline Rate	40.00%	37.28%	57.14%	47.45%	40.32%	48.51%	39.53%	39.39%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	106	3,498	28	2,102	483	314	3,189	1,190

Quote Rate	92.98%	91.09%	84.85%	91.51%	92.18%	86.26%	92.30%	89.61%
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Bound Opportunities

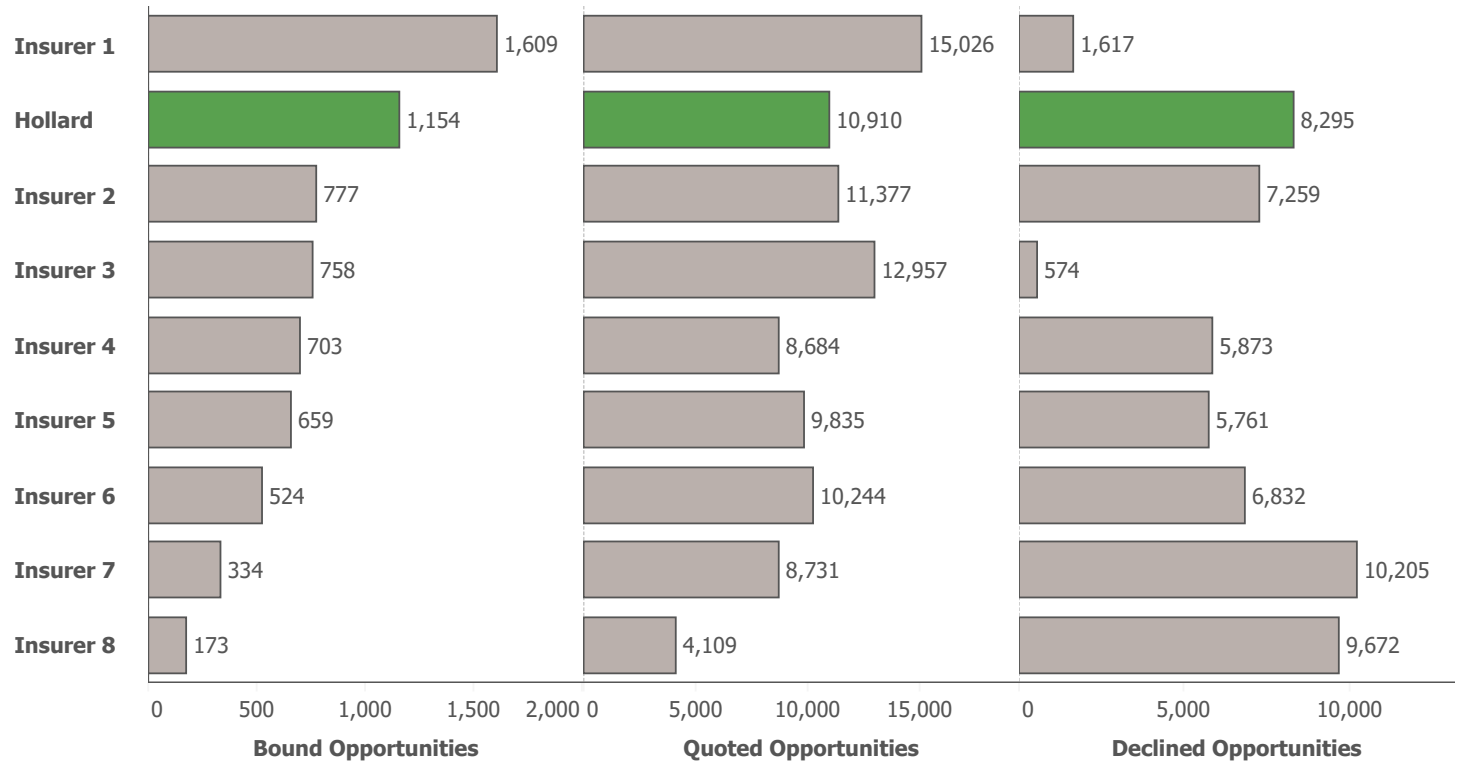
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	9	324	2	214	46	25	403	131

Strike Rate	8.49%	9.26%	7.14%	10.18%	9.52%	7.96%	12.64%	11.01%
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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



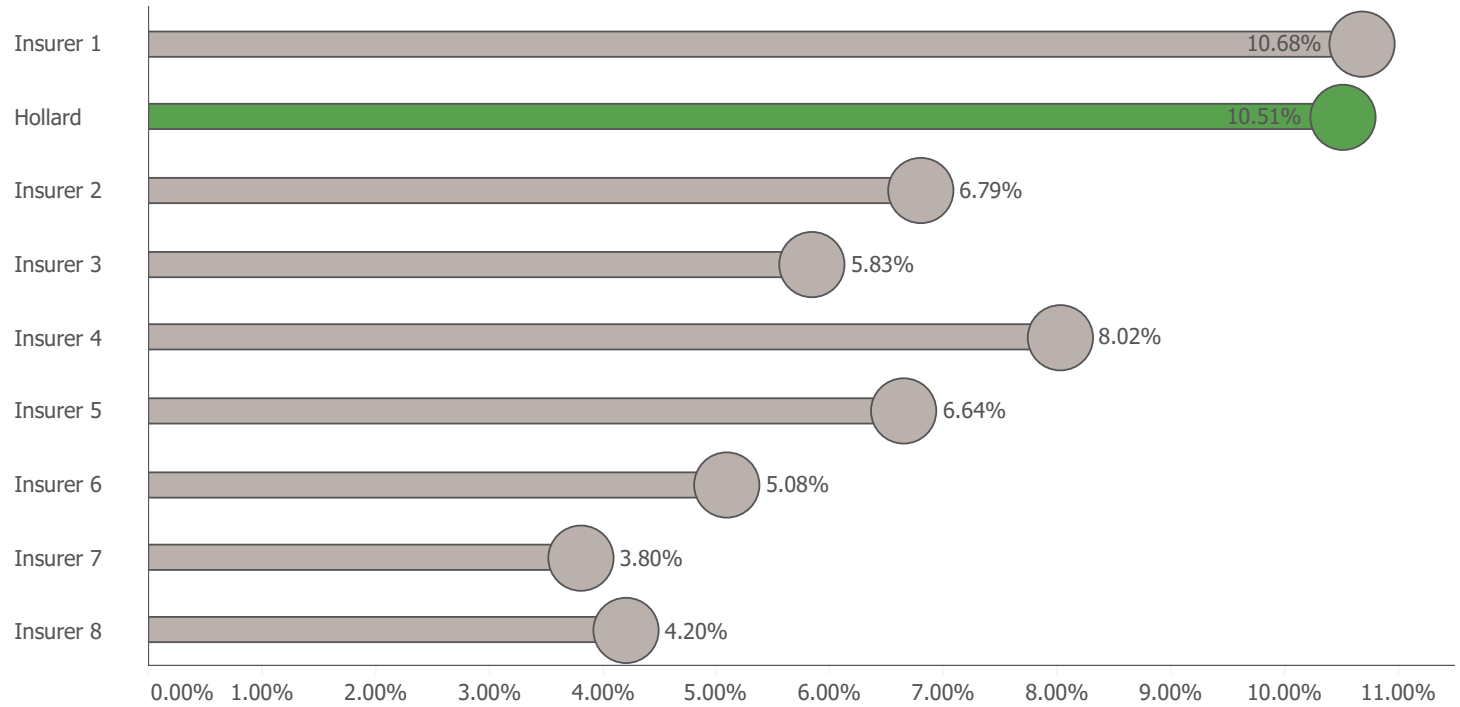
Opportunity Comparison by Insurer

	Insurer 1	Hollard	Insurer 2	Insurer 3	Insurer 4	Insurer 5	Insurer 6	Insurer 7	Insurer 8
Total Opportunities	21,552	20,250	21,210	21,252	20,396	21,406	21,066	20,898	20,953
Declined Opportunities	1,617	8,295	7,259	574	5,873	5,761	6,832	10,205	9,672
Decline Rate	7.50%	40.96%	34.22%	2.70%	28.79%	26.91%	32.43%	48.83%	46.16%
Quoted Opportunities	15,026	10,910	11,377	12,957	8,684	9,835	10,244	8,731	4,109
Bound Opportunities	1,609	1,154	777	758	703	659	524	334	173
Strike Rate	10.71%	10.58%	6.83%	5.85%	8.10%	6.70%	5.12%	3.83%	4.21%

Strike Rate

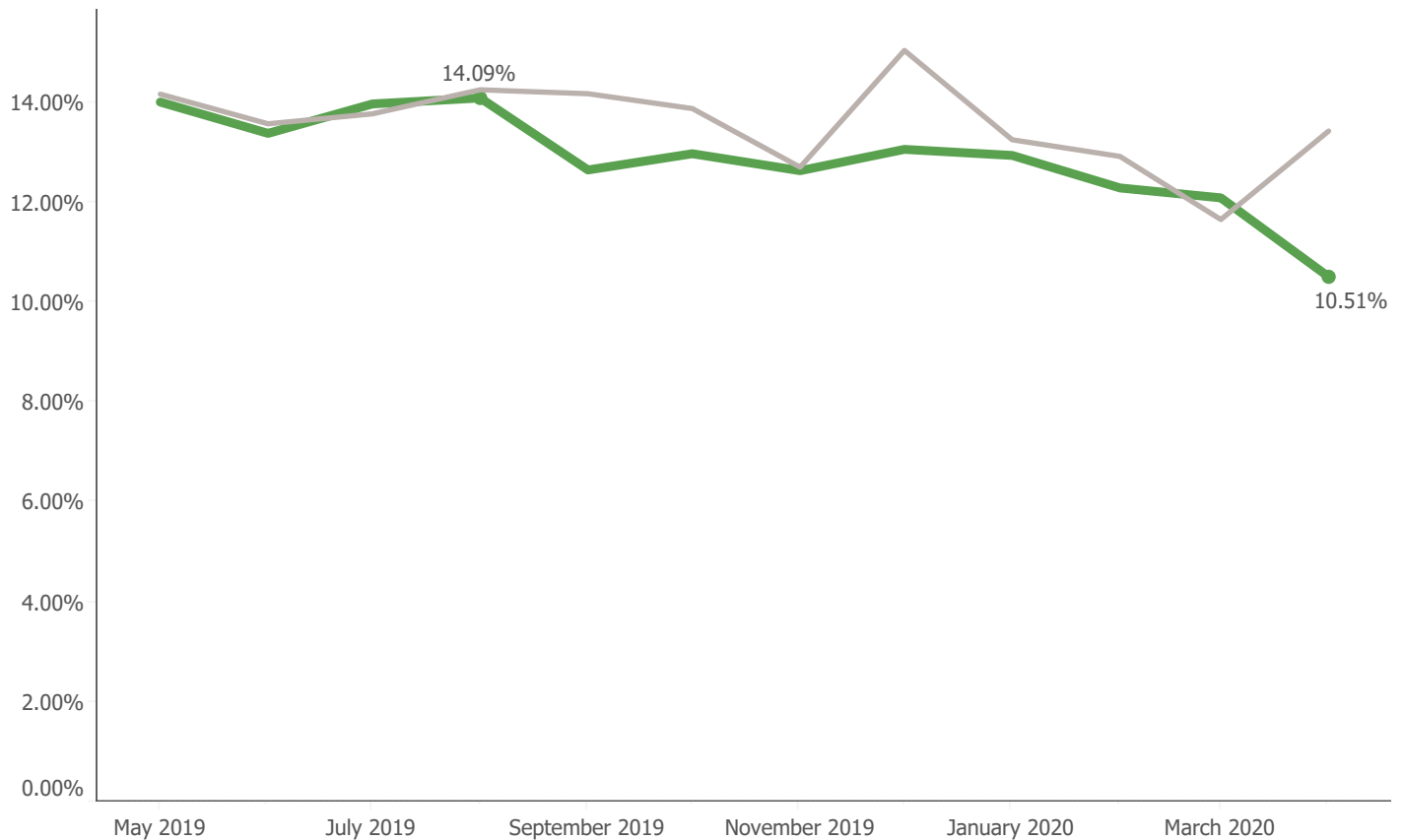
The strike rate is the total bound opportunities divided by the number of quoted opportunities and is measured at the inception date of the opportunity across all new business transactions.

Strike Rate Insurer Comparison for 01/04/2020



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

1,715

Declined Opportunities

17

Quoted Opportunities

1,669

Bound Opportunities

1,376

Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
19	497	0	396	44	28	586	145

Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	0	4	0	1	0	0	10	2

Decline Rate	0.00%	0.80%	0.00%	0.25%	0.00%	0.00%	1.71%	1.38%
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Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	19	485	0	389	44	28	564	140

Quote Rate	100.00%	98.38%	0.00%	98.48%	100.00%	100.00%	97.92%	97.90%
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Bound Opportunities

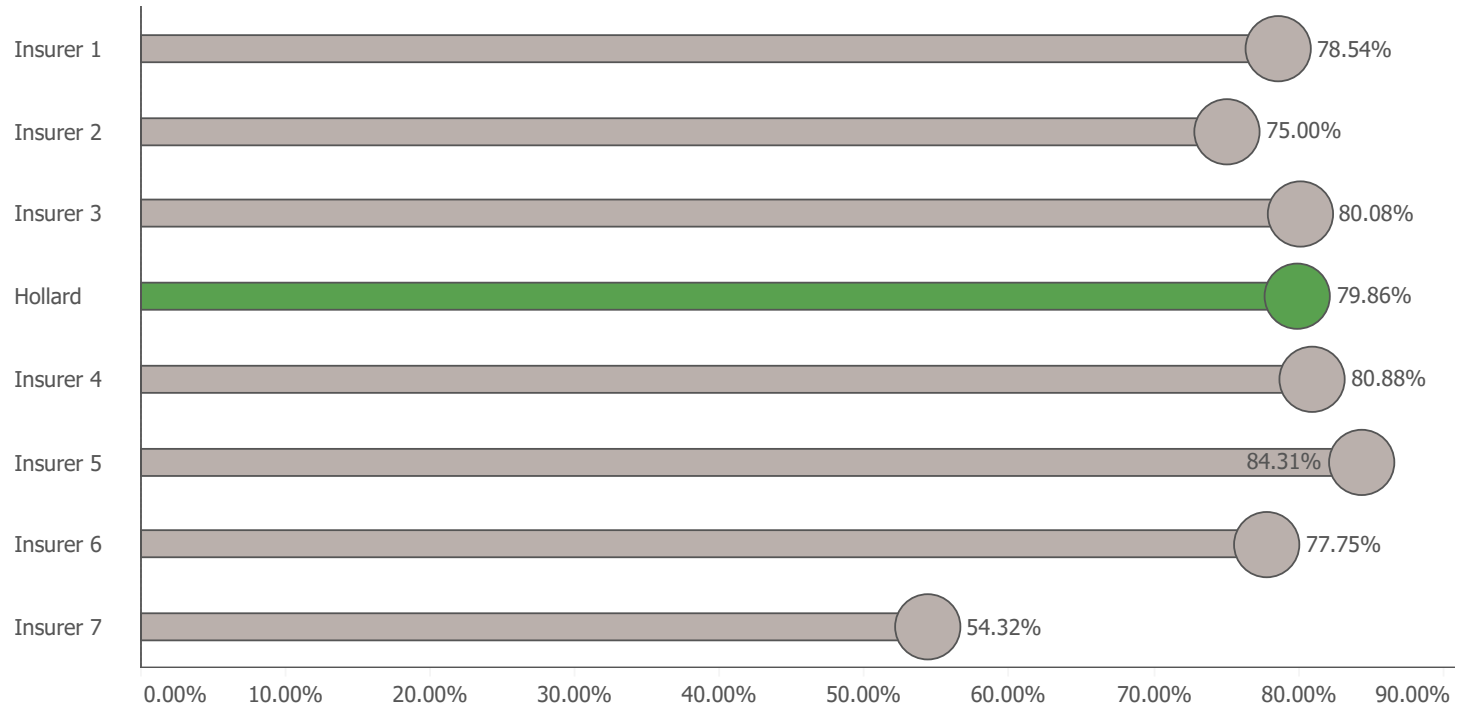
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	18	407	0	309	40	26	463	113

Retention Rate	94.74%	83.92%	0.00%	79.43%	90.91%	92.86%	82.09%	80.71%
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Renewal Retention

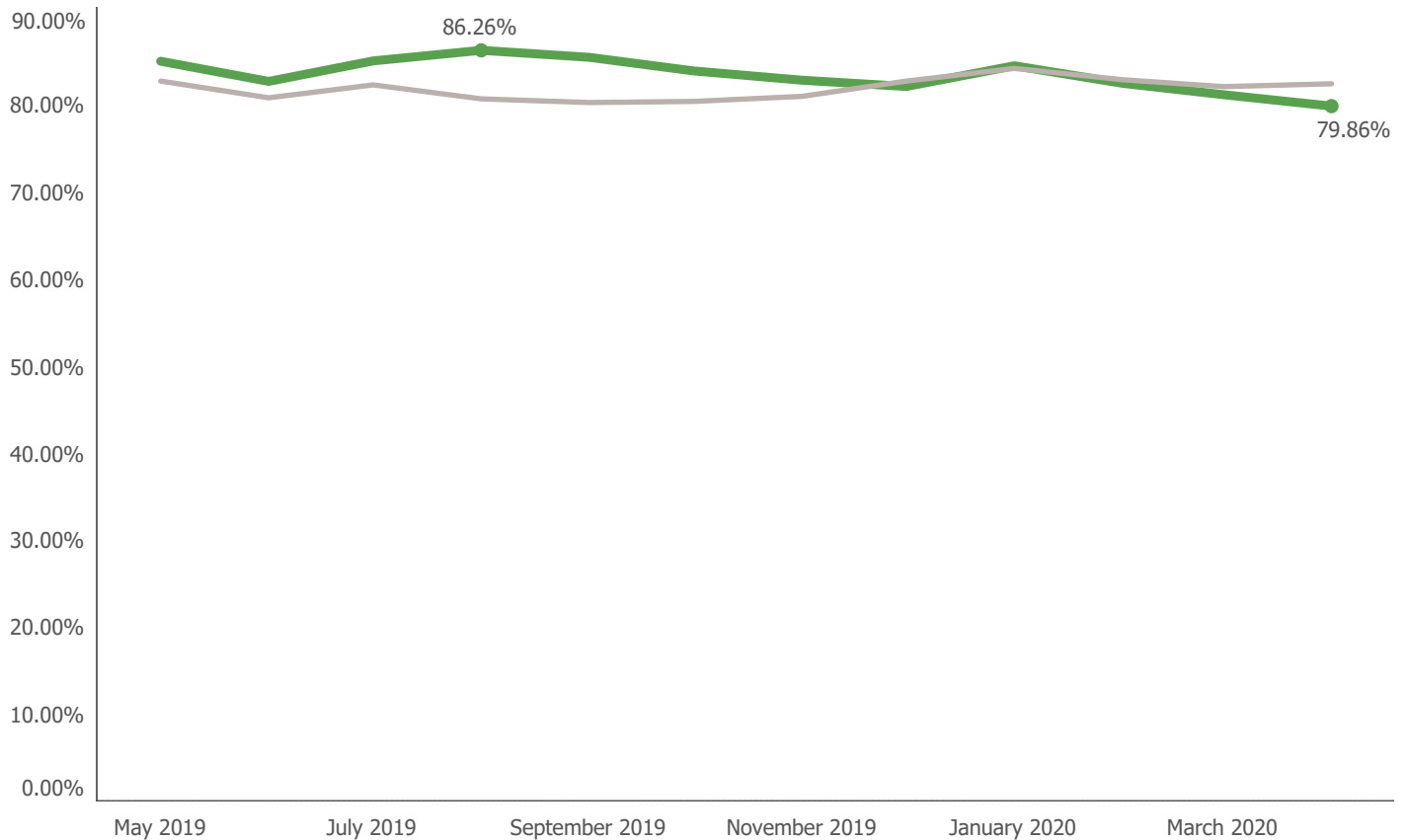
Renewal retention is based on the inception date of all renewal quotes, and is calculated as the total bound renewal opportunities divided by the number of quoted renewal opportunities.

Renewal Retention Rate Insurer Comparison for 01/04/2020



Renewal Retention by Month

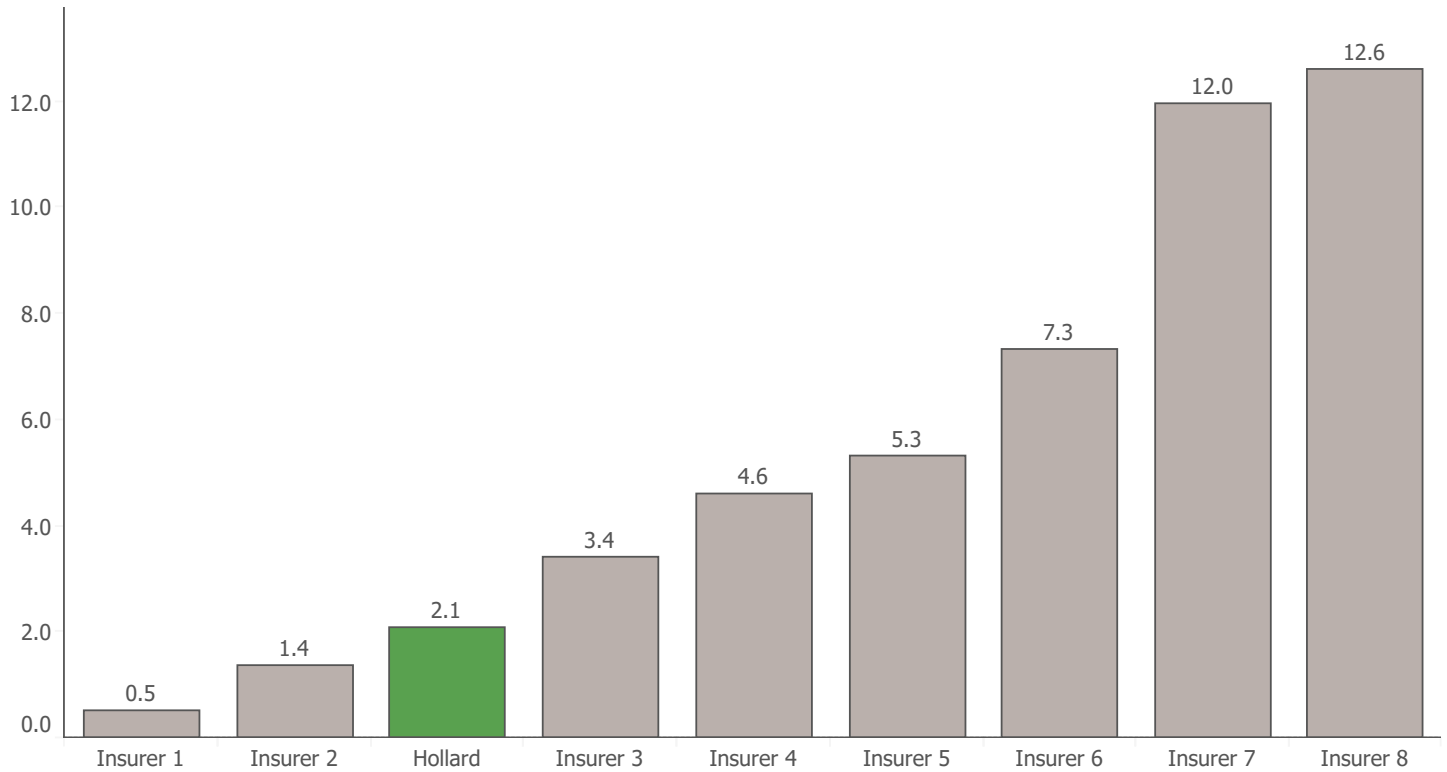
CURRENT YEAR | PRIOR YEAR



Response Times

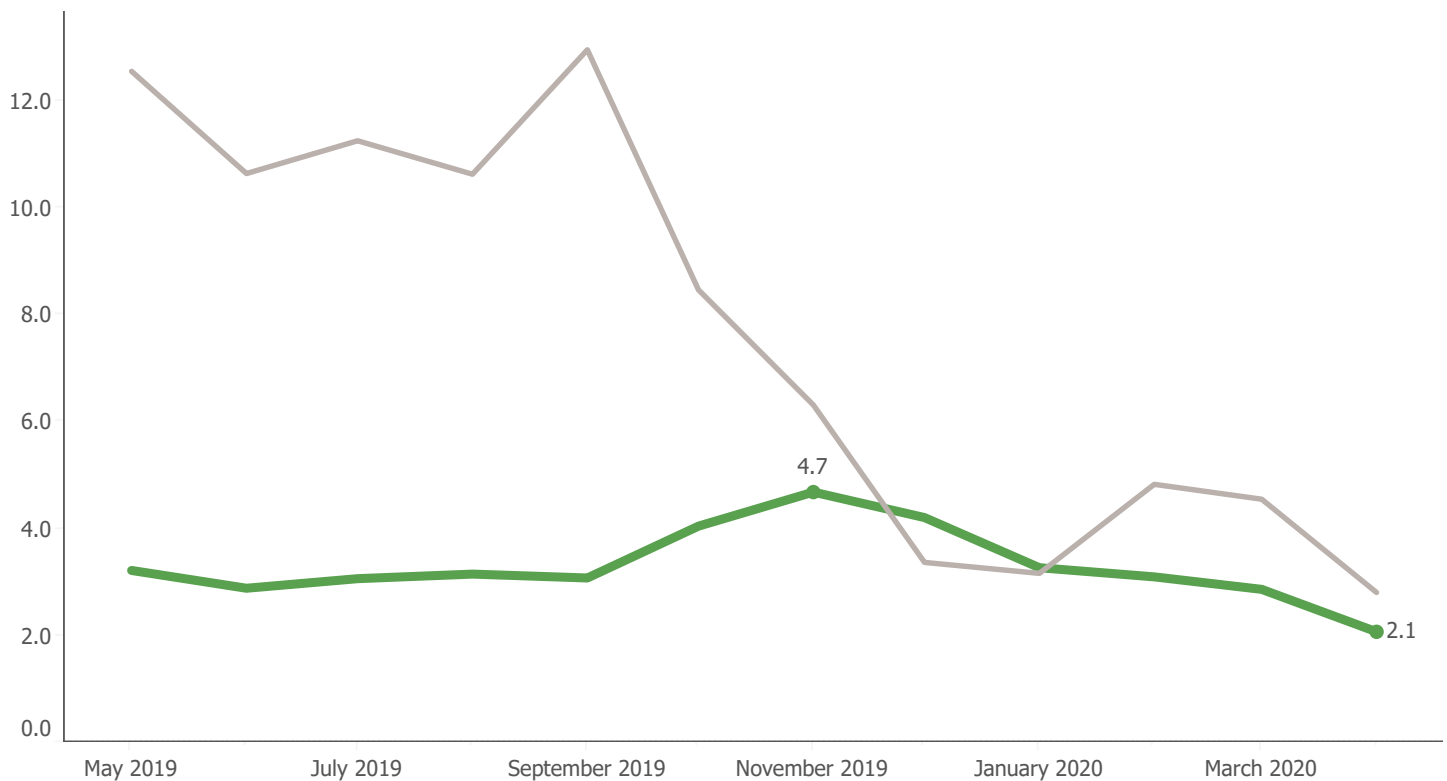
Response time is the average time between a broker sending a quote request message and the insurer responding to the message. It excludes auto rated responses where applicable. The time is calculated between the hours of 9am - 5pm AEST, Monday to Friday, inclusive of public holidays and is reported at 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)	1,673	149
Property Owner - Factory/Industrial	1,132	105
Plumber	472	48
Property Owner - Office (Single Storey)	425	56
Electrician	362	70
Property Owner - Warehouse	357	38
Carpenter	352	64
Property Owner - Noc	302	26
Handyman / Property Maintenance	295	24
Restaurant, Licensed, With Deep Frying	283	45
Property Owner - Office (Multi Storey)	263	32
Road Freight Transport Service - No Storage	247	3
Hairdressing Service	229	49
Earthmoving	218	2
Cafe Operation, Not Licensed With Deep Frying	184	27
Real Estate Agency Service	181	48
Beauty Salon Operation	158	39
Cleaning Service Noc	155	8
Motor Mechanics	154	5
Cafe Operation, Licensed With Deep Frying	142	33

Top 20 Presented Occupations across SCTP Portfolio

	Presented Opportunities	Bound Opportunities
Property Owner - Retail (Not arcades/Malls)	2,062	1,111
Property Owner - Factory/Industrial	1,430	794
Plumber	713	335
Property Owner - Office (Single Storey)	548	338
Electrician	482	272
Property Owner - Warehouse	451	242
Carpenter	418	237
Road Freight Transport Service - No Storage	393	263
Property Owner - Noc	387	172
Handyman / Property Maintenance	361	195
Restaurant, Licensed, With Deep Frying	354	167
Property Owner - Office (Multi Storey)	341	208
Hairdressing Service	336	223
Earthmoving	294	179
Real Estate Agency Service	235	148
Beauty Salon Operation	217	134
Cafe Operation, Not Licensed With Deep Frying	202	83
Motor Mechanics	187	70
Cleaning Service Noc	183	73
Cafe Operation, Licensed With Deep Frying	175	81

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	1,837	303
Resilium Insurance Broking Pty Ltd	1,809	254
Ausure Insurance Brokers	1,234	187
United Insurance Group	946	150
Community Broker Network	605	104
Regional Insurance Brokers Pty Ltd	546	34
Insurance House Pty Ltd	322	18
Insurance House Advance	259	20
Steadfast Taswide Insurance Brokers	254	15
Oracle Group (Australia) Pty Ltd	253	14
McLardy McShane Partners Pty Ltd	249	45
PSC Connect Pty Ltd (VIC)	247	49
Consolidated Insurances Pty Ltd	225	52
BJS Insurance Brokers Pty Ltd	198	33
Brookvale Insurance Brokers	193	36
Pollard Insurance Brokers Pty Ltd	190	20
Consolidated Insurance Agencies Pty Ltd	188	40
Steadfast IRS Pty Ltd	181	18
PSC Connect Pty Ltd (QLD)	172	17
Centrewest Insurance Brokers Pty Ltd	166	10
United Insurance - Winbeat site	164	40
Steadfast Eastern Insurance Brokers	163	46
Reliance Franchise Partners	163	40
Macey Insurance Brokers Pty Ltd	154	16
Phoenix Insurance Brokers Pty Ltd	146	30
ADK Insurance Brokers Pty Ltd	142	26
Surewise	140	11
PSC Connect Pty Ltd (NSW)	136	22
Insurance Aid General Brokers Partnership Pty Ltd	136	9
Blackburn Insurance Brokers Pty Ltd	136	34
Tony Bemrose Insurance Brokers Pty Ltd	125	31
Alliance Insurance Broking Services Pty Ltd	124	21
Steadfast NSG Insurance Brokers	123	8
Apollo Risk Services	118	15
Action Insurance Brokers	117	20
Coverforce Insurance Broking Pty Ltd (NSW)	113	14
Network Insurance Group	112	11
Westlawn Insurance Brokers Pty Ltd	111	7
Midland Insurance Brokers Australia Pty Ltd	110	13
Bruce Insurance Brokers Pty Ltd	109	17