

# **SCTP Commercial Insurer Performance Report**

Hollard - SCTP Commercial Motor

**November 2020**



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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

\$175,584

## Fiscal Year to Date Base Premium

\$385,457

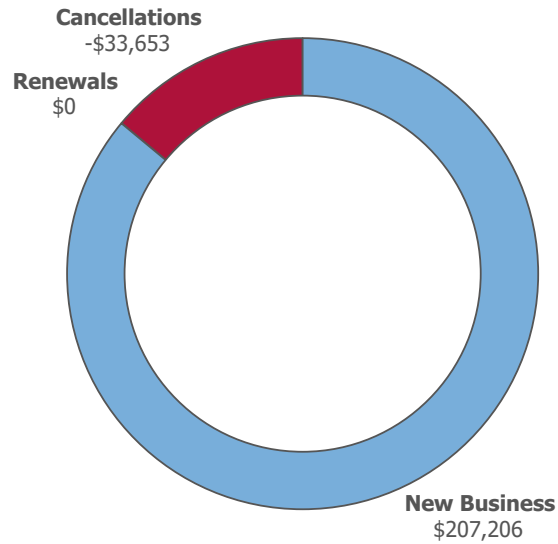
## Rolling 12 Base Premium

\$385,457

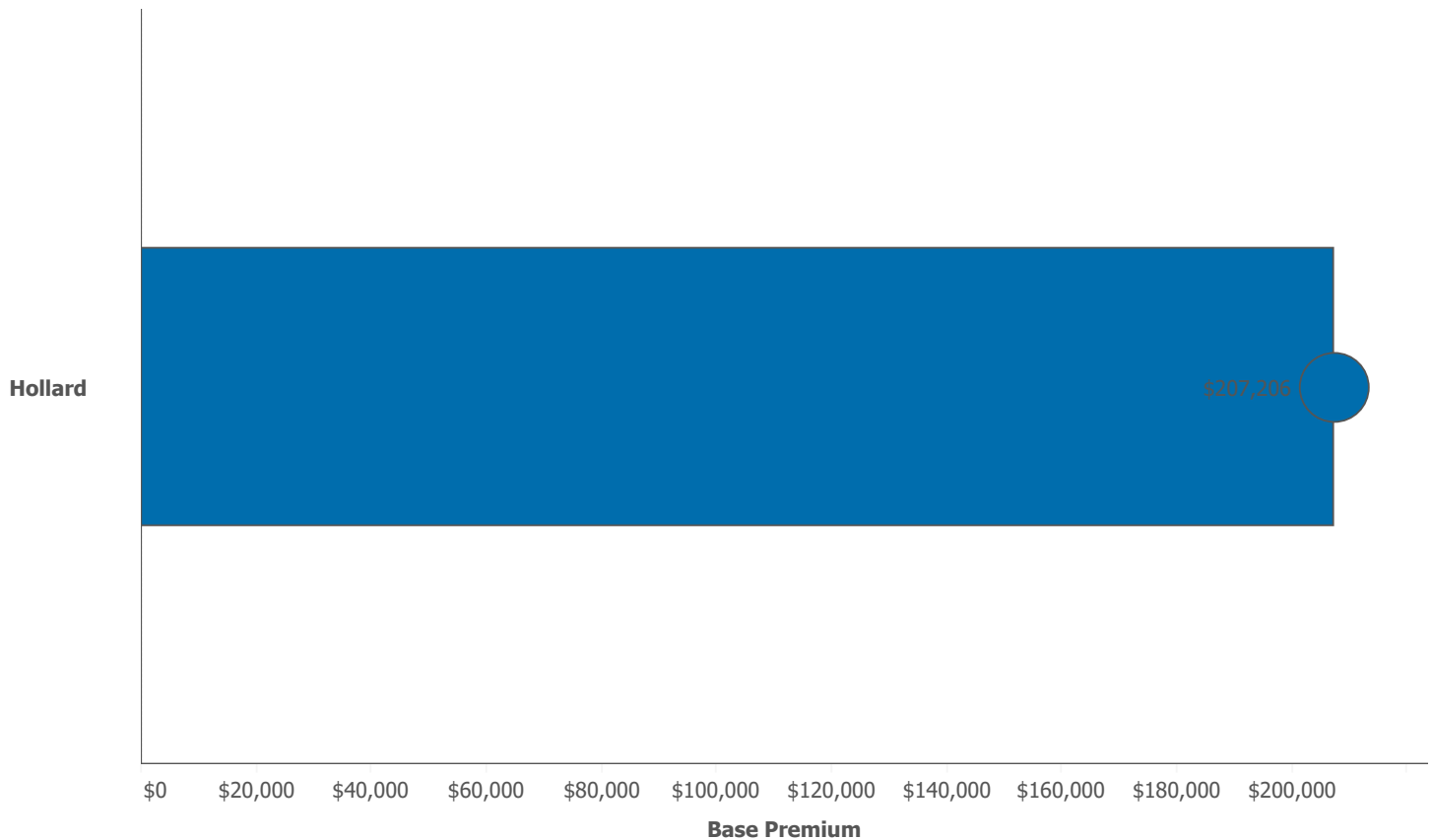
## Hollard - Average Base Premium

\$1,884

## Transaction Type Breakdown

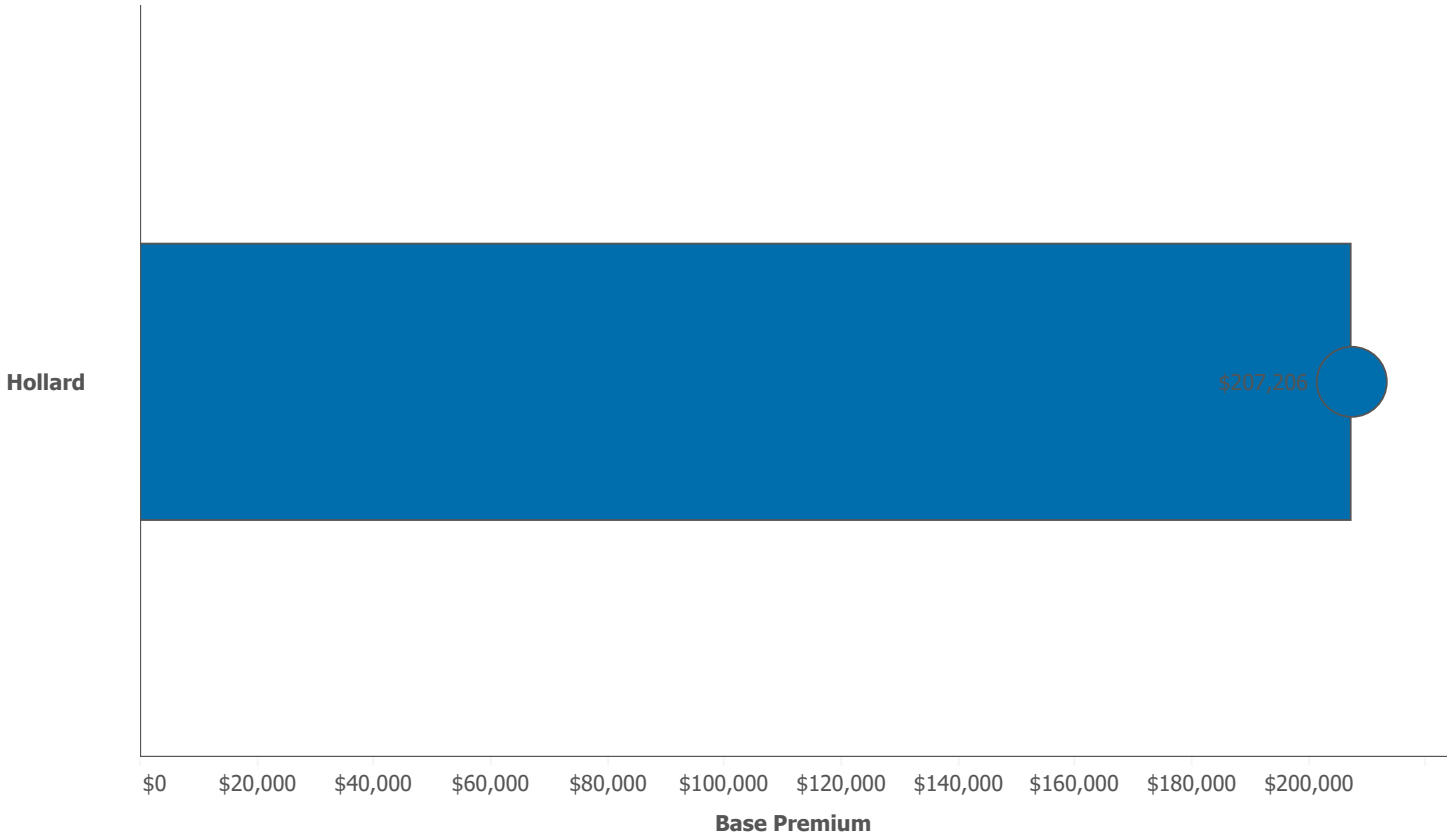


## Overall Insurer Comparison



# Base Premium

## New Business Insurer Comparison



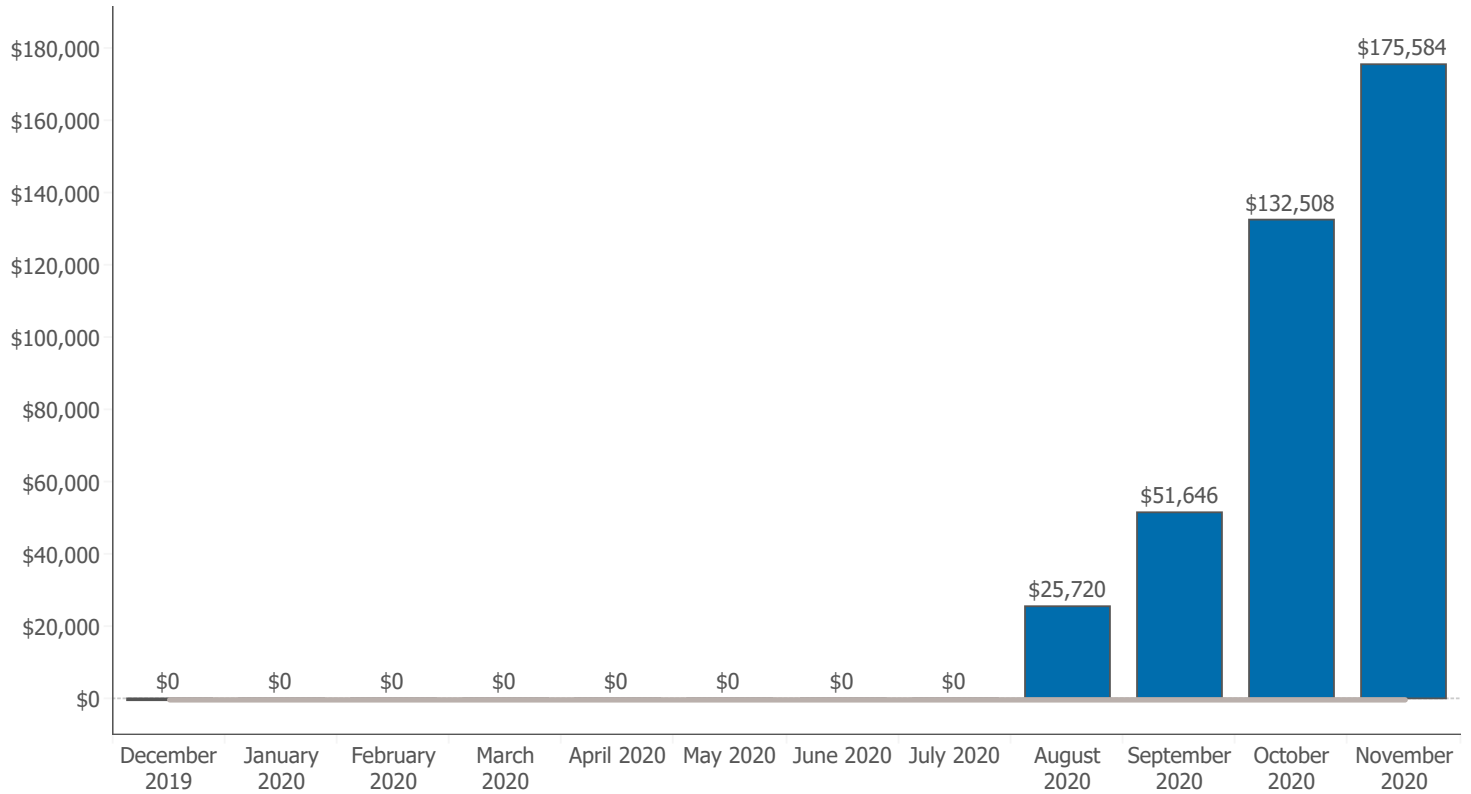
## Renewal Insurer Comparison

# Base Premium

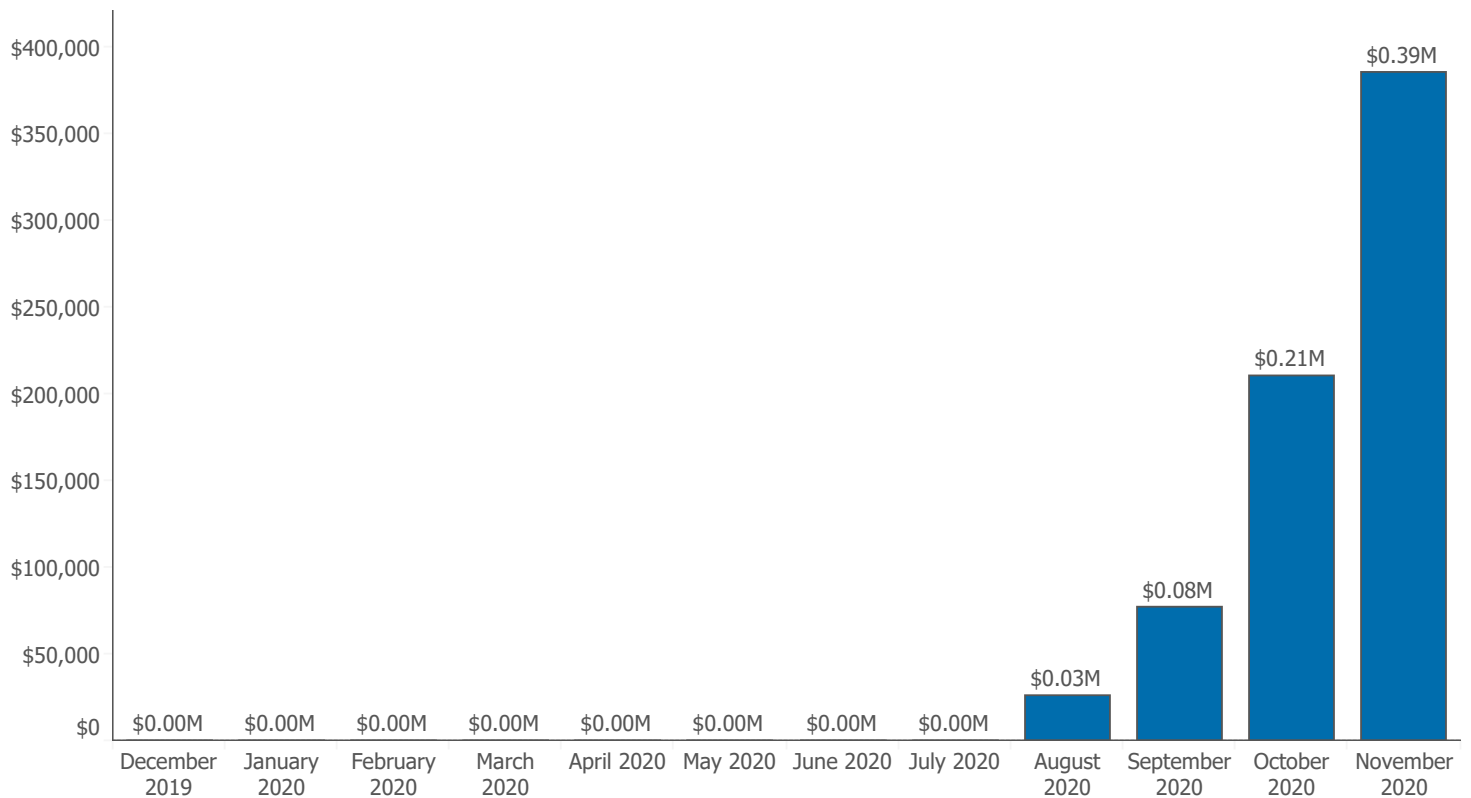
Base premium of policies bound during the reporting period includes cancellations and endorsements and is measured on the bound date of policies.

## Base Premium by Month

**CURRENT YEAR** | PRIOR YEAR



## Rolling 12 Months Base Premium



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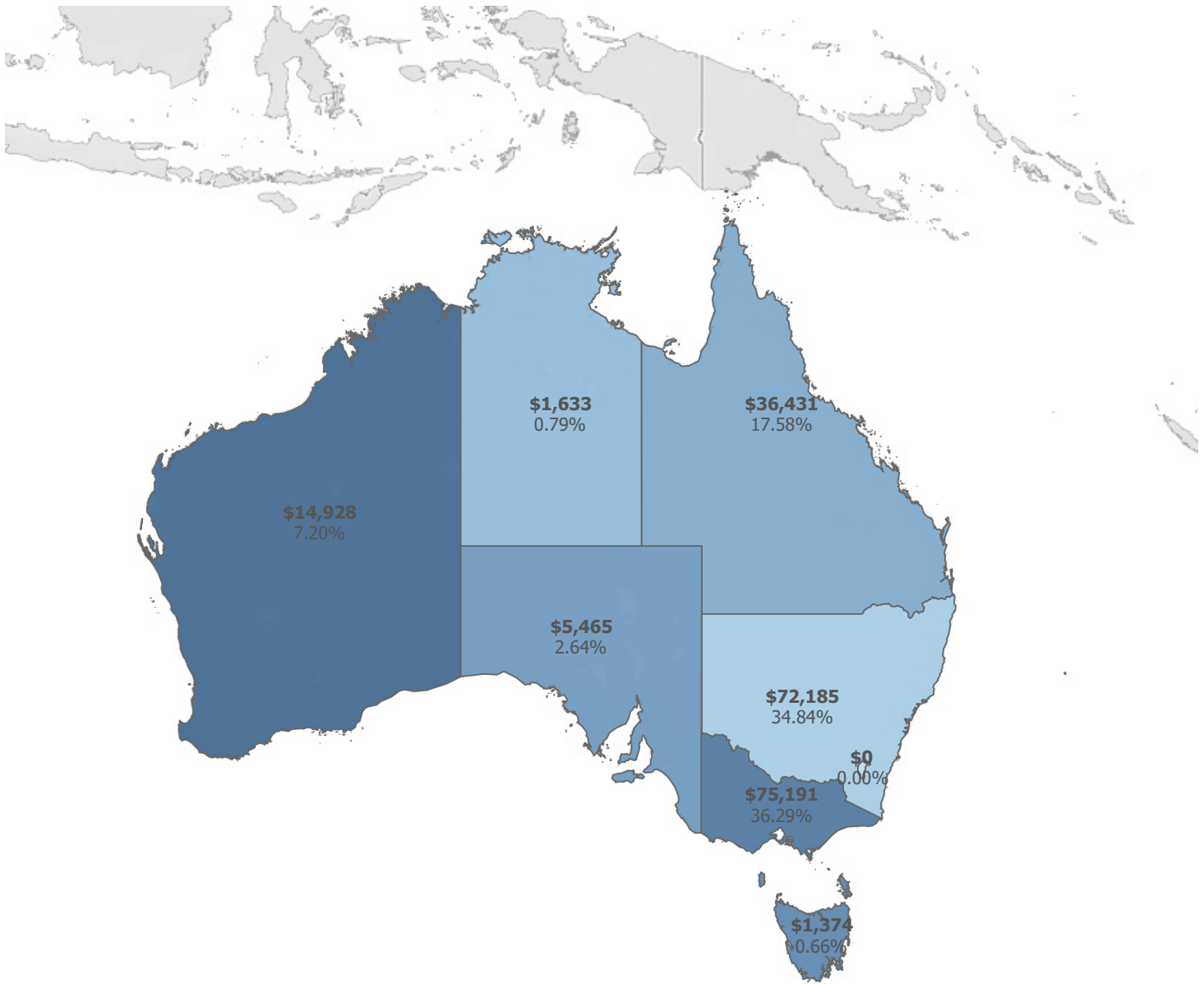
# State Activity

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 01/11/2020

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Grand Total
<b>New Business</b>	\$0	\$72,185	\$1,633	\$36,431	\$5,465	\$1,374	\$75,191	\$14,928	<b>\$207,206</b>
<b>Renewals</b>	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	<b>\$0</b>
<b>Grand Total</b>	<b>\$0</b>	<b>\$72,185</b>	<b>\$1,633</b>	<b>\$36,431</b>	<b>\$5,465</b>	<b>\$1,374</b>	<b>\$75,191</b>	<b>\$14,928</b>	<b>\$207,206</b>

## Base Premium Breakdown by State for 01/11/2020



# 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	Declined Opportunities	Quoted Opportunities	Bound Opportunities
2,629	866	1,659	116

## Total Opportunities

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
22	720	11	541	109	45	852	329

## Declined Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Declined Opportunities	8	241	2	197	38	19	254	107

Decline Rate	36.36%	33.47%	18.18%	36.41%	34.86%	42.22%	29.81%	32.52%
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## Quoted Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Quoted Opportunities	10	459	9	317	65	26	573	200

Quote Rate	71.43%	95.82%	100.00%	92.15%	91.55%	100.00%	95.82%	90.09%
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## Bound Opportunities

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	0	37	1	20	5	2	42	9

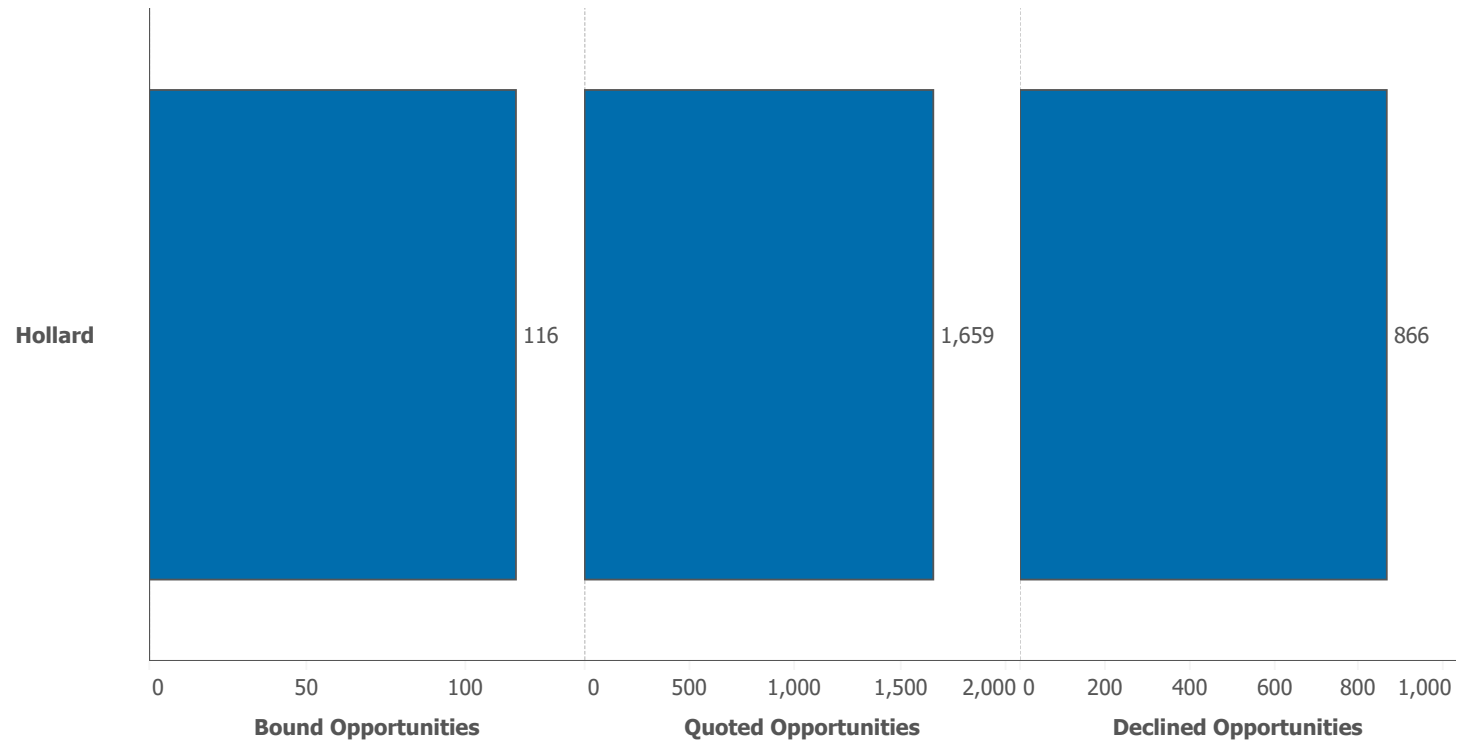
Strike Rate	0.00%	8.06%	11.11%	6.31%	7.69%	7.69%	7.33%	4.50%
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# New Business Opportunities - Insurer Comparison

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

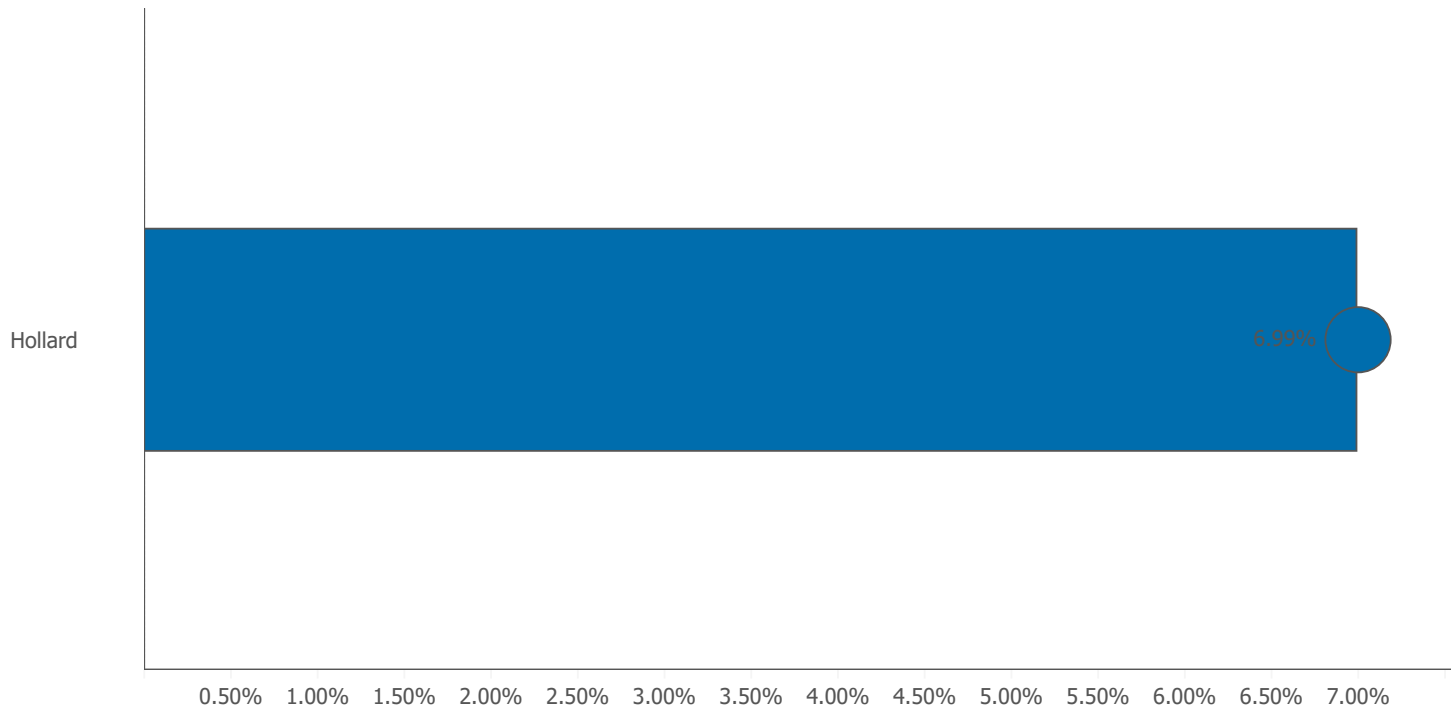
Hollard	
Total Opportunities	2,629
Declined Opportunities	866
Decline Rate	32.94%
Quoted Opportunities	1,659
Bound Opportunities	116
Strike Rate	6.99%



# Strike Rate

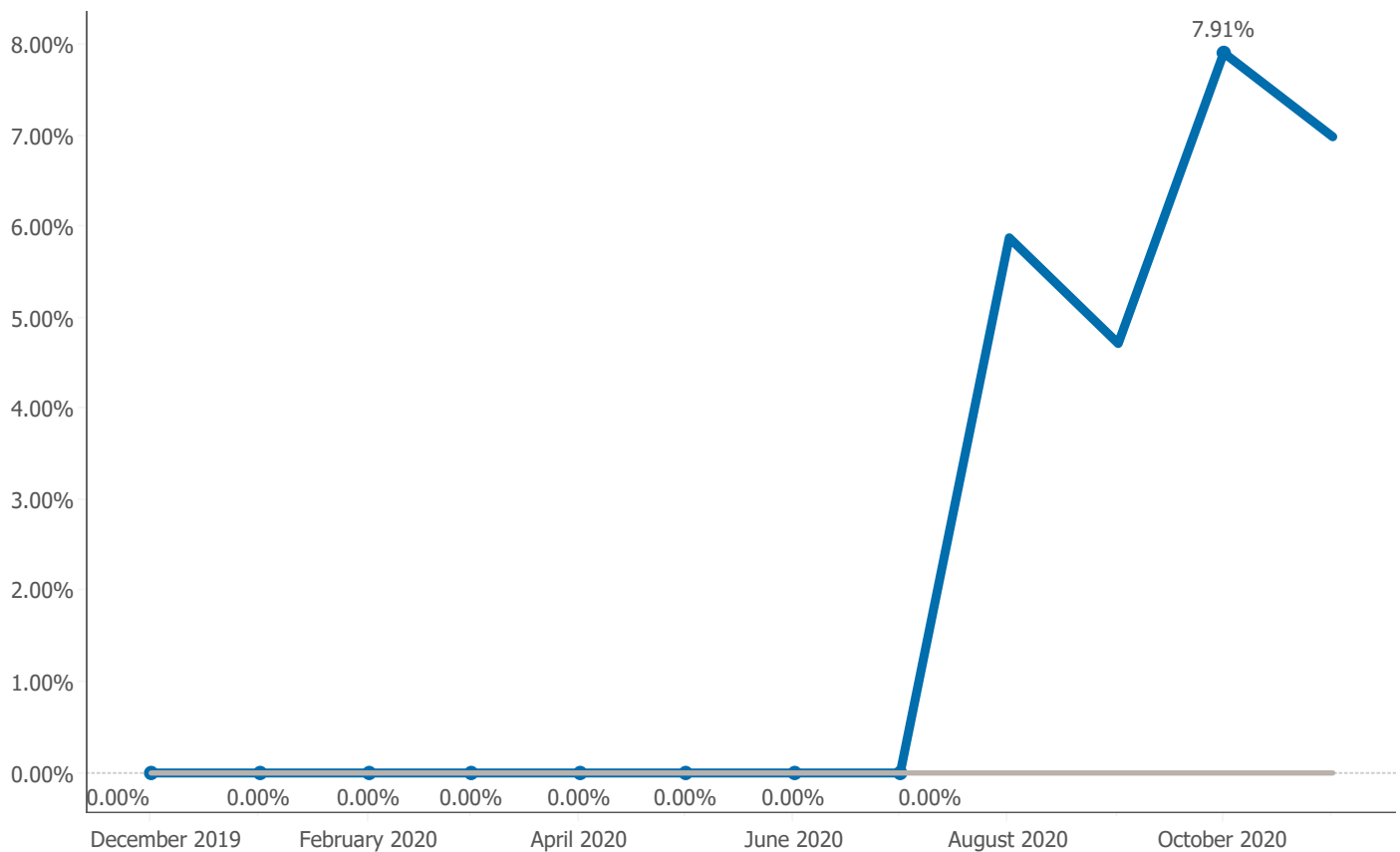
The strike rate is the total bound opportunities divided by the number of quoted opportunities and is measured at the inception date of the opportunity across all new business transactions.

## Strike Rate Insurer Comparison for 01/11/2020



## 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

0

## Declined Opportunities

0

## Quoted Opportunities

0

## Bound Opportunities

0

## Total Opportunities

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

## 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	0	0	0	0	0	0	0

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

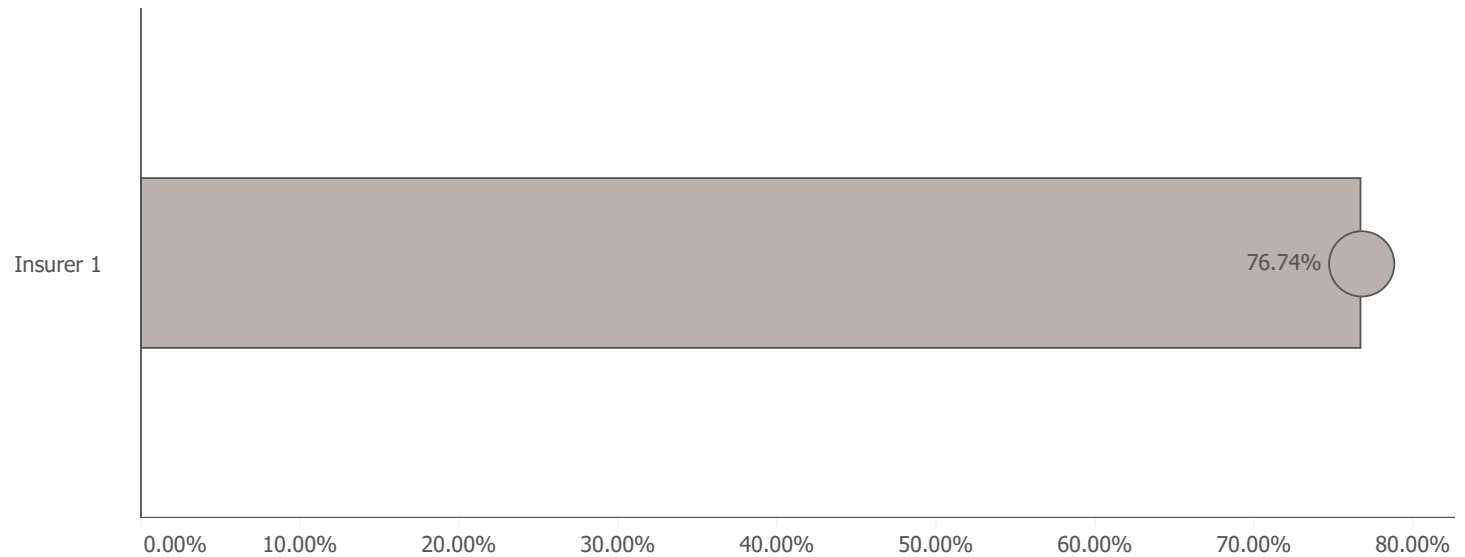
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Bound Opportunities	0	0	0	0	0	0	0	0

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

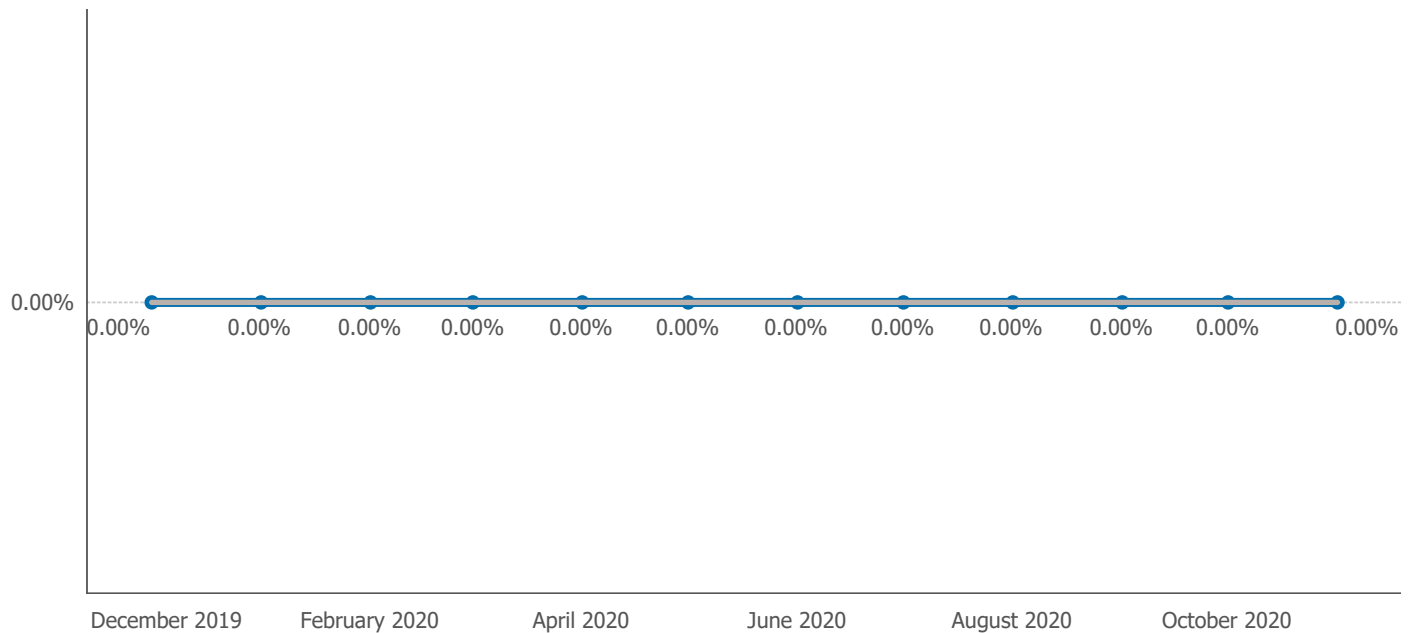
Renewal retention is based on the inception date of all renewal quotes, and is calculated as the total bound renewal opportunities divided by the number of quoted renewal opportunities.

## Renewal Retention Rate Insurer Comparison for 01/11/2020



## Renewal Retention by Month

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

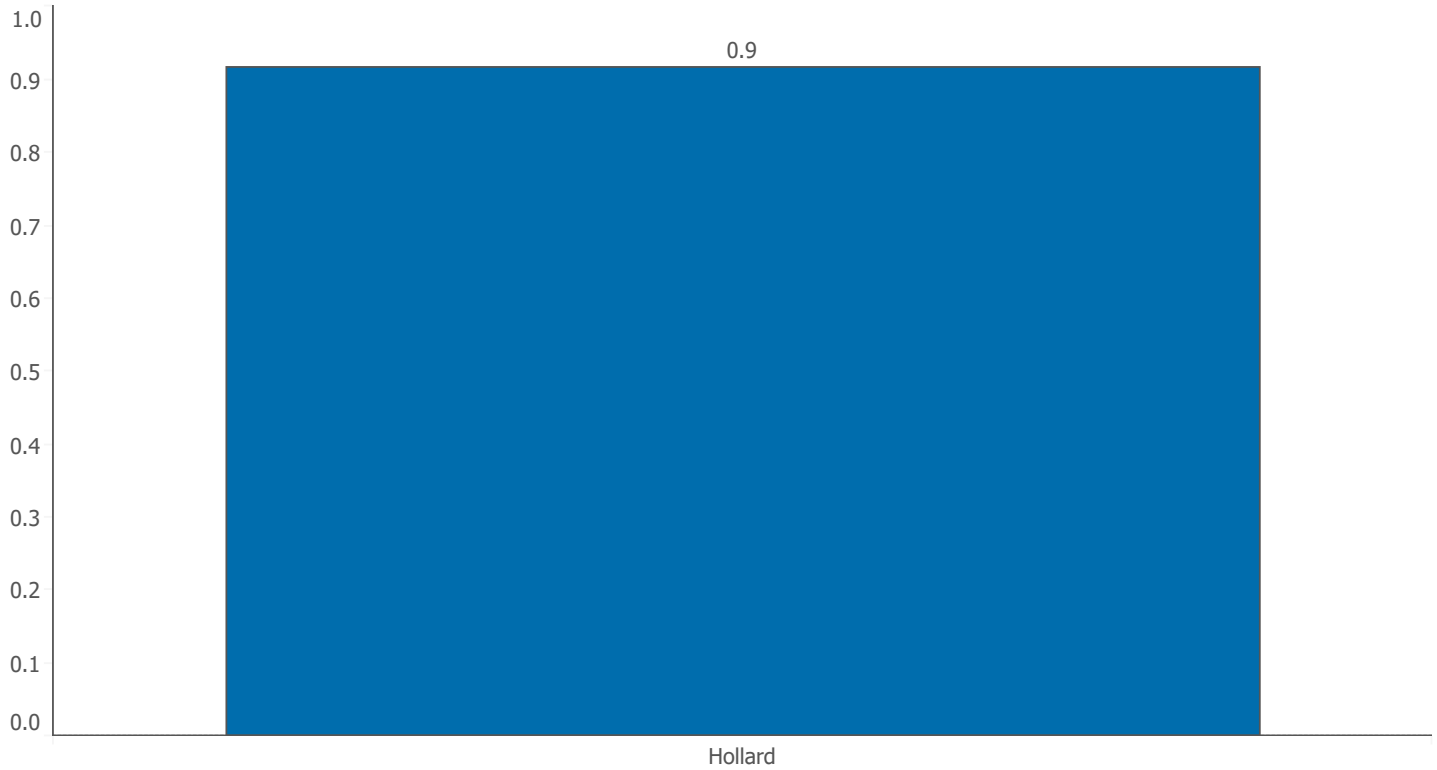


## Renewal Retention Breakdown

# Response Times

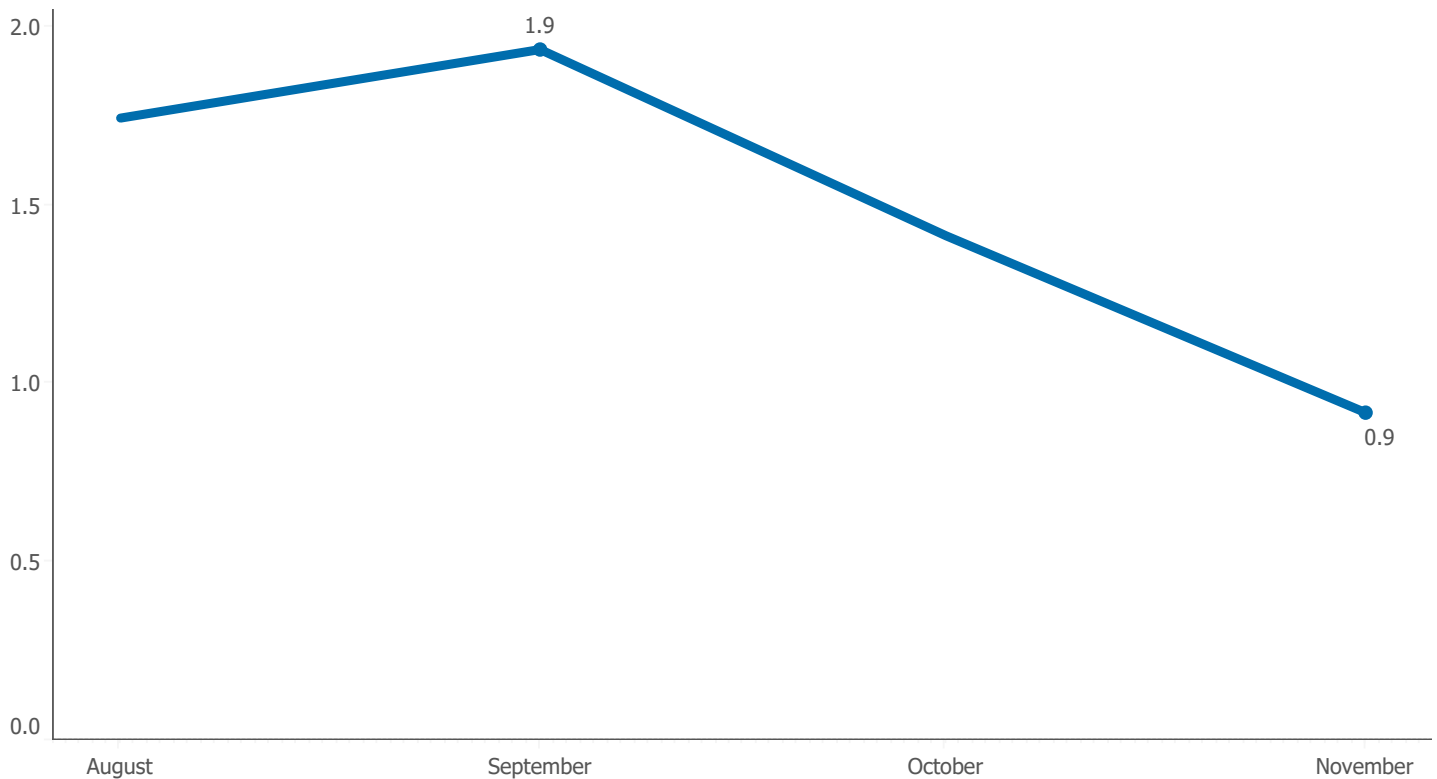
Response time is the average time between a broker sending a quote request message and the insurer responding to the message. It excludes auto rated responses where applicable. The time is calculated between the hours of 9am - 5pm AEST, Monday to Friday, inclusive of public holidays and is reported at 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
Plumber	88	58	3
Electrician	81	67	3
Road Freight Transport Service - No Storage	58	9	2
Earthmoving	58	32	4
Carpenter	45	26	2
Motor Mechanics	42	26	3
Handyman / Property Maintenance	30	25	2
Property Owner - Noc	16	12	1
Electricians - Commercial	16	8	2
Cleaning Service Noc	15	12	2
Restaurant, Licensed, With Deep Frying	8	5	0
Property Owner - Retail (Not arcades/Malls)	4	2	0
Cafe Operation, Not Licensed With Deep Frying	2	2	0
Beauty Salon Operation	2	2	0
Property Owner - Office (Single Storey)	1	0	0
Property Owner - Factory/Industrial	1	1	0
Hairdressing Service	1	1	0

## Top 20 Presented Occupations across SCTP Portfolio

	Presented Opportunities	Quoted Opportunities	Bound Opportunities
Plumber	95	79	19
Electrician	88	81	17
House Construction/Alteration Owner Builder	75	59	17
Earthmoving	68	49	14
Road Freight Transport Service - No Storage	60	9	2
Carpenter	56	46	11
Motor Mechanics	47	36	13
Cabinet Manufacturing - Other	43	28	0
Handyman / Property Maintenance	39	35	9
House Construction	36	32	12
Concretor	35	28	9
Landscape Construction	29	22	3
Real Estate Agency Service	27	25	8
Mobile Motor Mechanics	27	22	6
Business Administrative Services (General)	27	22	4
Residential Building Construction Noc	25	21	6
Delivery Service, Road (Ex. Courier)	23	2	1
Courier Service	23	3	1
Insurance Broking Service	22	18	2
Air Conditioning Installation - Commercial	21	18	3

# 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
Resilium Insurance Broking Pty Ltd	133	72	7
Community Broker Network	129	73	7
Ausure Insurance Brokers	126	78	3
CBN	121	72	9
Insurance House Pty Ltd	74	55	0
Oracle Group (Australia) Pty Ltd	57	42	8
Consolidated Insurances Pty Ltd	57	37	5
Insurance House Advance	49	28	1
Aviso (Fitzpatrick & Company Insurance Brokers Pty Ltd)	48	40	5
Regional Insurance Brokers Pty Ltd	46	28	0
PSC Connect Pty Ltd (VIC)	39	23	0
McLardy McShane Partners Pty Ltd	38	24	5
United Insurance Group	37	24	3
Sear and Associates Insurance Brokers Pty Ltd	37	25	1
The Insurance Centre Pty Ltd	30	23	3
Aviso EIA Pty Ltd	30	20	2
Centrewest Insurance Brokers Pty Ltd	28	20	0
Archer Insurance Corp	25	21	3
Surewise	24	15	0
PSC Connect Pty Ltd (NSW)	24	16	1
Elliott Insurance Brokers	22	12	2
Your Insurance Broker Pty Ltd	21	11	1
Reliance Franchise Partners	21	19	6
Garden State Insurance Brokers Pty Ltd	21	20	4
Apollo Risk Services	21	12	0
Steadfast Eastern Insurance Brokers	20	8	1
Pollard Insurance Brokers Pty Ltd	19	13	0
Multi Secure Insurance Solutions Pty Ltd T/As OMNISURE	19	11	0
Midland Insurance Brokers Australia Pty Ltd	19	15	0
ADK Insurance Brokers Pty Ltd	19	11	0
United Insurance - Winbeat site	17	14	3
Steadfast IRS Pty Ltd	17	10	2
Network Insurance Group	17	10	5
Interlink Insurance Brokers	16	8	0
Steadfast Taswide Insurance Brokers	15	10	0
MBA Insurance Services Pty Ltd	15	6	0
Macey Insurance Brokers Pty Ltd	15	8	2
Edgewise Insurance Brokers Pty Ltd	15	9	0
AIIB Pty Ltd	15	13	1
Action Insurance Brokers	15	8	3

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