

A man with sunglasses on his head is sitting on a white ledge, feeding a young girl with a spoon. The girl is holding a stuffed rabbit toy. They are in a bright room with a large window in the background showing green foliage. The man is wearing a light blue button-down shirt and dark pants. The girl is wearing a blue floral dress and sandals. A blue water bottle is on the ledge next to them.

FAVORIT TELMED

INFORMATION FOR PERSONS WITH HEALTHCARE INSURANCE.

BECAUSE HEALTH
IS EVERYTHING



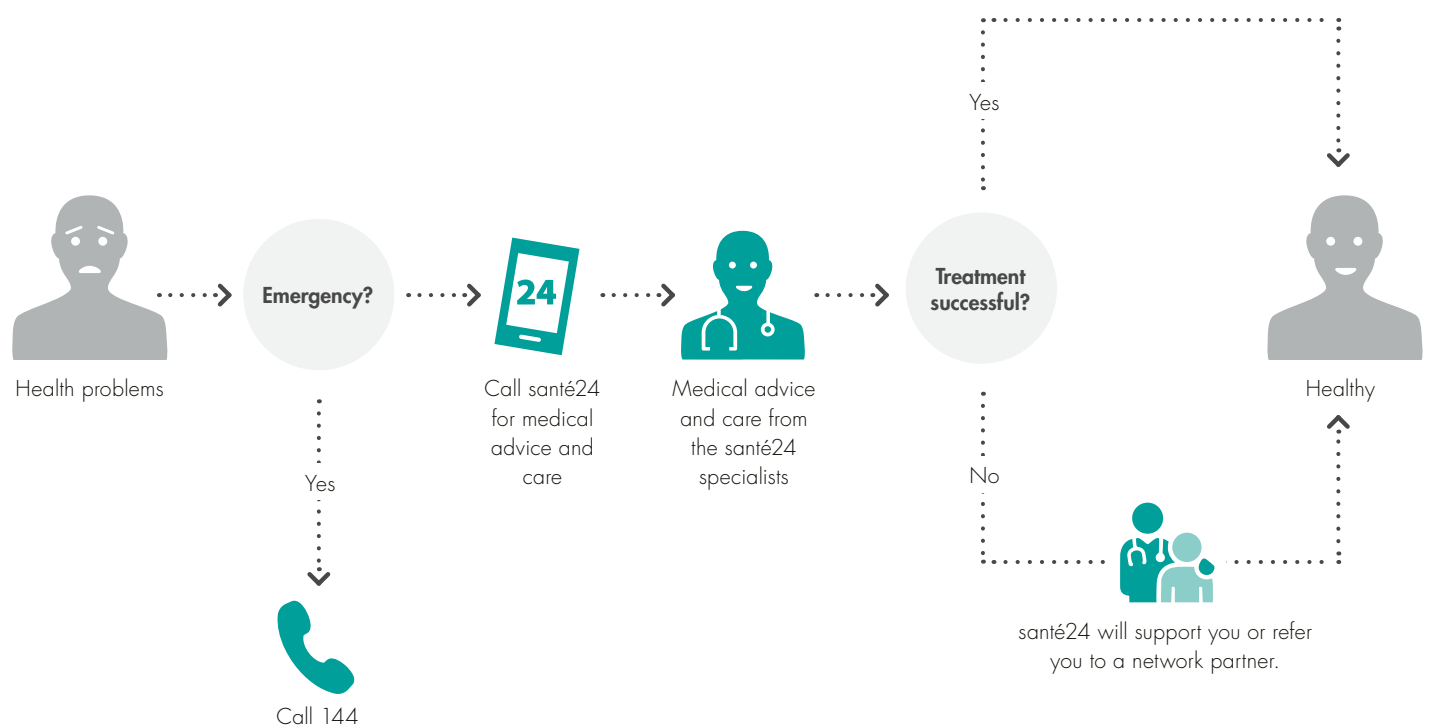
The independent basic insurance model.

What are the special features of FAVORIT TELMED?

With FAVORIT TELMED you have decided on a preferred option when it comes to mandatory healthcare insurance, one that offers you comprehensive cover. And with FAVORIT TELMED you will also get an attractive premium discount.

SWICA can offer you especially low premiums because you have opted for an economical form of treatment and are using the available medical services responsibly. In particular, this means that the following conditions are part of your insurance contract:

- Whenever you notice a new health problem, please call the santé24 telemedicine service on +41 44 404 86 86 before you see a doctor or go to hospital.
- Qualified specialists will discuss a suitable procedure with you. On request, santé24 will put you in touch with doctors, therapists, or suitable hospitals, or it will make appointments for you at a Medbase Health Centre or a SWICA partner practice.
- The medical experts of santé24 do not prescribe any diagnostic or therapeutic measures but only offer you their recommendations. The decision on what steps to take is yours.





What to do in emergencies

Contact your local medical emergency service or call the santé24 telemedicine service on +41 44 404 86 86.

Are there any situations in which you do not have to contact santé24?

- In emergencies
- Children up to the age of twelve can get treatment from a paediatrician without first consulting santé24
- Appointments with an eye doctor or a gynaecologist
- Before follow-up treatment after consultations already agreed upon with santé24
- In the case of treatment during a temporary stay abroad

What happens if you disregard the terms of the insurance contract?

SWICA has the right to exclude insured persons from FAVORIT TELMED insurance to the end of a calendar month if they repeatedly violate the contract terms. This automatically results in a change to STANDARD healthcare insurance.

Where can I get additional information about my health and accident insurance?



Please contact SWICA Client Services at any time (24/7) for questions about your insurance cover. You can find the phone number on your SWICA insurance card or policy.

For more information, please also visit: swica.ch

Benefit payments are subject to the General Insurance Conditions (GIC) and Supplementary Insurance Conditions (SIC) with the date of issue shown on your insurance policy.

ALWAYS AVAILABLE

DIGITAL SERVICES FOR YOU.



BENECURA

Digital health consultation with SymptomCheck

- SymptomCheck and PreventionCheck with individual recommendations
- Health dossier for the secure storage of your documents and data
- Directory of specialists
- Lexicon of medicine and medications

swica.ch/benecura



BENEVITA

Digital health coach with bonus programme

- Exciting contents and tips on the topic of health
- Motivational everyday challenges
- Collect points and enjoy attractive offers and discounts

swica.ch/benevita



mySWICA

Manage your insurance digitally

- Individual overview of benefits
- Scan and submit invoices online
- Send messages to Customer Services
- Easily update personal data

swica.ch/myswica



CHATBOT

Have you already met your digital insurance assistant?

Whether you have questions about SWICA's products and services or about insurance in general, the Chatbot is available 24 hours a day to provide advice and support.

Download all the SWICA apps now:



SWICA Healthcare Organisation

Because health is everything

Phone 0800 80 90 80 (24 hours a day), swica.ch

