

24/7  
CUSTOMER  
SERVICE

SERVICES AND ADVANTAGES

# OUTSTANDING SERVICE FOR YOUR HEALTH.

Because health is everything

**SWICA**



## SANTÉ24 – YOUR SWISS TELEMEDICINE SERVICE

The doctors and medical staff at santé24 will offer you expert advice on all questions relating to prevention, illness, accident and maternity – worldwide, around the clock, 365 days a year. In the case of complex treatment, customers will benefit additionally from the personal support they receive from SWICA Care Management. This means that you will always be in good hands.

### WHAT SANTÉ24 OFFERS YOU

- › Access to experienced doctors and medical staff who are experts in their field
- › Support before and during hospital stays
- › Advice on nutrition, exercise and wellbeing
- › Vaccination advice for foreign travel
- › Personal advice on medication
- › Telemedicine service: online and by phone, 24/7
- › Free to everyone who is insured with SWICA either directly or through their employer

### THERE FOR YOU

santé24 is there for you, 24 hours a day, 365 days a year:  
Phone +41 44 404 86 86



## SECOND MEDICAL OPINION

Would you like to obtain a second opinion before an operation? On request, impartial experts will review your files and the resulting diagnosis or prescribed therapy. The specialists who assist you in coming to a decision are completely impartial, as they do not carry out any treatments themselves and do not contact the original doctor.

### THE BENEFITS OF A SECOND MEDICAL OPINION

- › Reassurance if you are uncertain about an initial medical opinion
- › Help with taking decisions about planned, non-emergency medical treatment
- › Transparent, comprehensive and balanced information for patients

### HOW YOU BENEFIT

SWICA customers can obtain a free and independent second opinion from santé24 at any time. Expert doctors will assist you in this process. The fees charged by [meinezweitmeinung.ch](https://www.meinezweitmeinung.ch) are covered under some insurance plans\*.

### THIS IS HOW IT WORKS

- › You contact santé24 or access [meinezweitmeinung.ch](https://www.meinezweitmeinung.ch) directly.
- › A team of doctors examines the documents and prepares a well-founded, independent second opinion.
- › The second opinion is sent to you promptly.

\*Free second opinion only applies to customers with HOSPITA FLEX SEMI-PRIVATE, HOSPITA SEMI-PRIVATE, HOSPITA FLEX PRIVATE, HOSPITA PRIVATE, HOSPITA PRIVATE WORLDWIDE or INFORTUNA

## GOOD TO KNOW

# GOOD REASONS TO CHOOSE SWICA.



### OUTSTANDING CUSTOMER SATISFACTION

SWICA is proud to have received top ratings for customer satisfaction and image in independent surveys conducted by companies such as Comparis, K-Tipp and amPuls. These results motivate SWICA to continue delivering the best customer service and quality – 24 hours a day, 365 days a year.

[swica.ch/customer-satisfaction](https://www.swica.ch/customer-satisfaction)



### THE RATE BASED ON YOUR AGE WHEN YOU JOIN REMAINS UNCHANGED FOR LIFE

The SWICA rate based on age at enrolment rewards your loyalty by factoring in the length of time that you have been insured with SWICA. This means that you can keep your outgoings to a minimum, even in old age, and still enjoy the best possible insurance cover.

[swica.ch/enrolment-age-rate](https://www.swica.ch/enrolment-age-rate)



### WORLDWIDE CUSTOMER SERVICE AND TELEMEDICINE AROUND THE CLOCK

SWICA is always there to provide you with professional and personal advice. SWICA's phone-based customer service and the santé24 telemedicine service are available 24 hours a day, 365 days a year.

[swica.ch/contact-form](https://www.swica.ch/contact-form)



### SAVINGS THANKS TO NUMEROUS PARTNERSHIPS

Thanks to the partnerships with numerous businesses and associations, their employees and members enjoy group discounts on supplementary insurance plans plus annual sports contributions and preferential offers.

[swica.ch/optimise](https://www.swica.ch/optimise)

## PERSONAL SUPPORT IN THE EVENT OF ILLNESS OR ACCIDENT



As your health partner, SWICA is committed to ensuring that you receive quick, professional and, above all, personal support in difficult times. The services on offer include support from experienced care managers and reliable childcare or domestic help in the event of illness or accident.

[swica.ch/personal](https://www.swica.ch/personal)

## MYSWICA: MANAGE YOUR INSURANCE DIGITALLY



The mySWICA customer portal enables you to submit invoices digitally and provides an overview of your insurance cover at all times. You can also communicate easily with Customer Services via your smartphone or computer thanks to the integrated messaging function. And you can make changes (e.g. a change of address) quickly and simply.

[swica.ch/myswica](https://www.swica.ch/myswica)

## GENEROUS CONTRIBUTIONS FOR HEALTH PROMOTION AND PREVENTIVE HEALTHCARE



SWICA rewards personal fitness and health promotion activities in the areas of exercise, nutrition, relaxation and wellbeing (e.g. fitness, sports clubs, dance classes, nutritional advice, spas and saunas) with attractive contributions.

[swica.ch/healthpromotion](https://www.swica.ch/healthpromotion)

## BENEVITA: DIGITAL HEALTH COACH WITH BONUS PROGRAMME



SWICA helps you to adopt a healthy lifestyle and reward you for doing so. Collect points with the BENEVITA app, learn about health topics and enjoy attractive offers and a discount on selected supplementary insurance plans.

[swica.ch/benevita](https://www.swica.ch/benevita)

## EQUAL CONSIDERATION OF CONVENTIONAL AND COMPLEMENTARY MEDICINE



SWICA believes that conventional medicine and complementary medicine can be combined to good effect. Anything that benefits your health is positive. That's why SWICA supports complementary therapy methods and puts them on an equal footing.

[swica.ch/complementary-medicine](https://www.swica.ch/complementary-medicine)

## BENECURA: DIGITAL HEALTH CONSULT- ATION WITH SYMPTOMCHECK



If you feel unwell, the BENECURA app will guide you through the SymptomCheck process. The result is a personal recommendation about what to do next. And you can always rely on the 24-hour telemedicine services provided by santé24. Thanks to the integrated health dossier you can store your documents and, where appropriate, share them securely with doctors.

[swica.ch/benecura](https://www.swica.ch/benecura)



## HOME NANNY

### THE HOME NANNY SERVICE INCLUDES

- › Comprehensive, needs-oriented childcare provided by a qualified and experienced caregiver
- › A personal home nanny who is available within hours
- › Care for your child (between the ages of 4 and 15) at your home

### HOW IT WORKS

Whenever you need assistance, you contact SWICA Customer Service 24/7 on 0800 80 90 80. Contact details will be taken and our partner, Callyandi, will contact the insured persons within two hours. Callyandi will organise a qualified and experienced caregiver for you anywhere in Switzerland. Your home nanny will discuss your individual requirements with you.

## HOME ATTENDANT

### THE HOME ATTENDANT SERVICE INCLUDES

- › Trustworthy and experienced home attendants
- › Taking care of pets, watering plants and emptying the letterbox
- › Grocery shopping before you return
- › Other services as needed

### HOW IT WORKS

Whenever you need assistance, you contact SWICA Customer Service 24/7 on 0800 80 90 80. Contact details will be taken and our partner, Callyandi, will contact the insured persons within two hours. Callyandi will organise a qualified and experienced caregiver for you anywhere in Switzerland. On request, your home attendant will then stop by your house for instructions and to pick up the keys before you are admitted to the hospital or spa.

## TYTOHOME – THE INNOVATIVE TELEMEDICINE DEVICE

With TytoHome, you can carry out medical examinations yourself, regardless of where you happen to be, and share and discuss the results with santé24 healthcare professionals and doctors: [swica.ch/tytohome](https://swica.ch/tytohome)



## GOOD TO KNOW

# SWICA SERVICES FOR YOU.

### RECOMMEND SWICA AND RECEIVE 100 FRANCS

Are you a satisfied SWICA customer? Then let other people know. Your recommendation pays off twice over. Your friends will enjoy first-class service and attractive premiums, and you will be rewarded with 100 francs for every successful recommendation.

[swica.ch/recommend](https://swica.ch/recommend)



### ACTIVE4LIFE OFFERS FOR SWICA CUSTOMERS

There are lots of day-trip destinations and offers for you to discover. Thanks to around 100 active4life preferential offers, SWICA customers enjoy a range of discounts from partners in the fields of nutrition, health, sport and wellness.

[swica.ch/active4life](https://swica.ch/active4life)



### DIGITAL, SECURE AND ALWAYS AVAILABLE

- › mySWICA: manage your insurance digitally
- › BENEVITA: digital health coach with bonus programme
- › BENECURA: digital health consultation with SymptomCheck

[swica.ch/app](https://swica.ch/app)



THERE FOR YOU, 24 HOURS A DAY, 365 DAYS A YEAR.

Phone 0800 80 90 80 / [swica.ch](https://swica.ch)

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