

Customer service  
24/7

SERVICES AND ADVANTAGES

# OUTSTANDING SERVICE FOR YOUR HEALTH.

BECAUSE HEALTH  
IS EVERYTHING

**SWICA**

# Services in detail.



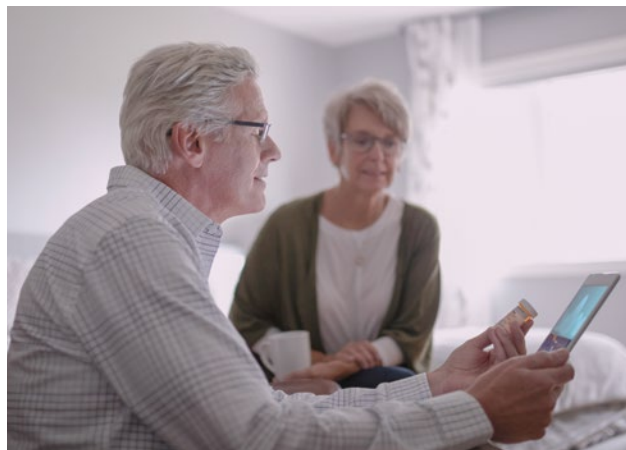
## santé24 – your Swiss telemedicine service

Experienced 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 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

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, neutral experts will review your files and the resulting diagnosis or prescribed therapy. The specialists who assist you in coming to a decision are completely neutral, 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 in taking decisions about planned non-emergency medical treatment
- Transparent, comprehensive and balanced information for patients

### How you benefit

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

### This is how it works

- You contact santé24 or access [www.meinezweitmeinung.ch](http://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 for customers with HOSPITA PRIVATE WORLDWIDE/PRIVATE/FLEX PRIVATE/SEMI-PRIVATE/FLEX SEMI-PRIVATE or INFORTUNA



## 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 at your home

### How you benefit

- Your child is between the ages of 4 and 15.
- You will enjoy a lower hourly rate if you have purchased a HOSPITA hospitalisation insurance plan or an INFORTUNA accident insurance plan with medical expenses cover. You will also receive a refund, depending on the type of cover you have.

### This is how it works

Whenever you need assistance, you contact SWICA Client Services on 0800 80 90 80 (24 hours a day). 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 you benefit

If you have purchased a HOSPITA hospitalisation insurance plan or an INFORTUNA accident insurance plan with medical expenses cover, you will also receive a refund on the Home Attendant service in accordance with your cover.

### This is how it works

Whenever you need assistance, you contact SWICA Client Services on 0800 80 90 80 (24 hours a day). 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.

# CONVINCING REASONS THAT SPEAK FOR SWICA.



## 2 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 alternative therapy methods and puts them on an equal footing.

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



## 4 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 associations, dance classes, nutritional advice, spas and saunas) with attractive contributions.

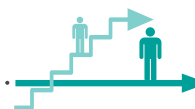
[swica.ch/healthpromotion](http://swica.ch/healthpromotion)



## 1 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 us in our efforts to continue delivering the best customer service and quality – 24 hours a day, 365 days a year.

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



## 3 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](http://swica.ch/enrolment-age-rate)



## 5 Low co-payments

SWICA and PROVITA are the only health insurers which apply co-payments from their basic plans to SWICA supplementary plans, which means the maximum annual cost to policyholders is substantially lower than it would be with other health insurers.

[swica.ch/combination-advantage](http://swica.ch/combination-advantage)



## 6 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://swica.ch/personal)



## 7 First-class medical care

Thanks to its premium offering, SWICA ensures prompt and preferential access to outstanding treatment and works with an extensive network of specialists to provide the best outcomes for its customers. With santé24, SWICA customers also enjoy free telemedicine services.

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



## 8 BENEVITA: digital health coach with bonus programme

We assist you in adopting 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 the COMPLETA TOP and HOSPITA supplementary insurance plans.

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



## 9 BENECURA: digital health consultation 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://swica.ch/benecura)



## 10 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 Client 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://swica.ch/myswica)

# OTHER 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 and acquaintances 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: around 100 preferential offers for your health

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 services: simple, fast, secure and always available

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

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