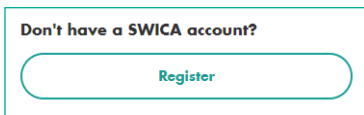


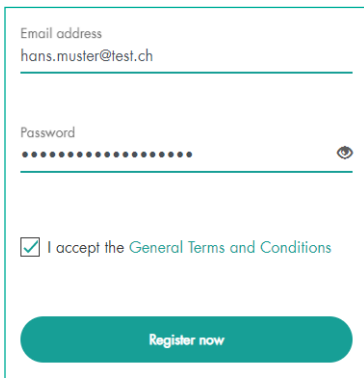
INSTRUCTIONS

REGISTERING AND MANAGING A SWICA ACCOUNT.



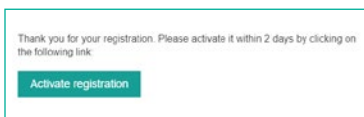
1. OPEN ONE OF SWICA'S DIGITAL SERVICES

The login screen for mySWICA, BENEVITA, BENECURA and the therapist directory contains a field which you can use to start the registration process. The registration process is the same for all the services and the login data generated by this process can then be used for mySWICA, BENEVITA, BENECURA and the therapist directory. Please have your insurance policy and insurance card to hand. You don't need a SWICA account to use the Compassana app, but it's recommended that you have one in order to enjoy unrestricted access to all functions.



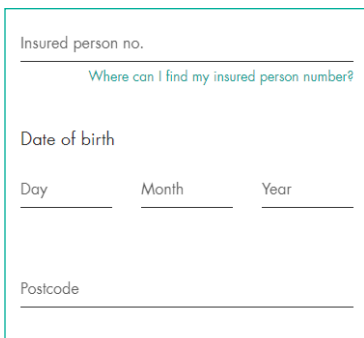
2. ENTER YOUR LOGIN DATA

You must enter a valid email address and password. The email address can only be used once for a SWICA account. Once you accept the GTC, you can continue by clicking on "Register now".



3. VERIFY THE CONFIRMATION EMAIL

An email with a confirmation link will be sent to the email address you specified in step 2. When you click on the confirmation link in the email, the registration will continue automatically. The confirmation link is valid for 48 hours. If the link expires, you can restart the registration to request a new link.



4. VERIFY YOUR PERSONAL DATA AND INSURANCE POLICY

In order for us to be able to verify you directly online, you must enter your insured person number, date of birth and postcode. Please make sure that the postcode matches the information from the insurance policy exactly (e.g. country code, hyphen, etc.).

Click on "Next" to continue. Please answer two security questions in order to verify your insurance policy.

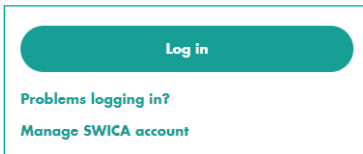
5. MOBILE PHONE NUMBER FOR SMS SECURITY CODE

The SMS security code is used for two-factor authentication and makes your personal data more secure. For this to work, you will need to provide your mobile phone number. No country code is required for Swiss numbers. A country code is required for non-Swiss numbers. You will then be sent an SMS code. Please enter the code in the relevant field and click on "Complete registration".

You now have a SWICA account. Now that you have registered, you can use your user data to log in to all the digital services.

If you provide incorrect information three times during registration, registration will be blocked until the following day. After this period you can try to register again with one of SWICA's digital services. Registration will continue automatically if the email address and password are entered correctly.

MANAGE SWICA ACCOUNT



LOG IN TO YOUR SWICA ACCOUNT

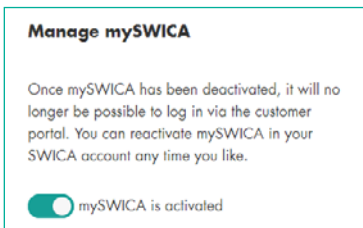
The login screen for mySWICA, BENEVITA, BENECURA and the therapist directory contains a field which you can use to log in to your SWICA account. Log in using the email address and password you chose when you set up your SWICA account. After you enter your login details, you will receive an SMS code for authentication, which you can use to verify your identity.

You're now in your SWICA account. These are your options:



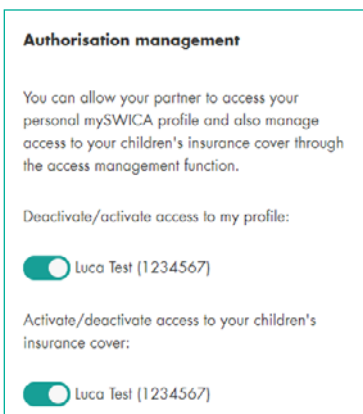
Login data

- You can easily change the login data you use for SWICA's digital services. To do this, click on "Change".
- Email address
Enter your new email address. We will send an email to the new email address. You have to confirm that you've received it. Access will be blocked until you make this confirmation.
- Password
Enter your new password. The change becomes active immediately.
- Mobile phone number
Enter your new mobile phone number. No country code is required for Swiss numbers. A country code is required for non-Swiss numbers. An SMS code will be sent to the new number. Please verify the new number by entering the code in the app.



Manage mySWICA

You can deactivate and activate mySWICA here. mySWICA is activated by default as soon as you register. If you deactivate mySWICA, you will automatically receive all documents by post with immediate effect. Your login to mySWICA will be blocked.



Authorisation management in mySWICA

With this option you can authorise a member of your family policy to view your insurance data or withdraw this authorisation. This will not enable the authorised person to view your premium statements, benefit statements, policies or the tax statement.

As the main partner, you can also give other partners access to your children's insurance data.

**DO YOU HAVE ANY QUESTIONS OR PROBLEMS RELATING TO YOUR SWICA ACCOUNT?
SWICA CUSTOMER SERVICE IS THERE FOR YOU 24 HOURS A DAY.**

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

