

Press release of 19 April 2018

Successful financial year and excellent growth in customer base

The Sanitas Group posted a good result in 2017 with a profit of CHF 11.5 million. The company also recorded excellent customer growth, with numbers up by almost 43,000 insureds. In 2018 Sanitas is continuing to invest money and resources in customer satisfaction and digitalisation.

The positive earnings of CHF 11.5 million stem from the company's basic insurance business (CHF 1.0 million), which is not profit-oriented, and its private supplementary insurance business (CHF 11.2 million). Owing to provisions in favour of the insureds, the Group's profit is lower than in the previous year (CHF 61.0 million). As a result of the positive earnings and provisions, consolidated equity increased to CHF 824.2 million (previous year: CHF 814.2 million).

Strong partner to customers

Thanks to its solid financial base, the Sanitas Group is a strong partner to its customers. This trust was reflected in 2017 with excellent growth in the customer base, up almost 43,000 at 31 December 2017. The number of insureds with basic insurance decreased slightly as of 1 January 2018. Premiums earned rose 5.9% versus the previous year to CHF 2.82 billion, while benefits paid (including cost shares) were up 4.4% to CHF 2.61 billion.

Expansion of the digital business model

In 2017 Sanitas drove forward the implementation of its digitalisation strategy. The [online channels](#) were revamped in terms of their look, content and technology. Sanitas has also expanded the options for customer interaction. Customers can now contact the company using the messenger in the Sanitas Portal app or give their opinion on Sanitas products and services in the [dialogue forum](#). One highlight in 2017 was the successful launch of the [Sanitas Active app](#), a digital service that helps improve customer health thanks to its simple access and ease of use. The Sanitas Active app was not only well received by customers, it also won a bronze medal in the business category of the Best of Swiss Apps 2017 awards.

Customer satisfaction remains high

Sanitas's commitment to digitalisation and strong customer focus is paying dividends, with Sanitas ranking second for customer satisfaction among all Swiss health insurers according to a representative survey conducted by K-Tipp. For the Sanitas Group the 2018 financial year will be shaped by continued investment in digitalisation along the value chain and customer satisfaction.

The Sanitas Group in figures* (in CHF thousand, Swiss GAAP FER 41)

	2017	2016
Premiums earned	2,817,315	2,660,323
Benefits paid (including cost shares)	2,610,110	2,499,501
Profit (after taxes)	11,511	61,008
Equity (including interests)	824,224	814,212
KVG/LAMal reserves	410,425	409,433
Consolidated equity VVG/LCA	363,548	355,170
No. of insureds	819,705	776,811

* Figures are reported on a consolidated basis.

2017 Annual Report

The 2017 Annual Report is only available online and in German: www.sanitas.com/2017

About Sanitas

The Sanitas Group (www.sanitas.com) runs both a basic insurance (Sanitas Grundversicherungen AG and Compact Grundversicherungen AG) and supplementary insurance business (Sanitas Privatversicherungen AG). With around 820,000 customers and a premium volume of CHF 2.82 billion, Sanitas is one of the biggest health insurers in Switzerland.

Further information

Sanitas Krankenversicherung, Christian Kuhn, Media Spokesperson, tel. 044 298 62 78, mobile 076 381 27 87, medien@sanitas.com