

Press release of 2 August 2018

## Sanitas gets first place in comparis.ch customer satisfaction survey

**Sanitas strives hard to satisfy its customers. Its efforts are paying off: this year Sanitas heads the field with an overall score of 5.3.**

Online comparison portal comparis.ch teamed up with market research institute GfK to ask more than 2,100 people how satisfied they were with the service provided by their health insurer. With 5.3 out of a possible 6.0, Sanitas came in in first place.

The overall score of 5.3 was calculated on the basis of ratings in three areas:

- Expertise and dedication of staff: score 5.3
- Claims settlement process: score 5.3
- Comprehensibility of customer information: score 5.2

Findings of the comparis.ch survey: <https://en.comparis.ch/krankenkassen/umfrage/hitlist>

### **About Sanitas**

The Sanitas Group ([www.sanitas.com](http://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**

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