

Press release of 24 April 2019

Positive result and customer-focused innovations

The Sanitas Group recorded a positive result of CHF 34.8 million in 2018. The previous financial year was shaped by a high level of customer satisfaction and several highlights in our digital development. In 2019 Sanitas will continue to launch a wide range of innovative products and services for its customers.

The positive earnings of CHF 34.8 million stem from the company's basic insurance business (CHF 28.4 million) and its private supplementary insurance business (CHF 6.4 million). As a result of the positive earnings, consolidated equity increased to CHF 857.6 million (previous year: CHF 824.2 million).

Premiums earned rose by 2.9% on the previous year to CHF 2.90 billion, with benefits paid (including cost share) falling by 1.8% to CHF 2.56 billion, primarily due to lower benefit costs for acute hospitals. A difficult investment year in 2018 prevented an even better company result.

As of 1 January 2019, Sanitas recorded significant customer growth to around 835,000 insureds, up 2.4% on 1 January 2018. This reflects the attractiveness of the products and customer confidence in Sanitas.

Expansion of the digital business model

In 2018 Sanitas drove forward the implementation of its digitalisation strategy. One highlight was the launch of the online sales process on 3 September 2018, giving existing and potential customers faster and easier access to health insurance. New features, including an overhauled premium calculator with shopping cart, a chat function and a digital application process, are tailored more closely to customer requirements and optimised for online use. Our website, which serves as an important showcase for Sanitas, has been completely overhauled and went live at the end of January 2019 with simpler navigation and new content.

Another useful service is the digital Cover Check. Customers can use this service to check at any time whether Sanitas covers a specific benefit. For example, they can find out in next to no time whether their insurance plan makes a contribution towards a check-up, a vaccination or another benefit and, if so, how much.

The Sanitas Medgate app offers our customers even easier access to medical treatment via our partner Medgate. They can use the app to talk to a doctor either on the phone or via video link. The app can also be used to upload photos – for example of a skin or eye complaint – and send videos or voice recordings to Medgate via a secure connection.

High customer satisfaction

Sanitas's commitment to digitalisation and strong customer focus are paying dividends, with Sanitas ranking first for customer satisfaction among all Swiss health insurers with an excellent score of 5.3 according to a representative survey conducted by comparis.ch. Sanitas also achieved high-ranking scores in 2018 in other customer satisfaction surveys (bonus.ch and help.ch) and app surveys (moneyland.ch).

Outlook for 2019

The Sanitas Group's 2019 financial year will be shaped by further investment in future-focused products and services, including the launch of an innovative alternative insurance model in autumn.

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

	31.12.2018	31.12.2017
Premiums earned	2,899,061	2,817,315
Benefits paid (including cost shares)	2,561,861	2,610,110
Profit (after taxes)	34,849	11,511
Equity (including interests)	857,573	824,224
KVG/HIA reserves	439,206	410,425
Consolidated equity VVG/IPA	364,943	363,548
No. of insureds (1.1.2019/1.1.2018)	834,991	815,207

* Figures are reported on a consolidated basis.

Annual report 2018

The 2018 annual report is only available online and in German: www.sanitas.com/2018

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 835,000 customers and a premium volume of CHF 2.90 billion, Sanitas is one of the biggest health insurers in Switzerland.

For more information

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