

Press release of 7 May 2020

Excellent result and focus on partnerships

The Sanitas Group recorded a good operating result of CHF 86.7 million in 2019. The last financial year was shaped by innovations brought about by partnership-based cooperation and some digital highlights. In 2020 Sanitas will continue to provide innovative products and services for its customers.

The positive result of CHF 86.7 million stems from the company's basic insurance business (CHF 38.1 million) and its private supplementary insurance business (CHF 48.8 million). The very good operating result was also the result of an excellent investment year in 2019. As a result of the positive earnings, consolidated equity increased to CHF 942.7 million (previous year: CHF 857.6 million). Premium revenues increased from CHF 2.899 to CHF 2.956 billion compared to the previous year, while benefits paid (including cost shares) rose from CHF 2.562 to CHF 2.706 billion.

As of 1 January 2020, the Sanitas customer base grew to around 841,000 insureds, an increase of around 6,000 customers compared to the previous year. This reflects the attractiveness of the products and customer confidence in Sanitas.

Joint innovation with Medbase

In 2019, Sanitas drove forward its innovative partnership with strong partners to deliver more added value for its customers. One of the most important innovations was the alternative basic insurance model [Medbase MultiAccess](#), which Sanitas launched in cooperation with the Migros subsidiary Medbase. This model offers even greater flexibility for insureds at a very attractive price. Customers can choose whether to contact a pharmacy, medical centre or telemedicine centre if they need medical advice. This flexible access to several medical services is the first of its kind in Switzerland and only available in this form with Sanitas.

Digital innovations

Sanitas also offered its customers new digital innovations in 2019. For example, customers can now pay their bills quickly and easily by [TWINT or credit card](#). And with the launch of the [Sanitas Coach app](#) mid-year, Sanitas provided its customers with a digital assistant for a healthy heart – an adaptive chatbot that guides users individually through a programme focusing on blood pressure, exercise, diet and relaxation. Towards the end of 2019, Sanitas also launched its digital invoice translator which helps customers better understand and check their bills.

Sanitas also made a strong start to 2020, with the launch of two innovative new products. The Planning a Family supplementary insurance plan for [fertility-related treatment](#) is unique on the Swiss market and has attracted a lot of attention. And [Dental Basic](#) is a low-cost dental insurance plan that is a useful supplement to mandatory basic health insurance and can be taken out without a dental report.

Attractive employer

In February 2020, Handelszeitung and Le Temps published a [survey](#) incorporating more than 100,000 ratings. Sanitas was rated the second-best employer among all health insurers and ranked fifth among all Swiss insurance companies. CEO Dr Andreas Schönenberger said: "These results show that we must also be doing things right when it comes to internal partnerships. We're very proud of the results. Our employees are our biggest asset and central to the success of Sanitas."

Outlook

In order to remain one of the most attractive health insurers in Switzerland in the future, Sanitas has laid the foundation for its success with its 2025 strategy. Sanitas wants to be seen as a partner for its customers, offering easy access to healthcare and supporting them with the best products and services to help them promote their own health. The ultimate goal is to offer maximum convenience for customers.

Measures planned to achieve these goals include customer-focused activities combining digital options with personal contact points for insureds. Other focal points include innovative products and services offering customers added value, a modern brand identity that helps position Sanitas as a credible health partner with its customers and partners, and a strong sales team that helps Sanitas win over potential customers.

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

	31.12.2019	31.12.2018
Premium revenue	2,956,004	2,899,061
Benefits paid (including cost shares)	2,706,401	2,561,861
Profit (after taxes)	86,658	34,849
Equity (including interests)	942,730	857,573
KVG/HIA reserves	477,256	439,206
Consolidated equity VVG/IPA	408,754	364,943
No. of insureds (1.1.2020/1.1.2019)	840,928	834,991

* Figures are reported on a consolidated basis.

Annual report 2019

The 2019 annual report is only available online and in German: www.sanitas.com/2019

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 841,000 customers and a premium volume of almost CHF 3 billion, Sanitas is one of the biggest health insurers in Switzerland.

For more information

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