

Press release of 13 July 2020

## Comparis customer satisfaction survey: Sanitas takes top spot

**Customer satisfaction is a top priority for Sanitas, with the health insurer delivering innovative, digital solutions to make access to healthcare as easy as possible for customers. The company's efforts are paying off, because this year Sanitas was awarded the top score of 5.4.**

To offer its customers real added value, Sanitas relies on digital solutions and innovative services. For example, Sanitas is the first health insurer in Switzerland whose customers can pay their bills quickly and easily by TWINT or credit card. And its invoice translator helps customers understand individual billing items better so their medical bills are more transparent.

The survey by comparis.ch and market research institute Intervista shows that the investments in digital solutions and customer service are paying off. In June 2020, 2,200 people from all four language regions of Switzerland were surveyed on their satisfaction with the service of their health insurance. Sanitas received the best score of 5.4 and was awarded top spot.

The overall score was based on the following three ratings:

- Competence and engagement of staff: Score 5.4
- Bills (easy to understand, speed of payment, good will, etc.): Score 5.4
- Clarity and comprehensibility of information to customers: Score 5.4

Detailed survey results: <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 841,000 customers and a premium volume of CHF 3 billion, Sanitas is one of the biggest health insurers in Switzerland.

### Further information

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