

Press release, 8 September 2021

Sanitas takes top spot in the bonus.ch customer satisfaction survey

Customer satisfaction is a top priority for Sanitas, with the health insurer delivering innovative and 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. In March 2021, for example, the company expanded the Sanitas Portal app to include the innovative, new "My health" area to give its customers access to all sorts of health-related information. As an end-to-end health platform, the app offers comprehensive, smart and motivating information and services – secure and available around the clock.

Of course, Sanitas customers are used to innovative services. For instance, 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 better understand individual billing items so their medical bills are more transparent.

Sanitas won awards for its customer-friendly, digital settlement process in the categories "Business Efficiency" (gold) and "Innovation" (silver) at the Best of Swiss Web Awards 2020. The company also received top marks in a broad-based series of studies focusing on customer portals in the Swiss health insurance industry conducted by digital agency Unic.

The survey by bonus.ch shows that the investments in digital solutions and customer service are paying off. In July 2021, 3160 people in Switzerland were asked how happy they were with the services of their health insurance company. Sanitas received the best score of 5.4 and was awarded top spot.

The overall score was based on the following three ratings:

- 5.4 for clarity of information (quote, policy, terms of insurance, letters, etc.)
- 5.4 for clarity of invoices (legibility, speed of reimbursement, etc.)
- 5.3 for customer service (availability, friendliness, professionalism of employees)

[Detailed results of the survey](#)

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 CHF 3 billion, Sanitas is one of the biggest health insurers in Switzerland.

Further information

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