

Press release of 21 October 2021

Sanitas ranks 1st in the K-Tipp 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, with Sanitas having the most satisfied customers in Switzerland according to the annual representative survey conducted by K-Tipp.

To offer its customers real added value, Sanitas relies on digital solutions and innovative services. Recently Sanitas has added an additional digital service to the Portal App called the health check. In March 2021, for example, the company expanded the Sanitas Portal app to include the 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.

Sanitas customers really appreciate these 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.

Our investment in innovative and digital solutions and customer services is clearly paying off. The representative survey was conducted by the Link Institute in Lucerne on behalf of K-Tipp. From 19 July to 30 August 2021, 2,701 people in German-speaking Switzerland and French-speaking Switzerland between the ages of 15 and 79 were contacted by telephone and asked how satisfied they were with the services of their health insurance company. More than 70% of insureds who've drawn benefits from Sanitas in the last two years are "very satisfied" with our service.

Sanitas CEO Dr Andreas Schönenberger is absolutely delighted with the result: "Being awarded 1st place in the K-Tipp survey is all the confirmation we need that we are on the right path with our strategic ambition to become the number one health insurer for pure convenience."

[Find out more about the results of the survey here](#)

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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