

Press release of 28 April 2022

Strong result, numerous innovative offers and services

Despite the challenges presented by the COVID-19 pandemic, the Sanitas Group recorded a good result of CHF 90.2 million in 2021 and grew its customer base for both basic and supplementary insurance. By launching innovative offers and services, Sanitas continues to work as a health partner to help its customers boost their health and to give them easy access to healthcare.

The good result of CHF 90.2 million stems from the company's compulsory basic insurance business (CHF 15.7 million) and its private supplementary insurance business (CHF 74.7 million). Consolidated equity thus increased from CHF 960.7 million to CHF 1,049.4 million. Premium revenues exceeded CHF 3 billion (+ CHF 41.6 million) for the first time, while benefits paid (including cost shares) were up by around CHF 125 million at CHF 2,826 billion. As of 31 December 2021, Sanitas increased its customer base compared to the previous year for both basic and supplementary insurance.

Sanitas CEO Dr Andreas Schönenberger is pleased with the results for two reasons: "The Sanitas2025 strategy has proven to be extraordinarily robust going into the second year of the pandemic. The good company result and growing customer base indicate that our innovative products and services are well received and that our customers trust in Sanitas as their health partner."

Top spots in customer satisfaction surveys

Sanitas has the happiest customers of all health insurers in Switzerland. It achieved first place in K-Tipp's annual representative customer satisfaction survey and two further podium positions (first place with bonus.ch and second place with Comparis). This is great confirmation of the daily commitment of its employees.

New "My health" area with over 30 offers and services

A health insurance app should do more than help its customers manage their insurance affairs. This is why Sanitas has added the "My health" area to its Portal app. Here, customers have access to over 30 different offers, tips and services, which offer support, for example, if they fall ill. What's more, customers have the option of contacting a health advisor directly if they need rapid advice or assistance.

Over the course of the year, Sanitas has expanded the "My health" area to include additional services. For example, our virtual assistant Alva is on hand with the Well-being Quiz to provide users with personal tips on the body, mental health and lifestyle. And the Symptom Check with the virtual assistant Alex provides straightforward help for users, first checking their symptoms before making recommendations for action.

Strong content boosts credibility and competence

In addition to developing innovative offers and services, Sanitas also promotes good health in Switzerland by publishing insightful stories and practical tips in its print and online magazines. Boasting more than 400 pages, the second edition of the Sanitas Health Forecast – with a nationwide study and plenty of fascinating content on the health of the future – also highlights Sanitas's role as a health partner.

Outlook

In the current financial year, Sanitas will continue to launch new and innovative products, offers and services in line with its strategy. As medical progress continues apace and more and more operations are being performed as outpatient procedures, Sanitas plans to launch a new supplementary insurance product in 2022, which is designed to ensure that customers enjoy the same benefits for outpatient treatment as they do for inpatient hospital stays, including a free choice of doctors at renowned partner hospitals, more privacy and a higher level of comfort.

Sanitas also sees great potential in the health tech sector. The company is continually testing new digital technologies and – if they prove useful – implementing them. To this end, Sanitas works with external partners (mainly start-ups) and has acquired a stake in the capital growth investor MTIP, which operates throughout Europe. Based in Basel, the company invests in digital health companies and manufacturers of digitally networked medical technology that offer clear and economic benefits for the healthcare sector.

Sanitas is also committed to responsible corporate action based on social, environmental and economic sustainability. Our updated corporate social responsibility programme will continue to make an active contribution towards sustainable healthcare in 2022.

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

	31.12.2021	31.12.2020
Premium revenue	3,037,545	2,995,906
Benefits paid (including cost shares)	2,825,834	2,699,000
Profit (after taxes)	90,193	19,451
Equity (including interests)	1,049,374	960,681
KVG/HIA reserves	508,058	492,402
Consolidated equity VVG/IPA	478,003	408,287
KVG/HIA insureds	600,622	596,163
VVG/IPA insureds	662,694	660,328

* Figures are reported on a consolidated basis.

Annual report 2021

The 2021 annual report is available in German online: www.sanitas.com/2021

About Sanitas

The Sanitas Group (www.sanitas.com) runs both a basic insurance (Sanitas Grundversicherungen AG) and supplementary insurance business (Sanitas Privatversicherungen AG). With around 849,000 customers and a premium volume of over CHF 3 billion, Sanitas is one of the biggest health insurers in Switzerland.

Further information

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