

Press release

## Groundbreaking new partnership: Sympany to offer advice in post offices

**Sympany and Swiss Post announced their new partnership at a joint media conference today. Health insurer Sympany will become the first partner to offer its own services in selected post offices as part of the opening of the Swiss Post network, with a focus on providing insurance advice to new and existing customers.**

Basel, 5 July 2022 – The cooperation between Sympany and Swiss Post marks the start of Swiss Post’s network opening strategy, under which it plans to open its branches to partner companies and thus develop them into service centres. Customers who visit a post office will be able to use other services in addition to traditional postal services.

### **Sympany will have a presence in eight post offices from autumn**

From September 2022, Sympany will be the first partner to open its own consultation facilities at eight post offices in Baden, Biel, Dietikon, Frauenfeld, Geneva, Lausanne, Winterthur and Zug. Interested post office customers can obtain free advice from Sympany employees on health insurance. In addition, Swiss Post employees can arrange consultation appointments with Sympany for customers in 90 other branches.

### **Gradual expansion**

Under the partnership with Swiss Post, Sympany will gradually set up additional consultation facilities in German- and French-speaking Switzerland over the next three years.

Michael Willer, CEO of Sympany, is confident about the new partnership and the associated concept: “With our presence in the post offices, we want to bring Sympany even closer to new and existing customers. Many issues are best resolved face to face. Lots of people also value personal contact with trained and trustworthy advisors – especially when it comes to health insurance. That’s why I’m very pleased that Sympany is going to be the first partner at these post offices.”

Roberto Cirillo, CEO of Swiss Post, adds: “The strategic partnership between Swiss Post and Sympany is the first step on the road to creating the postal network of the future. We want to use these partnerships to transform our branches into regional service centres. I am delighted that we have now reached the first milestone on this journey together with Sympany.” (See [Swiss Post’s press release](#))

Sympany currently has a walk-in consultation centre at its headquarters in Basel. With the new consultation areas in various post offices, it is making physical, personal contact with Sympany easier for all interested parties. A consultation with Sympany can be booked either at the post office counter or straight from a consultation area. This means a non-binding consultation or quick clarification of an issue will now be possible at many additional locations, and become a very straightforward process for policyholders and interested parties.