



Press release

Sympany policyholders to be refunded up to 400 francs per person

Once again this year, Sympany policyholders with basic and supplementary insurance are going to be refunded surpluses of up to 400 francs per person in basic insurance alone. Sympany sees these refunds as a sign of fairness towards its customers.

Basel, 17 October 2019 – Whenever the actual healthcare costs turn out to be lower than anticipated when setting premiums, Sympany customers are refunded the surpluses generated in this way in the following year – and this applies to both basic and supplementary insurance. By making this refund, Sympany is living up to its reputation as a fair insurance company. This refund is made possible thanks to Sympany's good financial situation with enough reserves. In basic insurance, Sympany pays out surpluses according to the canton of residence, whereas in supplementary insurance, surpluses are paid out according to the insurance product. In total, six out of ten Sympany customers will receive surplus refunds this year. Payments will be executed by the end of October.

OKP: surplus payments in nine cantons

This year, people with basic insurance from Vivao Sympany AG in the cantons of Aargau, Bern, Basel-Landschaft, Basel-Stadt, Fribourg, Lucerne and Solothurn will benefit. For the first time, there are also refunds for people insured with Moove Sympany AG (in the cantons of Aargau and Geneva) and people insured with Kolping Krankenkasse AG (in the cantons of Solothurn and Schwyz). The refunds will range from CHF 50.– to CHF 400.– per policyholder, depending on the canton.

VVG: surplus payments under hospital supplementary insurance schemes

Sympany has already been refunding surpluses in supplementary insurance since 2013. Insured persons with various hospital supplementary insurance schemes will this time receive a surplus payment ranging from CHF 30.– to CHF 320.–.

Only few insurers refund OKP surpluses

In the health insurance sector, Sympany is a pioneer in terms of surpluses. For instance, in 2016, it was the first – and at that time only – health insurance company which refunded surpluses from compulsory basic insurance to its policyholders. The new Swiss Health Insurance Oversight Act (KVAG), which came into force in January 2016, allows for this possibility.

“The surplus payment is a great tool for refunding excessively high premium income, which to this day is unfortunately only used by very few health insurance companies. Thanks to its financial solidity and sufficient reserves, Sympany has been in a position to do so consistently since 2016. That is what characterises us as a fair health insurance company,” says Michael Willer, CEO of Sympany.

Sympany's surplus payments – a brief explanation: www.sympany.ch/surpluses

For further information, please contact:

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About Sympany

Sympany is the refreshingly different insurance company that provides made-to-measure protection and assistance, with no red tape. Sympany offers health and accident insurance for individuals and companies as well as property and liability insurances. Its head office is in Basel.

It made a profit of CHF 65.2 million in 2018, of which Sympany allocated CHF 27.9 million to the surplus fund. Its total premium volume was CHF 1,048 million. The company has 498 employees and around 259,700 private customers, some 202,300 of whom have basic insurance cover in accordance with the Health Insurance Act (KVG). Sympany offers loss of income and accident insurance to its corporate customers.