



Press release

Sympany pays back surpluses in basic and supplementary insurance to customers for third time in a row

Since 2016, health insurance companies have been permitted by law to pay back surpluses from compulsory basic insurance to policyholders. While most health insurance providers keep any such surpluses in reserves, Sympany is – for the third time in succession – reimbursing policyholders in cantons where a surplus has been generated for the excess premium payments they have made. Surpluses in supplementary insurance are also being given back to customers, in this case for the sixth time in a row.

Basel, 3 September 2018 – Surpluses arise if the costs of medical treatment end up being much lower than anticipated when setting premiums. As a fair insurance company, Sympany believes that this money belongs to policyholders.

In basic insurance, Sympany pays out surpluses according to the canton of residence, whereas in supplementary insurance, surpluses are paid out according to insurance product. This time, people with basic insurance from Vivao Sympany AG in the cantons of Aargau, Bern, Basel-Landschaft, Basel-Stadt, Fribourg, Lucerne and Solothurn will benefit. The repayments will range from CHF 50 to CHF 370 per policyholder, depending on the canton. For the supplementary insurance, persons with various supplementary hospital insurance policies will receive surplus payments.

In total, six out of ten Sympany customers will receive surplus refunds this year. The total payout amounts to CHF 18.8 million.

“We handle our customers’ premiums on a trust basis,” says Michael Willer, CEO of Sympany. “It therefore goes without saying that we, as a fair insurance company, should pay back any surpluses that arise.”

Attached: Infographic “Surplus payments 2018” (PDF)

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.

Sympany is the first Swiss insurance company to pay out surpluses for basic insurance as well as supplementary insurance. Surpluses result if the cost of medical treatment ends up being much lower than anticipated when setting premiums.

The company has 483 employees and around 253,000 private customers, some 195,000 of whom have basic insurance cover in accordance with the Health Insurance Act (KVG). Sympany has around 4,500 companies in its corporate customer portfolio.