



Press release

Vivao Sympany opens customer centre in Lausanne

With its new customer centre in Lausanne, the Sympany insurance group is demonstrating its commitment to serving French-speaking Switzerland and is strengthening its presence in the Lake Geneva region.

Basel, 30 September 2010 – The insureds of Vivao Sympany will have customer advisors in Lausanne at their personal disposal from 4 October 2010. The new customer centre will be open Mondays to Fridays from 8.30 am to 12.00 and from 1.30 pm – 5.00 pm and be located in the same building as the Trust Sympany Team, who serve the Sympany Group's corporate customers.

The new customer centre will be headed by Angelo Barbera, who has many years' experience of working in the insurance sector of French-speaking Switzerland. He and his two staff will be providing the existing insureds of Vivao Sympany with advice in writing, by telephone and, of course, in person on site. They will also be advising new customers about the wide range of products offered by Vivao Sympany, in particular its interesting managed care insurance models at attractive premiums.

In addition to health insurance, Sympany offers motor, household contents and liability insurance. With combination solutions, customers benefit from comprehensive security from a single provider as well as from attractive combination discounts on their insurance premiums.

"Lausanne is an ideal place for us and for our insureds", stresses Reto Toscan, Market Head and Member of the Executive Board of the Sympany Group: "It is important for us to have a presence in French-speaking Switzerland."

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About the Sympany Group

Sympany is the "refreshingly different" insurance group that provides made-to-measure protection and assistance, with no red tape. Sympany offers health and accident insurance for individuals and companies, and in May 2009 added property and liability insurance to its product range.

Sympany caters for different customer groups in the market with the sub-brands Vivao Sympany, Moove Sympany and Trust Sympany. Since 1 July 2009 Lucerne-based health insurer Xundheit has also been part of the Sympany Group. The Thurgau-based health insurer Carena will be integrated into the Vivao Sympany sub-brand at the beginning of 2011.

The Sympany Group grew out of the ÖKK Basel and other health insurance companies. Sympany has its head office in Basel. Total premium volume in 2009 was CHF 894 million. Employing around 650 people, the company caters to the needs of more than 230,000 private customers, of which around 208,000 have basic insurance cover. Sympany has some 10,000 companies in its corporate customer portfolio.