

A man with short brown hair and a beard, wearing round glasses, a dark blue button-down shirt, and a brown blazer, is sitting at a wooden table in a cafe. He is looking down at a laptop. A white coffee cup on a saucer and a smartphone are on the table. The background is a blurred city street with lights and buildings.

FAVORIT MULTICHOICE

INFORMATION FOR HEALTHCARE INSURANCE CUSTOMERS.

BECAUSE HEALTH
IS EVERYTHING

SWICA

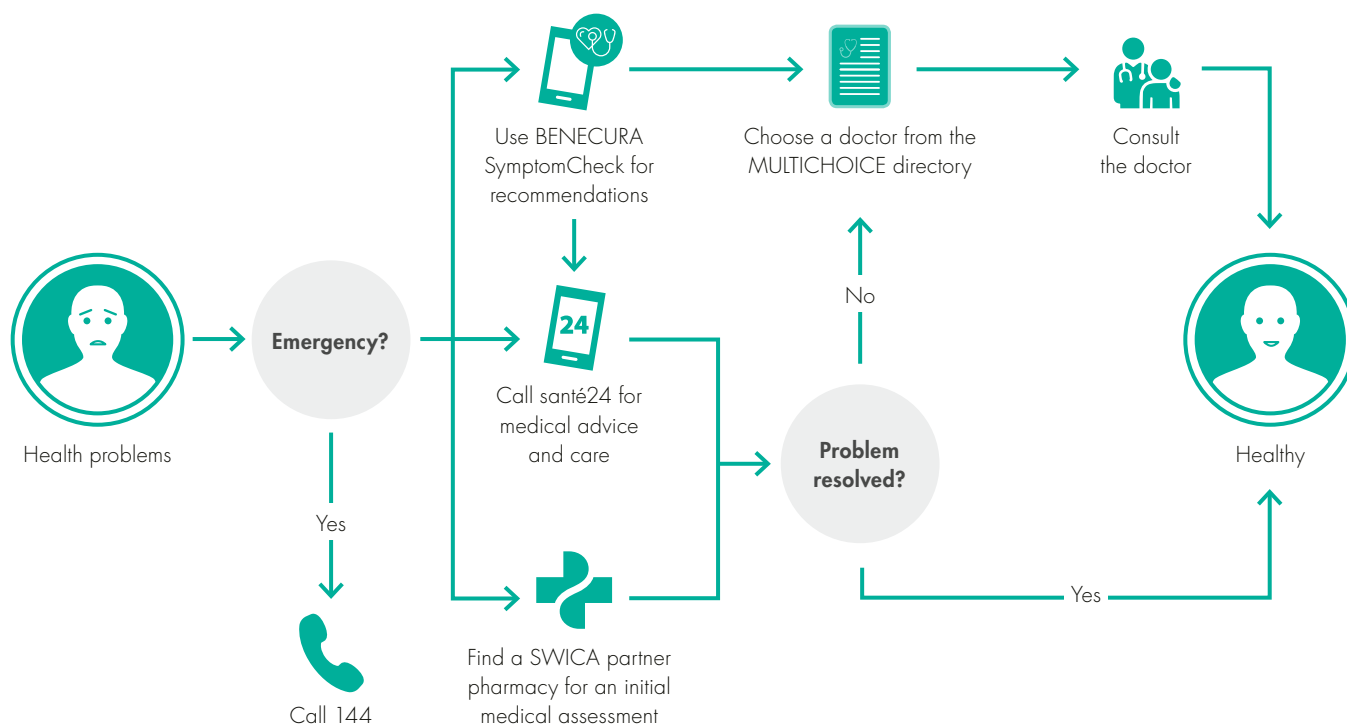
FAVORIT MULTICHOICE: THE BASIC INSURANCE PLAN GEARED TO YOUR NEEDS.

With FAVORIT MULTICHOICE, you have chosen a preferred type of mandatory healthcare insurance with comprehensive cover.

And with MULTICHOICE, you qualify for an attractive discount on your premiums. SWICA can offer you especially low premiums because you have chosen an economical form of treatment and are using the available medical services responsibly. Specifically, this means that the following conditions are part of your insurance contract.

HOW FAVORIT MULTICHOICE WORKS

- › Whenever you experience a health problem, use SymptomCheck in BENECURA, where you will receive a recommendation based on your answers to some questions. Alternatively, contact the santé24 telemedicine service on +41 44 404 86 86 or a SWICA partner pharmacy.
- › If your health problem can't be resolved in this way, you can choose your doctor from the comprehensive MULTICHOICE directory. The doctor treating you can refer you to any doctor in the MULTICHOICE directory.



QUESTIONS AND ANSWERS.

WHERE CAN I FIND THE DIRECTORIES?

You will find the directories of pharmacies and doctors online at: swica.ch/directories

If you cannot access the digital directories, please contact your designated SWICA Customer Services.

WHAT SHOULD I DO IN AN EMERGENCY?

Contact your local emergency centre or call the santé24 telemedicine service on +41 44 404 86 86.

ARE THERE ANY SITUATIONS IN WHICH I DON'T HAVE TO USE SYMPTOMCHECK IN BENECURA OR CONTACT A SWICA PARTNER PHARMACY OR SANTÉ24?

- › In emergencies
- › Appointments with an eye doctor, gynaecologist or paediatrician from the MULTICHOICE directory
- › Before receiving treatments in connection with consultations as agreed on with a SWICA partner pharmacy or santé24 if administered by a provider from the MULTICHOICE directory
- › When getting treatment during a temporary stay abroad

WHAT HAPPENS IF I DISREGARD THE TERMS OF THE INSURANCE CONTRACT?

SWICA has the right to exclude persons from FAVORIT MULTICHOICE insurance as of the end of a calendar month if they repeatedly violate the contract terms. This automatically results in a change to STANDARD healthcare insurance.



WHERE CAN I GET ADDITIONAL INFORMATION ABOUT MY HEALTH AND ACCIDENT INSURANCE?

Please contact SWICA Customer Service 24/7 for questions about your insurance cover. You can find the phone number on your SWICA insurance card or policy. For more information, please also visit: swica.ch

Benefit payments are subject to the General Insurance Conditions (GIC) and Supplementary Conditions (SC) with the date of issue shown on your insurance policy.

ALWAYS AVAILABLE

DIGITAL SERVICES FOR YOU.

MYSWICA



MANAGE YOUR INSURANCE DIGITALLY

- › Digital insurance card
- › Individual overview of benefits
- › Scan and submit invoices online
- › Send messages to Customer Services
- › All your personal insurance data with details of the scope of cover

swica.ch/myswica

BENEVITA



DIGITAL HEALTH COACH WITH BONUS PROGRAMME

- › Interesting content and tips on the topic of health
- › Motivational everyday challenges
- › Collect points and enjoy attractive offers and discounts

swica.ch/benevita

BENECURA



DIGITAL HEALTH CONSULTATION WITH SYMPTOMCHECK

- › SymptomCheck and PreventionCheck with individual recommendations
- › Health dossier for the secure storage of your documents and data
- › Directory of specialists
- › Lexicon of medicine and medications

swica.ch/benecura

Download all the SWICA apps now:



THERE FOR YOU, 24 HOURS A DAY, 365 DAYS A YEAR.

Phone 0800 80 90 80 / swica.ch

