

A woman with brown hair, wearing a beige top and a white cardigan, is holding a young child with blonde hair in a pink and white striped shirt. The woman is holding a silver smartphone to her ear with her left hand. The child is looking down and smiling. The background is a bright, modern interior.

FAVORIT TELMED

INFORMATION FOR HEALTHCARE INSURANCE CUSTOMERS.

BECAUSE HEALTH
IS EVERYTHING

SWICA

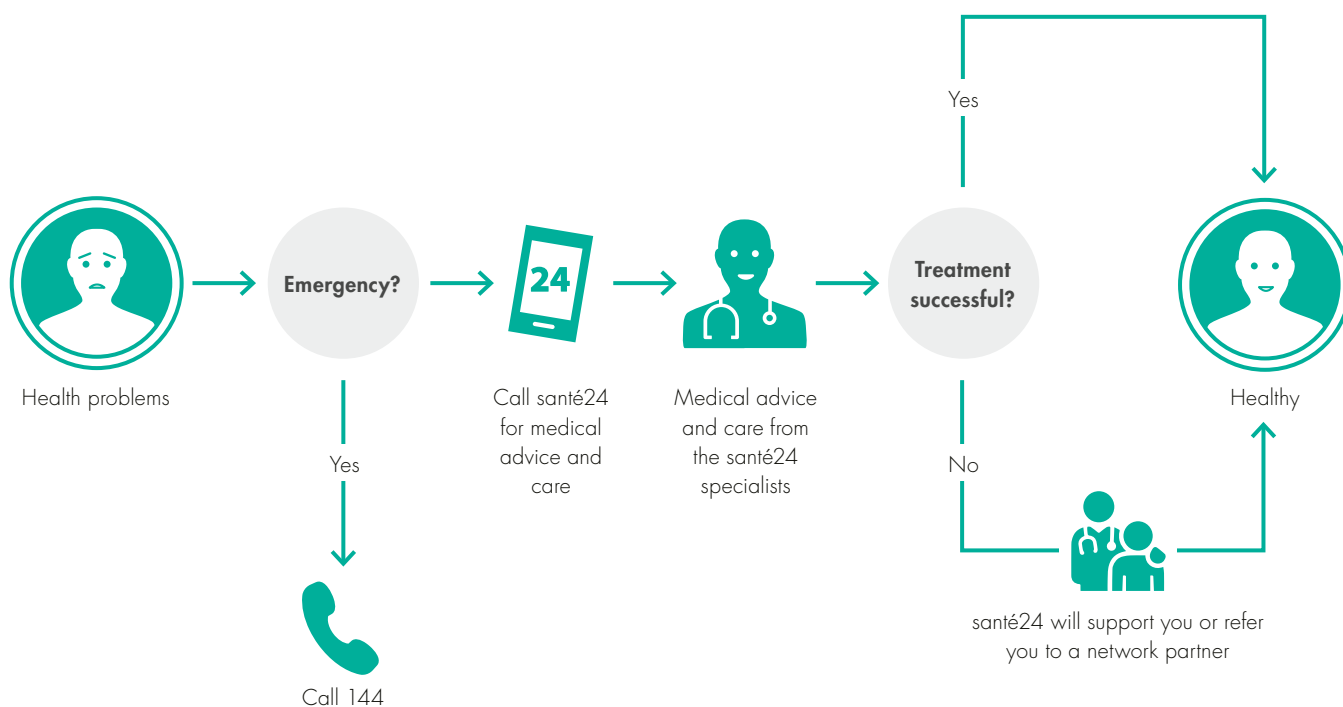
FAVORIT TELMED: THE INDEPENDENT BASIC INSURANCE PLAN.

With FAVORIT TELMED, you have chosen a preferred option when it comes to mandatory healthcare insurance, one that offers you comprehensive cover.

And with FAVORIT TELMED, 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 THE FAVORIT TELMED MODEL WORKS

- › Whenever you experience a health problem, you must first call the santé24 telemedicine service on +41 44 404 86 86 before you see a doctor or go to hospital.
- › Qualified specialists will discuss a suitable procedure with you. On request, santé24 will put you in touch with doctors, therapists, or suitable hospitals, or it will make appointments for you at a Medbase Health Centre or a SWICA partner practice.
- › The medical experts at santé24 do not prescribe any diagnostic or therapeutic measures, but only offer you their recommendations. The decision on what steps to take is yours.



QUESTIONS AND ANSWERS.

WHAT SHOULD I DO IN AN EMERGENCY?

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

ARE THERE ANY SITUATIONS IN WHICH I DON'T HAVE TO CONTACT SANTÉ24?

- › In emergencies
- › Children up to the age of twelve can get treatment from a paediatrician without first consulting santé24
- › Appointments with an eye doctor or a gynaecologist
- › Before receiving treatments in connection with consultations as agreed on with santé24
- › 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 insured persons from FAVORIT TELMED 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](https://www.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.

santé24 is committed to providing high-quality telemedicine services and treatment.

Its doctors and health experts are regularly reviewed and certified by the EQUAM Foundation.

Find out more: [equam.ch](https://www.equam.ch)



ALWAYS AVAILABLE

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MYSWICA



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- › 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

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BENEVITA



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- › Motivational everyday challenges
- › Collect points and enjoy attractive offers and discounts

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