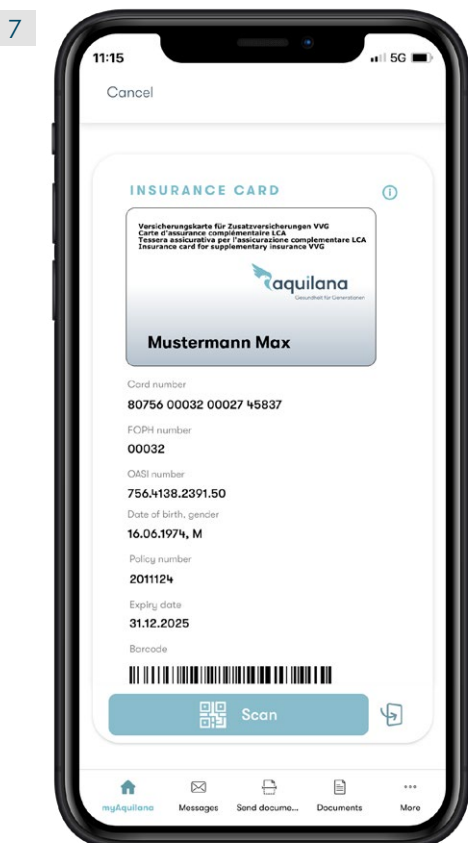


Your personal insurance card for VVG supplementary insurance policies



Model illustration



Model illustration

1 Aquilana insurance card for VVG supplementary insurance policies

The insurance card for VVG supplementary insurance policies is issued to persons who hold Supplementary Healthcare Insurance PLUS and/or Hospital Care Insurance (general, semi-private or private) with Aquilana, without taking out a KVG basic insurance.

2 Customer contact

You can reach us continuously during business hours: Monday to Friday, 8.00 am to 4.30 pm.

3 Round the clock medical advice service and emergency call centre

You can obtain medical advice round the clock on this number. This service is free of charge to persons who hold a supplementary insurance policy with Aquilana (Healthcare Insurance PLUS, Healthcare Insurance TOP and Hospital Care Insurance). Our 24 hour emergency service assists you in medical emergencies abroad.

4 Personal particulars

Personal particulars (including the 13-digit AHV or social insurance number) are used for personal identification, e.g. for contacts with Aquilana or with the medical service provider at home or abroad.

5 Insured person's number

A further personal identification feature for contacts with Aquilana or with the medical service provider at home or abroad.

6 Aquilana's address

Our customer zone awaits you in Baden. Visit our website for detailed information and services. We are here for you in person and digitally.

7 myAquilana virtual insurance card (VICARD)

A virtual version of the Aquilana insurance card is also available. All the insurance cards for the whole family are stored in the myAquilana app. You will find the VICARD in the app on the summary page showing your current personal insurance cover. Show the VICARD or barcode to the medical service provider to register. If the service provider has generated a QR code, you can scan it with the VICARD and so register conveniently, quickly and securely (similar to the TWINT payment app). You can find the latest information at any time at www.vicard.ch.

8 Validity and loss

A new VVG insurance card will be issued automatically before the expiry date. Please inform Aquilana immediately if the card is lost or stolen – by telephone on +41 56 203 44 22, online via our website or myAquilana or in person in our customer zone.