



AQUILANA
VERSICHERUNGEN

Working together to beat COVID-19 Well equipped for the future

In Switzerland, the corona crisis seems to have been successfully brought under control, but at this stage we can only speculate about the final outcome. We welcome the fact that our healthcare system has so far been able to treat victims without running up against its capacity limits.

According to santésuisse, the branch association of Swiss health insurers, the same can also be said about the health costs of the crisis. The health insurers have enough reserves to finance any additional costs generated by the corona crisis. We can now see just how important it is to have enough reserves to remain capable of action at a time of crisis.

A functioning healthcare system requires an effective administration backed by in-depth expertise. During this period, hospital doctors, nurses and pharmacists, public authorities and administrative personnel have performed exceptionally well in face of the full severity of this crisis. We owe them high praise and a big debt of gratitude.

Aquilana has always been reachable during the lockdown

In this emergency situation, our staff too have proved that our processes are being implemented effectively. When the Federal Council judged this to be “an exceptional situation” on 16 March 2020, we temporarily closed our over-the-counter operation. However, with the progressive exit from lockdown, on 11 May 2020 we opened our counters again at the usual hours, while maintaining precautionary measures. During the lockdown, we were able to provide the best possible customer service that you have come to expect of us. During our normal opening hours, we were always reachable without physical contact by telephone, electronically via the myAquilana customer portal / app or via email, and by post. We also owe a sincere debt of gratitude to our own staff who successfully performed their duties in these challenging weeks, sometimes working from home. We trust that our customers will continue to enjoy a positive mindset, confidence and above all good health at this demanding time.

You ask – Aquilana answers

Insurance cover in case you fall ill with COVID-19

I have only taken out basic insurance. Do I need other types of insurance to cover treatment required by COVID-19?

No, as the basic insurance does not exclude pandemics. Provided that the treatment is medically prescribed and classified as essential benefit according to KVG, it will be covered by your basic insurance. If you are interested in extended benefits, e.g. in a supplementary insurance for contributions to non-essential medicines or emergency transport, our Customer Service will be happy to advise you.

Annual Financial Statement 2019

Aquilana has performed well in every area

Aquilana looks back on a very successful financial year. Thanks to prudent budgeting and high income on capital investments, Aquilana achieved excellent numbers, together with high reserves and provisions. There were marginally fewer insured members. Premium revenues stood at CHF 184.1 million.

“After a short pause, cost increases have caught up with us again”, the new CEO Werner Stoller commented on the Aquilana Financial Statement for 2019. Spending on benefits was noticeably higher by 5.8%. However, thanks to risk equalisation payments and high revenues on capital, Aquilana achieved an excellent result. The stated profit of CHF 19.1 million was set aside entirely to reserves or equity to safeguard financial security. In addition, the provisions that are vitally important to health insurers were once again stepped up massively. Our equity capital exceeds CHF 100 million, equivalent to an impressive 41% of the premium volume. With

these robust figures, Aquilana once again meets its commitment to its insured members and truly keeps its promise in the sense of “Security with a future.”.

Premium revenues were 0.4% lower and stood at CHF 184.1 million. On the other hand, and as compared to the previous year, costs incurred overall by insured persons in compulsory healthcare insurance (OKP) rose slightly to CHF 170.5 million (+2.1%). Hospital costs continue to represent the biggest expenditure item of all benefits paid out with 20% for in-patient and a good 11% for out-patient care. By comparison with the previous year, spending on pharmaceuticals rose by a significant 6.9%, representing the second-highest expenditure item, followed by slightly higher physicians’ costs (+0.3%). Administrative costs were slightly higher at 5.6% of overall premium income (KVG and VVG). Overall, Aquilana remains one of the best in class in a national comparison of the competition. The number of insured persons benefiting from compulsory healthcare in-

urance, adjusted for changes, fell slightly again as at 1 January 2020 and stabilised at a good 40,400 persons. Our insured members’ cost-conscious approach remains unchanged. That is demonstrated by demand for the general practitioner model. Here, 18,506 persons are insured with Aquilana, 1.3% more than in the previous year.

At a glance – Aquilana key data

Balance sheet	2019 in CHF mn	2018 in CHF mn
Premiums	184.1	184.8
Benefits	170.5	167.0
Result	19.1	12.3
Reserves	229.9	209.8
Equity capital	100.9	81.8
Balance sheet total	354.9	319.6
Administrative expenditure	10.6	9.9
OKP-insured members*	41,050	41,894
Employees	40	38
OKP reserve rate	52.1 %	41.0 %

* as of 31.12 in each case

Good to know

Branch agreement on unwanted telephone calls

At the end of January 2020, 41 health insurers reached an agreement to prevent telephone cold calling and limit agents’



commissions for both basic and supplementary insurance. By doing so, the health insurance associations santésuisse and curafutura wish to protect the population more effectively against unwelcome

and misleading telephone calls, entirely in line with the legislator’s intention. The cornerstone of the branch agreement is the decision by the health insurers to dispense with cold calling. Initial approaches to potential customers with whom no business relations previously existed will no longer be tolerated by the partners signing this agreement.

Together with the limit imposed on agents’ commissions (max. CHF 70 for new basic insurance policies and max. one annual premium for supplementary healthcare insurance), the unwarranted activity by agents will become less attractive. Insurers who fail to comply with the agreement will be punished. An arbitration tribunal made up of representatives of the two associations and of a consumer organisation may impose fines of up to CHF 100,000 for basic insur-

ance and CHF 500,000 for supplementary insurance policies. At its sitting of 13 May 2020, the Federal Council opened the consultation procedure on a draft law authorising it to declare the insurers’ agreement on agents’ activity to be generally binding. The draft law requires an amendment to the Insurance Supervisory Act (VAG) and the Health Insurance Supervisory Act (KVAG). The consultation procedure will run until 3 September 2020.

No unsolicited promotional calls from Aquilana

This principle remains unchanged for us. Aquilana still does not work with (expensive) brokers and/or agents. That is why you will not receive any unsolicited telephone calls from Aquilana during your well-earned rest in the evenings or at the weekend.

Holiday and travel insurance (FRV) Hearty congratulations to our winners!

Since mid-March, coronavirus has turned the world on its head and spread almost everywhere. It is admittedly not yet behind us, but in Switzerland, the situation does seem to have been brought well under control from lockdown to progressive reopening. The drastic limitations placed on the economy and public life continue to have a significant impact on our everyday behaviour. The spirit of travel has necessarily been interrupted and holiday plans have shifted to domestic arrangements. Many insured persons have been obliged to cancel their foreign holidays

and, as a result, also revoked the travel insurance that they had previously taken out. Before the pandemic outbreak, some of our insured members were already able to go on their foreign holidays and took out supplementary cover with our holiday and travel insurance (FRV) for their stay abroad. In the spring, we generally draw lots for holiday vouchers among the first hundred persons who decide to take out holiday and travel insurance online. This year, because of the special situation, we decided to choose sixty winners of a GastroAargau voucher worth CHF 50 each with a value

equivalent to the holiday vouchers. We extend our hearty congratulations to our lucky winners and do hope they enjoy cashing in their vouchers!



myAquilana customer portal and app New design and extended functions

In February 2020, a milestone was reached at Aquilana with the newly introduced digital customer contact scheme in the shape of the myAquilana customer portal and app. Use of the app and web version have since proved increasingly popular. By the end of May, over 5,400 insured persons had already registered for the customer portal and/or for the app. The number of digitised customers currently stands at 8,300 insured members (number of insured members who are currently managed via the myAquilana customer portal and app). This digitisation rate represents an impressive 20%. We thank you for this show of confidence.

In the course of ongoing development, in June, our customer portal underwent a visual redesign with extended functions, making it still more attractive. You will find an overview of the main highlights in the green box on the right.

Payment reminders and warnings will be sent out both electronically and by post. On the other hand, benefit and premium statements, insurance policies and tax statements will be sent to myAquilana users in an electronic version only (PDF). At pres-

ent, we are working to optimise the scan function in the app version and taking steps to ensure that the myAquilana experience becomes even more user-friendly with further improvements. Anyone who does not yet have a myAquilana account can register on www.myaquilana.ch in just five steps or download the myAquilana app from the Apple App Store or Google Play Store. We look forward to your positive rating in the relevant stores.



myAquilana customer portal

- New visual styling with a clear, modern and harmonious flat design
- Mouse-over effect when pushing the mouse cursor over an element
- Premium and product characteristics display (contract data history)
- Electronic processing and dispatch of payment reminders and warnings
- Display of the excess sum change in the autumn phase only (October and November)
- Rapid access to selected functions at Home
- Graphic display of the monthly premium

myAquilana app

- In addition to scanning invoices, documents that have already been digitised (photos and PDFs) can now also be uploaded and sent
- Electronic processing and dispatch of payment reminders and warnings
- Display of the excess sum change in the autumn phase only (October and November)

About ourselves

127th General Meeting – held in writing because of the corona crisis

Because of the corona pandemic, Aquilana held its 127th General Meeting for the first time ever in written form. By doing so, the Aquilana Board of Directors complied with the measures imposed by the public authorities. This year's planned General Meeting on 15 May 2020 could therefore not be held as usual in the Trafo Congress Centre in Baden. At the end of the statutory registration period on 14 April 2020, members who are entitled to vote were informed by letter dated 16 April 2020 of the written ballot on all five motions figuring on the agenda and received voting papers to exercise their voting and election rights in writing. This year, no motions tabled by members were received within the stipulated time limit.

On 18 May 2020, the voting papers were counted in the presence and under the supervision of our external legal advisor, Dr. iur. Urs Korner, and our Board Chairman, Dieter Boesch. The voting results are summarised in the above table.

Total registrations by 14 April 2020

503

Voting papers received on time by

15 May 2020

348

Absolute majority

175

Effective participation in the vote

69 %

Motions	Written result of the vote*		
	Approved	Rejected	Abstention
1. Approval of the minutes of the 126th General Meeting held on 24 May 2019, agenda item 3	343	0	5
2. Approval of the Annual Report 2019 (including the Situation Report), agenda item 4	342	1	4
3. Approval of the Annual Financial Statement 2019 (including grant of the release and notification of the Audit Report), agenda item 5	331	1	14
4. Election of the auditor Pricewaterhouse-Coopers Ltd. (PwC), 8050 Zurich, agenda item 6	334	7	6
5. Amendment of the Articles of Association with effect from 1 June 2020, agenda item 7	331	3	9

* excluding invalid votes

The new Articles of Association take effect on 1 June 2020 and can be downloaded on our website. With these results, the members who are entitled to vote expressed their clear opinions and showed their impressive confidence in the management

bodies' work. Aquilana is sincerely grateful to them all!

The next Ordinary General Meeting will be held on 21 May 2021, this time back in the usual location at the Baden Trafo.

Tree planting campaign to offset the environmental burden created by print orders



Last year, Aquilana converted to the use of recycled paper for its frequently required printed matter (see August 2019 edition of "info"). Recycled paper draws on the abundant supply of wastepaper and so reduces wood consumption by 100 % for the required quantity of the mentioned printed matter. Although energy and water consumption is much lower when recycled paper is used as compared to new fibre paper, the environmental pollution caused by print orders cannot be avoided altogether.

To compensate for the related CO₂ emissions, our house printers Köpflipartners AG based in Neuenhof run an annual tree planting campaign. They planted a total of 354 chestnut and yew seedlings at their own expense in Neuenhof's forest – 4 of them on behalf of Aquilana. We thank our house printers for this valuable contribution in favour of our environment.

Sicherheit mit Zukunft.



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Credits

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