



AQUILANA
VERSICHERUNGEN

New: myAquilana customer portal and app Simple, clear, digital – online services by Aquilana Insurance

Aquilana Insurance in Baden is a fair healthcare partner with over 128 years of insurance experience from which our members benefit fully. Some 40,400 insured persons place their trust in us and rely on expert and dependable personal

advice and care. The customer experience in the digital age has now become smarter for our insured members residing in Switzerland. As an additional service, we offer our customers greater transparency and a better user experience with myAquilana.

The myAquilana customer portal and app give users convenient access to all our services at all times, with impressive features, clear design and simple use.

Your benefits at a glance

- Send invoices conveniently online with the myAquilana customer portal or app
- Check the remaining excess and remaining self-pay sum
- Obtain your most frequent documents in paperless form and make your own contribution to the environment
- Manage your personal data and effect straightforward cover changes yourself
- Send messages and receive notifications
- Display your digital insured member's card

Key functions



Scan and send documents



Put questions and get answers



Easy login with Face ID / Touch ID



Manage personal data

Insurance cover with benefit details and documents for the whole family at a glance



Premiums, excess and self-pay sum always up to date



Digital insured member's card



Effect straightforward cover changes yourself



Download the myAquilana app

The myAquilana app is available for iOS and Android and can be downloaded in the Apple App Store and Google Play Store. Compatible with the latest operating system release available on the market and with the two previous releases. After downloading, we advise you not only to update your smartphone regularly to the latest operating system release, but also to obtain the latest myAquilana app version. You will then be able to benefit from new features and improvements.



Access to the myAquilana customer portal



The customer portal is accessed via www.aquilana.ch using the button top right or directly at www.myaquilana.ch. With the myAquilana customer portal, you obtain still more features and always keep an overview of your documents – from your policy to the benefit statement. Any standard web browser can be used. However, there are some limitations on the presentation when Microsoft Internet Explorer is used. Your login data for the customer portal and the app are identical.

➔ Registration

In principle, all persons insured on the same family policy can register for the myAquilana customer portal and app. This does not apply to persons with a power of attorney or a guardianship and persons under the age of 14. In addition, use of myAquilana is reserved exclusively for insured persons who have their domicile in Switzerland and download the app in Switzerland (however, the system can also be used via an Internet connection in other countries). Further information is available in the Terms and conditions for the use of myAquilana as part of the registration procedure.

🔒 Security and data protection

Data protection complies with Swiss Data Protection Act requirements. Your data are secure and stored exclusively in Switzerland. The connection is encrypted and each business transaction is protected by a username, password and PIN. For security reasons, no data are stored directly on the device. No additional data that are not already available in our operating system are gathered. Technical information and e.g. fault messages in the login procedure are recorded and used for the continuous improvement process.

📄 Electronic document notification

When myAquilana is used, the following documents are only made available to the user electronically:

- benefit statements (including payment reminders and warnings)
- premium invoices (including payment reminders and warnings)
- policies
- tax statement

Documents generated before registration cannot be consulted in myAquilana. Thus, documents produced after registration will be made available to the user.

📷 Scan invoices

Using the “Scan invoice” main function, documents can be photographed rapidly, conveniently and securely using a smartphone or tablet and sent to Aquilana. In addition to doctors’ invoices (supporting documents for refunds), dentists’, opticians’ and physiotherapists’ invoices as well as receipted prescriptions from a pharmacy and other prescriptions can all be submitted.



Your invoices which have been scanned and submitted, together with all event details, can be consulted both in the myAquilana customer portal under “Events” and “Messages & documents” and also on the starting page of the myAquilana app under “Your current events”. It makes no difference whether the invoice is submitted via the customer portal or app, it can be con-

sulted at both locations. By clicking on “Messages & documents” or on one of the latest items under “Events”, you obtain a list of all events and can even filter them, if necessary, by invoice types. The same function is also available in the myAquilana app. The following requirements must be noted when scanning:

- maximum number of documents in a submission: 25
- maximum number of submissions per day: 25
- maximum file size: 10 MB

To achieve the best possible scan quality and avoid the need for returns, please respect the following requirements:

- The document must be laid out flat. Lighting must be good with an adequate contrast against the background.
- The distance from the document should be not less than 40 cm.
- Make sure that the whole document is located inside the displayed frame.
- All pages of the document must be scanned individually.
- After scanning, make sure that the whole document is visible and clearly legible and the name and insurance number are perfectly clear.
- Finally press the send button.

To enable benefit refunds and electronic document dispatch to be processed even more quickly, the number of weekly processing runs has been doubled. Our insured members therefore not only receive their money but also their documents sooner.

Further information about myAquilana will be found in the **enclosed flyer** or at www.aquilana.ch ► **SERVICE** ► **myAquilana**.

If you have any questions, please contact our customer service at +41 56 203 44 44 (Monday to Friday, 8 to 12 a.m. and 1.30 to 4.30 p.m.) or send us an email: info@aquilana.ch.

Customer survey 2020

Please judge us

Our insured members have acquired valuable experience of our services, products, customer relationship quality, image and our company itself. To obtain an accurate all-round overview of customer satisfaction and customer needs, our insured members' opinion is very important if we are to make ongoing improvements! Since 1999, we have been consulting our customers at regular intervals under the heading "Please judge us" to find out how they view their relationship with Aquilana. The last survey was done in spring 2018. In March 2020, Aquilana will be organising another internal survey for the twelfth time. Based on customer feedback, we also review opportunities to optimise our service quality. Once again, we will be conducting the survey both by post and electron-

ically. Customer satisfaction is particularly important to us. Your verdict makes a key contribution to continuous improvement of our offers and services. That is why 2,000 insured members chosen at random will shortly be asked for their opinion, criticisms and also any praise. So, if you find a questionnaire in your letterbox or an invitation in your email account to take part in our electronic customer survey, we will be

grateful for your attention to this matter. We will of course keep you informed of the main conclusions and results.

All participants will enter a prize draw. The first prize is a weekend with half-board for two persons at the Hotel Colinetta***SUPERIOR in Ascona-Moscia.

2.5 Die Kundenkontakte
Wie beurteilen Sie die Qualität unserer Mitarbeitenden?

- Fachwissen
- Freundlichkeit
- Erreichbarkeit und Wartezeiten
- Bearbeitung des Anliegens
- Eingehen auf Ihre Bedürfnisse
- Lösungsorientiertes Verhalten

2.6 Wie werden Ihre Fragen und Anliegen durch Aquilana behandelt?
(Mehrfachnennungen sind möglich)

- kompetent
- unkompliziert
- desinteressiert
- bürokratisch
- schnell
- langsam
- freundlich
- unfreundlich
- sehr zufrieden
- zufrieden
- geringfügig
- unzufrieden
- sehr nicht

Good to know

A reward for your recommendation!



As an Aquilana customer, you know best about our benefits, so nobody can judge Aquilana better than you personally! We are delighted if you are sufficiently impressed to share your own favourable experience with your **friends, relatives and acquaintances** and recommend us to them. By doing so, you will be supporting our endeavours to achieve healthy

growth. We are happy to reward your successful recommendation with a token of our appreciation. The following conditions must be satisfied:

- you have already been insured with Aquilana personally for at least one year
- you use our online recommendation form to give us the contact data
- the insurance policy is taken out

No reward will be granted for recommending persons who live in the same household (e.g. spouse/partner, children). In addition, professional intermediaries are specifically excluded from this promotion of friends.

Summary for your tax return

As is the case every year, at the end of January, we send you a summary of your premiums and, where applicable, a list of the illness and accident costs settled in the previous year both for you and for your family members. We hope that the presentation covering the period 1 January to 31 December will make it easier for you to complete your tax return. Please note that invoices and supporting documents for refunds processed after 31 December 2019 can only be included in the listing for the year 2020. Our customers who use myAquilana obtain their most frequent documents, including the tax statement, solely in electronic form. We therefore kindly request our customers who have already registered with myAquilana to print out this listing for their tax return if necessary.

	Basic insurance (OKP/CASAMED)	Basic insurance + 1 supplementary insurance
Individual	CHF 50.–	CHF 100.–
Family of 2 or more persons	CHF 100.–	CHF 200.–

Further information at www.aquilana.ch ▶ Service ▶ Online-Service ▶ Kunden werben Kunden

About ourselves

127th General Meeting – we look forward to your attendance!

This year's Ordinary General Meeting will be held on Friday, 15 May 2020, at 5 p.m. in the "Trafo" Congress Centre in Baden. You will find the agenda on the enclosed invitation card.

Our 2019 Annual Report gives you detailed and transparent information about our company and its sound financial situation today. Your registration by 14 April 2020 at the latest (statutory closing date for registration) and orders for the Annual Report can be sent using the prepaid answer coupon on the invitation or online at www.aquilana.ch.

Aquilana membership balance

After 2019, 2020 again saw a very modest tariff round accompanied by a further improvement of our premium positioning in our home cantons of Aargau and Zurich. Despite the advantageous premiums, Aquilana's membership balance shows a slight reduction in the number of customers. However, the number of insured members for basic insurance still stands at the high figure of around 40,400 customers as of 1 January 2020. The professional day, especially in the

fourth quarter of 2019, necessitated extremely hard work at Aquilana because many projects were running in parallel. Nevertheless, we were still able to provide our services within the accustomed processing time during that particular phase. We are sincerely grateful for the loyalty of our many long-standing insured members. At the same time, we welcome some 1,000 new customers who are joining our insurance community.

"Gesundheitstipp" to continue on Radio Argovia

This year, Aquilana is again supporting the popular "Gesundheitstipp" broadcast on Radio Argovia (at 1.40 p.m. every Tuesday with a repeat broadcast at 10.40 a.m. on Saturday). The programme is put on in cooperation with the Aargau pharmacists. This also gives us an opportunity to report regularly in the "Argovia Kaffi" broadcast on latest news items and interesting facts about Aquilana's activities.

Werner Stoller,
CEO of Aquilana Insurance,
interviewed on Radio Argovia



Regulation on voluntary daily allowance insurance KVG: new edition

The regulation on the voluntary daily allowance insurance KVG (insurance against loss of salary) has been reviewed again after 2019 because more stringent requirements were imposed by the Federal Office of Public Health (FOPH). Valid from 1 April 2020, the new edition of this regulation includes clarifying and content changes. The main change concerns the daily allowance insurance with benefits starting on the first day of illness, offered in three classes from CHF 3.– to CHF 5.– per day. This insurance will be continued for existing insured members, but no new members can be accepted because this insurance scheme will be a closed portfolio with effect from 1 April 2020. In other words, no new insurance contracts can be added to the existing total. Our individual daily allowance insurance offer with waiting times ranging from 30 to 360 days remains unchanged. The updated edition of the regulation can be consulted at www.aquilana.ch
►SERVICE ►Bestimmungen & Formulare.
On request, we will also be happy to send you a copy of the document by post.



Take out holiday/travel insurance before 31.3.2020 and enter a prize draw with a chance to win attractive travel vouchers!

When you set out on a journey ...

Our holiday and travel insurance (FRV) closes worldwide cover gaps which arise during a temporary stay abroad if you have to be admitted to hospital and require transport and rescue measures on medical grounds. Remember this: the benefits provided by your basic insurance are limited, even for the provision of emergency treatment. And depending on your particular travel destination, e.g. the USA, Japan and other countries outside the EU, the benefits provided by existing supplementary insurance schemes are often not adequate. For your holidays without "side effects", we also advise you to consult our "Reisemedizin" (travel medicine) health dossier ► www.aquilana.ch ► Gesundheit ► Gesundheitsdossiers.

Sicherheit mit Zukunft.



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Credits

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