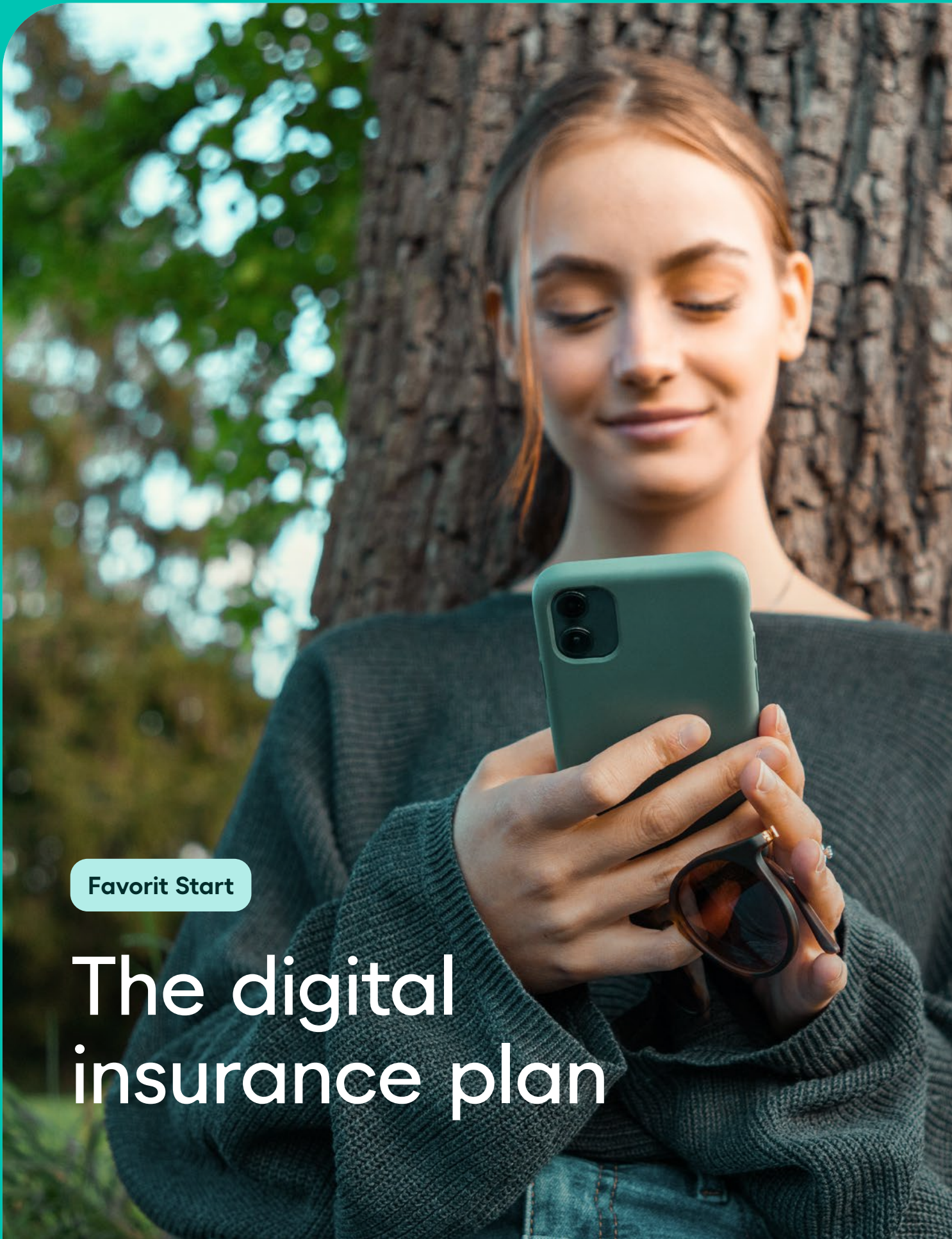


SWICA



Favorit Start

The digital insurance plan

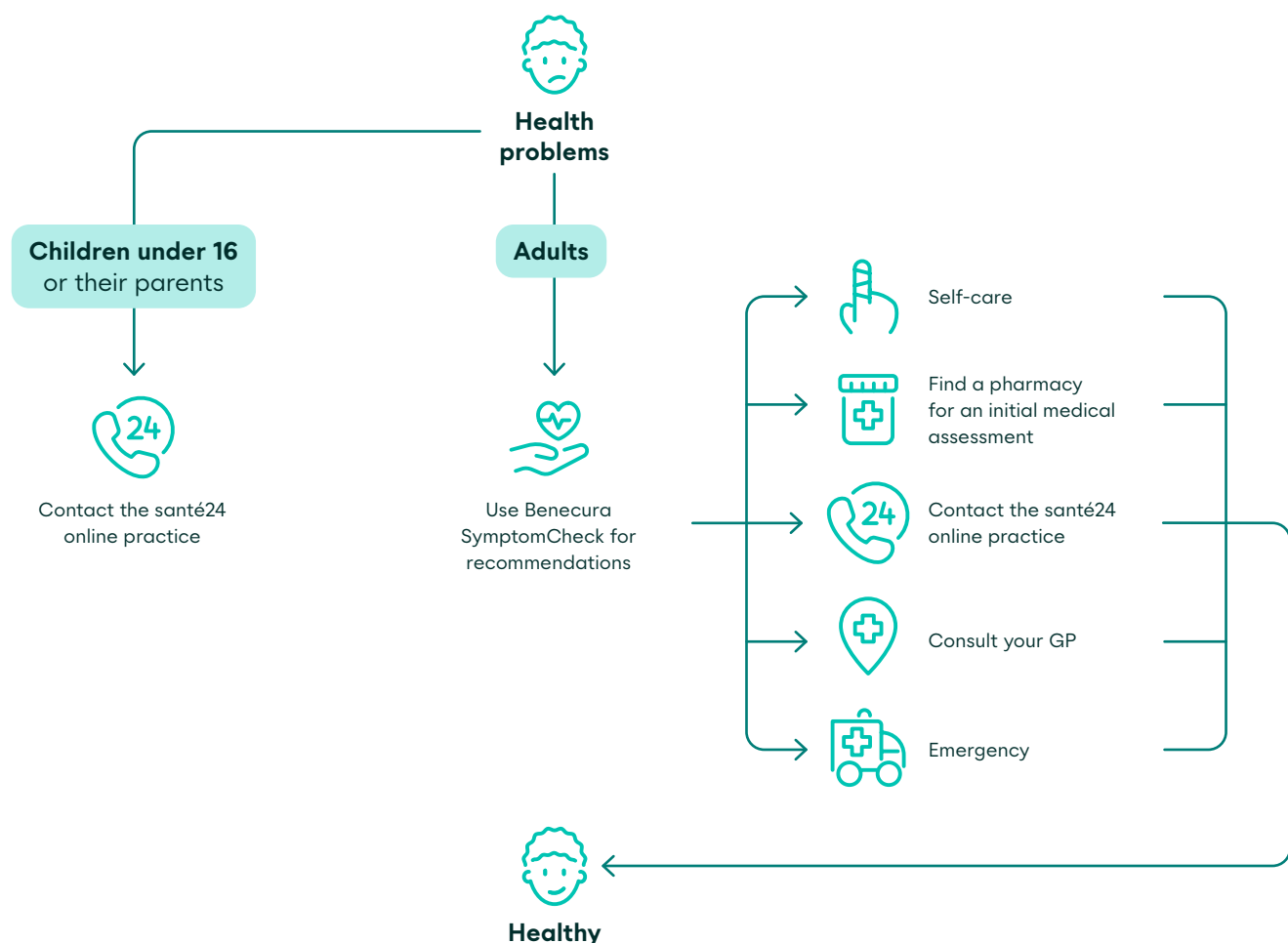
Favorit Start: The digital basic insurance plan

With Favorit Start basic insurance, your first port of call in the event of health issues is Benecura's digital SymptomCheck. This will help you assess your symptoms and inform you of the next steps in your treatment.

With Favorit Start, you get an attractive discount on your premiums. We can offer you especially low premiums because of your preference for economical treatments and your responsible use of medical services. The following conditions are part of your insurance contract.

How Favorit Start works

- Use Benecura's SymptomCheck any time you experience any health issues. The recommendation it gives you is binding, and tells you what you should do next. This may, for example, mean calling the santé24 online practice for a consultation.
- For those under the age of 16, the santé24 parent hotline is available on +41 44 404 87 71.
- Follow-up treatments, for example with a specialist, must be reported to santé24.
- The use of mySWICA is a prerequisite for the digital processing of invoices, and also for receiving premiums and benefit statements.
- No co-payment (does not affect your excess and deductible) for any telemedicine services provided by santé24 (advice, consultations with experts and doctors), as long as basic insurance covers them. Exceptions include: advice and consultations in conjunction with nutrition advice and the psychological/psychiatric counselling service.



Key questions and answers

Where can I find the directory of GPs?

If SymptomCheck tells you to consult your GP, you can find the directory of GPs 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 medical emergency service or call the santé24 online practice on +41 44 404 86 86.

Are there any situations in which I don't have to consult the Benecura SymptomCheck?

- In emergencies
- When visiting a gynaecologist
- When getting treatment during a temporary stay abroad

What happens if I disregard the terms of the insurance contract?

We have the right to exclude customers from Favorit Start insurance as of the end of a calendar month if they repeatedly violate the contract terms. This automatically results in changing their cover to the conventional Standard basic insurance plan.

Where to get additional information about your 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.

More information is available at: swica.ch



Digital services for you

mySWICA: digital customer portal for all your insurance cover

- Digital insurance card
- Individual overview of benefits
- Scan and submit receipts online – track processing in real time
- Send messages to Customer Services
- Easily update personal details
- Live status of your excess and deductible
- Directly and easily change accident cover under basic insurance

swica.ch/myswica

SWICA

Benevita: digital health coach with bonus programme

- Tips for staying healthy with inspiring and surprising topics relating to exercise, nutrition and wellbeing
- Motivating point system for discounts on premiums and selected supplementary insurance plans
- Donate to charitable projects together with the Benevita community

swica.ch/benevita



Benecura: digital health consultations with SymptomCheck

- SymptomCheck and PreventionCheck with individual recommendations
- Health dossier to securely store your documents and data
- Directory of specialists
- Lexicon of medicine and medications
- Secure transmission of your photos and medical documents

swica.ch/benecura



Download all the SWICA apps now:



SWICA

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