**Letter 1: Application form filling**

**Dear XYZ,**  
  
Thank you for contacting us.  
We have received your information and will process it as quickly as possible.  
  
**You might also be interested in the following SWICA services:**

* The BENECURA medical app with SymptomCheck feature provides you with simmple and reliable help for any symptoms and illnesses you may have. [More information](https://www.swica.ch/en/your-health/medical-offering/benecura?utm_source=SWI-KA-MTXT-E&utm_medium=benecura)
* Our customer service line is there for you around the clock. Freephone: 0800 80 90 80
* Your opinion counts! Whether you want to praise, criticise or make a suggestion, [we are always happy to receive your feedback](https://www.swica.ch/en/feedback?utm_source=SWI-KA-MTXT-E&utm_medium=Feedback).
* If you recommend us to a friend and he or she becomes a SWICA customer, we will send you 100 francs as a thank you. [Recommend SWICA now](https://www.swica.ch/recommend?utm_source=SWI-KA-MTXT-E&utm_medium=Freunde-werben)
* With active4life, SWICA customers enjoy discount offers from over 100 partners in the areas of nutrition, health, sport and wellness. [View active4life offers](https://www.swica.ch/en/active4life-offers?utm_source=SWI-KA-MTXT-E&utm_medium=active4life)

Yours sincerely  
  
SWICA Health Care Insurance Ltd  
Generalagentur Kloten  
Flughafenstrasse 7  
8302 Kloten  
  
Phone 044 800 34 34  
[kloten@swica.ch](mailto:kloten@swica.ch)  
[www.swica.ch](http://www.swica.ch/)  
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**365 days a year, 24 hours a day there for you:**  
santé24 – your Swiss telemedicine service, phone +41 44 404 86 86   
SWICA customer service, phone 0800 80 90 80

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**Letter 2: Insurance offer to customer**

Dear Mrs. XYZ

Thank you for your choosing our products and services.

We are happy to send you your personal insurance offer.

If you would like to benefit from our offer, all you need to do is complete the application and return the signed documents.

Do you have questions or would you like more information? We are happy to help you on the telephone number 043 340 16 80.

Kind Regards

ABC

Agent Call Center

Organisationseinheit VDC

Telefon +41 (0) 43 340 16 80

Telefax  +41 (0) 43 340 06 80

[call.center@helsana.ch](mailto:call.center@helsana.ch)

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| Helsana-Group Postfach, 8081 Zürich [www.helsana.ch](http://www.helsana.ch/)  Helsana-Standort: Zürichstrasse 130, beim Bahnhof Stettbach, Dübendorf |

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**Letter 3: Confirmation of policy to customer**

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Dear customer, valued customer

Thank you for your confidence in SWICA.

We are happy to send you your personal insurance policy.

If you have a concern or questions about your insurance coverage, our employees

are at your disposal. You will also find many valuable information, tips and additional documents on our Website www.swica.ch.

We wish you a pleasant experience with our services, health and all the best!

Yours sincerely,  
  
SWICA Health Care Insurance Ltd  
Generalagentur Kloten  
Flughafenstrasse 7  
8302 Kloten  
  
Phone 044 800 34 34  
[kloten@swica.ch](mailto:kloten@swica.ch)  
[www.swica.ch](http://www.swica.ch)

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