

Service providers of Elips Life Ltd

Swiss market, as at 25 March 2024

Group companies that participate in joint processing of data within the Group:

- Swiss Life (Luxembourg) S.A.
- Swiss Life International Holding AG

Customer	Service provider category	Purpose of the engagement	Health data
Elips Life Ltd	Broker	Distribution	Partially
	Care management	Benefits review, recourse review, advice	Yes
	Printing, postage, dispatch	Postal consignments	Yes
	Waste disposal company	Waste disposal	Yes
	Appraisers, med. experts	Review of application/benefits/recourse, advice	Yes
	Debt collection companies	Auditing, processing claims	Partially
	IT service providers	Maintenance, operations, development, systems, applications, online services	Partially
	Marketing agencies	Marketing campaigns	No
	Market research	Statistics, customer satisfaction	No
	Co-insurance	Review of application/benefits	Yes
	Lawyers/law firms	Debt recovery, court proceedings	Yes
	Recourse	Recourse check	Yes
	Reinsurance	Monitoring	Yes
	Claims inspection	Fraud detection, investigations	Yes
	Service companies	Processing benefits, portfolio management	Partially
	Customer service by telephone	Temporary customer service for business processes, customer care	Yes
	Associations	Electronic data for statistics and recourse agreements	No
Translation services	Translations	Partially	