

Customer information from the Integral

Integral Info No. 2/18

Early Summer

June 2018

Digitization is continuing to move ahead in 2018. The Integral app has been successfully launched, with further expansion planned. The homepage is now available in multiple languages, while the new business portal will come online in the autumn. The strong growth experienced by the financial markets appears to have come to an end for the time being; performance has been impacted.

Digitization

Shortly before Christmas 2017 we launched the Integral app, designed to be used by people who are insured with us. It has been a big hit so far and we have now expanded its features to include, for example, German, French, Italian and English versions. Users can select a language for the app via their operating software's language settings. Unlike web-based applications, however, this choice cannot be made via a simple mouse click. Should you have questions about the app, please contact our support service at helpdesk@integral.swiss.

Our homepage has also been revamped to reflect our customers' increasing requirements and is also now available in four different languages.

In addition to this, a new web-based business portal will be coming online in the autumn. Based on our app, it is designed to simplify and improve administrative processing of daily business operations. The portal will also provide information on the latest news, for example current performance development.

These digitization projects will reinforce the current trend towards a reduction in paper processing of administrative tasks carried out via postal mail, with electronic processing expected to become the norm in the near future.

Performance

The strong growth experienced by financial markets during January 2018 appears to have come to an end for the time being. Despite promising economic data there have been losses on the stock exchanges, especially in Switzerland. Markets have become more cautious and correspondingly more volatile, with performance characterized by continual ups and downs. The punitive tariffs recently imposed by the USA appear to have caused uncertainty among investors. As a result, despite a booming Swiss economy, which should be positively impacting the stock market, share prices have stagnated.

At the end of May 2018 performance was slightly down over the preceding period. The yield for the Pool 60-plus scheme was - 1.8% and - 0.5% for the Pool 25-plus scheme. Our securities portfolios are, however, well-balanced and broadly invested, allowing us to cope well with the current challenging environment.

The coverage ratio has decreased marginally in comparison to the figure at the end of last year – the first-quarter coverage ratio was around 101% for the Pool 25-plus scheme, while the figure for the Pool 60-plus scheme was better at 109%.

