



16 May 2022

Dear Member,

We are pleased to announce that the Client Support Center (CSC) has been reopened last 16 May 2022. The medical insurance colleagues welcome you from 10:00 to 16:00 hours Monday to Friday at its new location on level one of Building H, Palais des Nations.

We have long awaited this moment and we are buoyed by the opportunity to resume serving our customers face to face. The Covid-19 imposed closure of the CSC resulted in our inability to be close to our insured members. As a result, our telephone lines were overwhelmed with a volume of calls that far exceeded our capacity to respond in a timely manner. We are certain that reopening the CSC and starting with face-to-face consultations will also reduce the congestion of our telephone lines.

During the closure of the CSC, we have not been idle. We recognize that we can carry out face-to-face consultations only with colleagues who reside in the vicinity of Geneva. To overcome this, we have created, in collaboration with ICTS colleagues, an online tool where insured members can request telephone consultations under MS Teams in 15-minute slots. The service will be operational effective 6 June 2022 directly from your personal access area of the eclaims online portal. More information on how to access the service will be provided under our website in the coming days: <https://medical-insurance.unog.ch/en?language=en>.

We want to take this opportunity to inform that we are working hard on reducing the claim processing turnaround time. UNSMIS claim operators have done their absolute best under very difficult circumstances. The higher-than-normal client requests coupled with increased UNSMIS claim operator absences due to Covid-19 results in more time needed to bring down accumulated delays that has plagued UNSMIS in the latter half of 2021 and the first quarter of 2022. Rest assured we are aware of the issues, and we have taken corrective measures. In a few months the situation will improve.

To end on a positive note, we are happy to announce that UNSMIS's 2021 financial statements show a healthy state of the finances. At this stage no premium increases are forecast in 2023.

We take this opportunity to thank all of you for your understanding.

Kind regards,

Giovanni Pizzini
Executive Secretary

Letter without signature