



Global Employee Benefits Newsletter

Issue June 2017



Strengthening the client experience

Editorial by Michael Hansen, Head of the Swiss Life Network

Dear Reader,

First of all, I am delighted to announce that as promised, this year's Network Partner Conference will take place outside Switzerland: in Barcelona, from 3 to 5 October 2017.

While 2016 focused heavily on the needs of our Network Partners, in 2017 we are turning the spotlight more strongly on our clients. Last year, we launched our new Partner Portal; this year, we have opened our Client Portal.

The new portal will help Swiss Life and our Network Partners to deliver better and much faster service to clients. Profit & Loss Accounts and pooling illustrations will be provided online, and our clients can follow their local employee benefits plans globally. The Client Portal also aids direct contact with Relationship Managers and Network Partners.

In 2016, we completed our distribution of Profit & Loss Accounts faster than ever before. In 2017, we started delivering in March, and we plan to present the last report even earlier than last year.

With Relationship Managers recently placed in London, Shanghai and Zurich, as well as the creation of a Network Desk in Luxembourg, you can look forward to an even more active approach. Alongside - and supported by - this new level of digitalisation, you can also expect new products and services in the near future.

This edition brings you more about these developments, plus an introduction to our new Network Partner Groupama in Romania, a look at our new setup in London, insights on the Client and Partner Portals, and more about multicultural awareness.

With best wishes for a great summer,

Michael Hansen
CEO Swiss Life Network