

Uni.C.A.

Customer Satisfaction Survey Results 2022

Milan, February 2022

Uni.C.A. – UniCredit Cassa di Assistenza (UniCredit Group Healthcare Fund)

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Aims of the survey

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Measure Uni.C.A. member satisfaction with the services offered by the Fund and its service providers.

Use feedback to identify areas for improvement.



UniCredit Group employees based in Italy.



Quantitative survey carried out by means of a self-completed, web-based questionnaire.



From 5/12/2022 to 18/1/2023



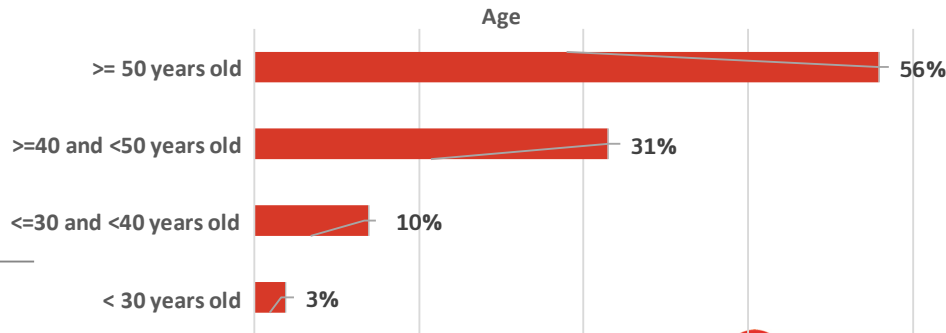
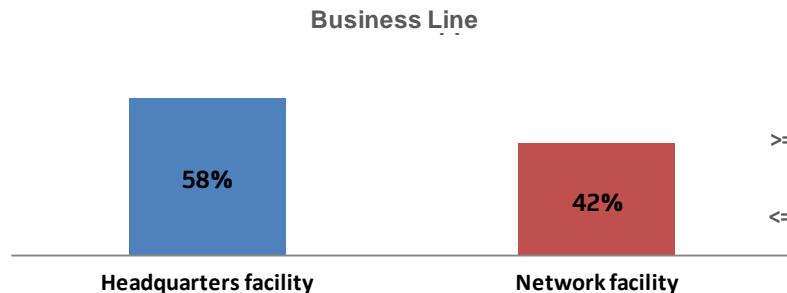
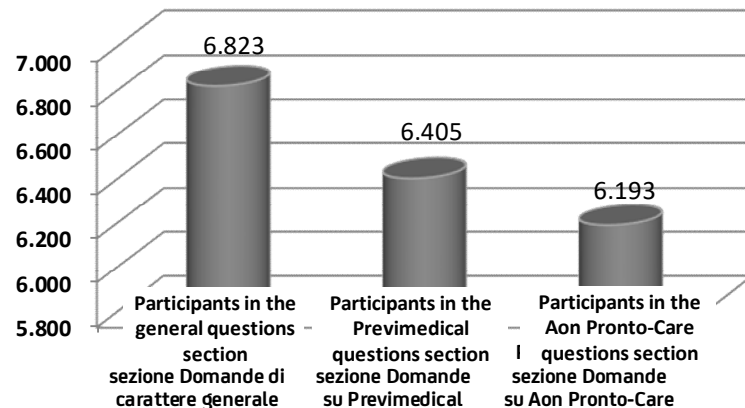
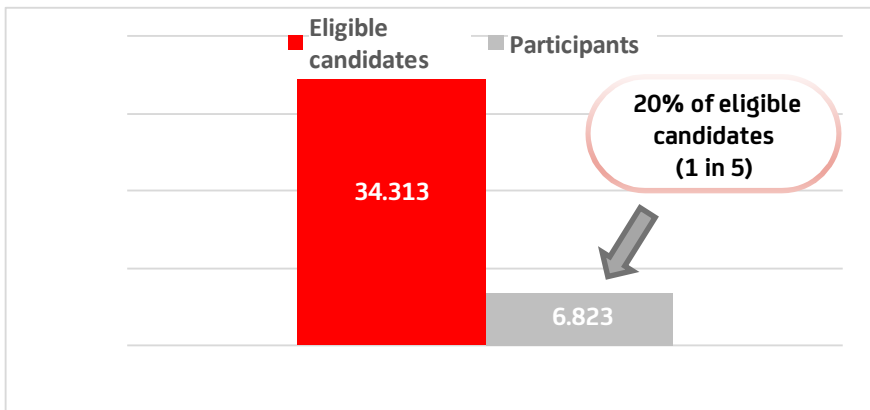
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Response rate

Number of participants, business line and age

1

2



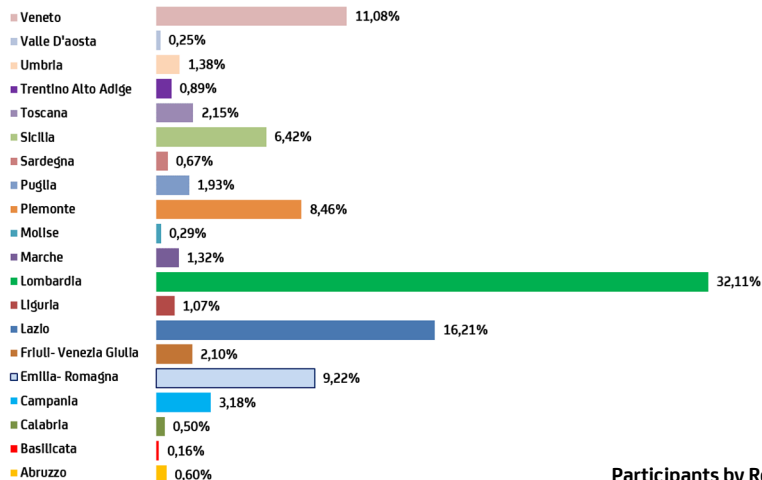
Response rate

Breakdown by Region

1

2

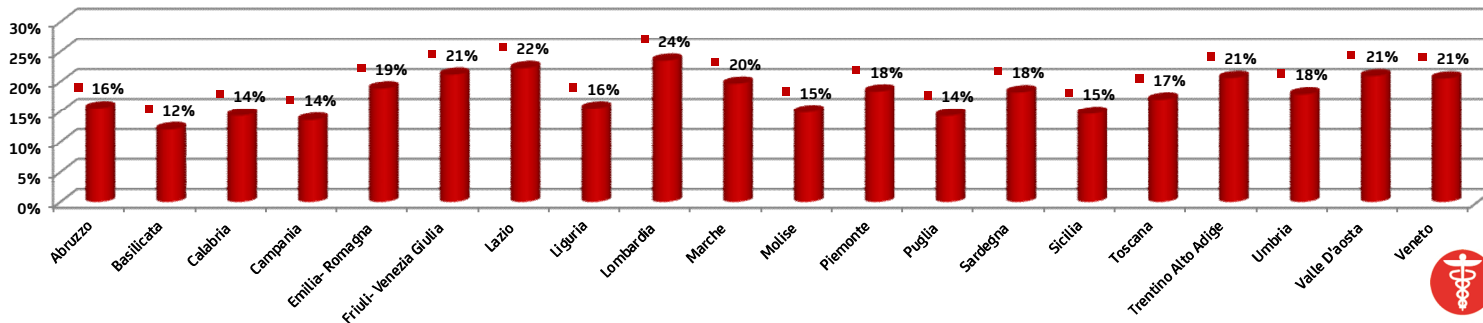
Participants by Region



In absolute terms, it was not surprising that the highest rates of participation occurred in the regions with the highest numbers of employees (Lombardy, Lazio and Emilia Romagna).

Average participation: 20%

Participants by Region vs Eligible candidates by Region





3

Focus on the Uni.C.A. service.

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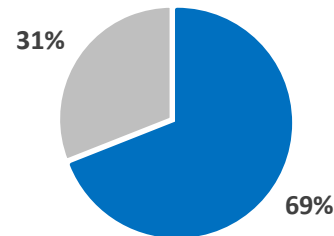
Overall assessments

1

2

3

Overall assessment of Uni.C.A. services.

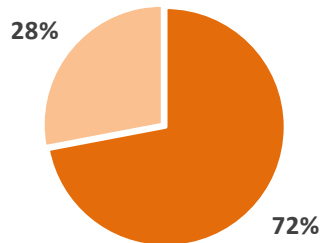


■ Satisfied ■ Not satisfied

The question was answered by **6,144 participants out of a total of 6,823**, 58 of whom said that they did not use the services.



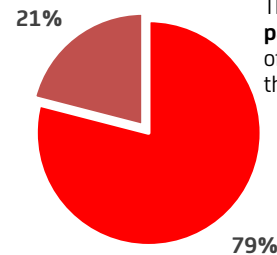
Overall level of satisfaction with Uni.C.A health cover as a company benefit



■ High ■ Low

The question was answered by **6,058 participants out of a total of 6,823**, 286 of whom (4.7% of respondents) said that they did not use the benefit.

How highly do you value health coverage as part of company welfare benefits?



■ High ■ Low

The question was answered by **6,056 participants out of a total of 6,823**, 306 of whom (5% of respondents) said that they did not use the benefit.

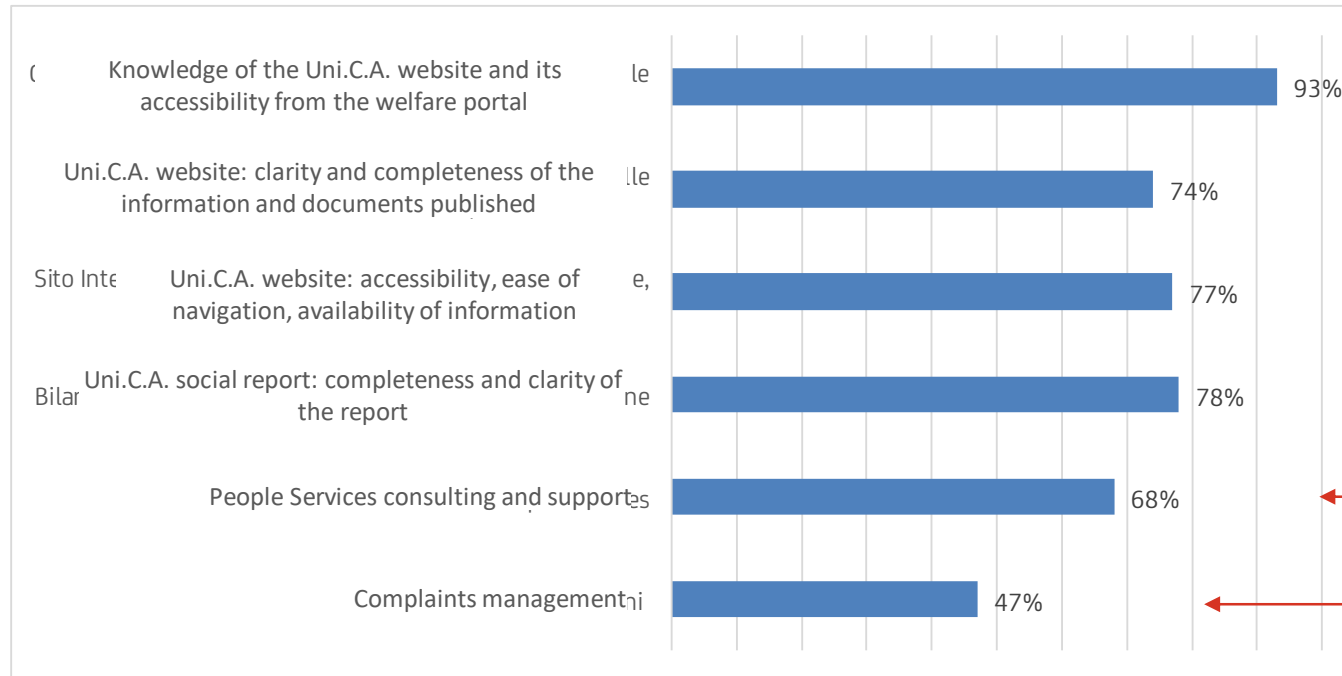
Information, people services, website, social report

1

2

3

The percentages refer to positive assessments expressed by participants.



52% of respondents said that they had never used the People Services HR ticket.

74% of respondents said that they had never used the complaints service.

Points to note

These are the main reasons why some employees expressed low satisfaction:

1. increase in the excess payable for specialist examinations and diagnostic tests (carried out directly) from €10 to €33, applied during policy renewal for the 2022-2023 period;
2. difficulty in making phone contact with the operations centre of the provider Previmedical and obtaining clear and complete answers to queries;
3. unclear reasons for the denial of requests for reimbursement of indirectly incurred healthcare expenses.

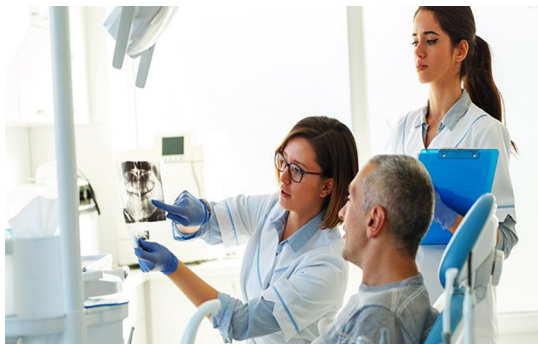
Points 2 and 3 are dealt with in the assessments expressed on Previmedical's service set out on the page 13 slide.



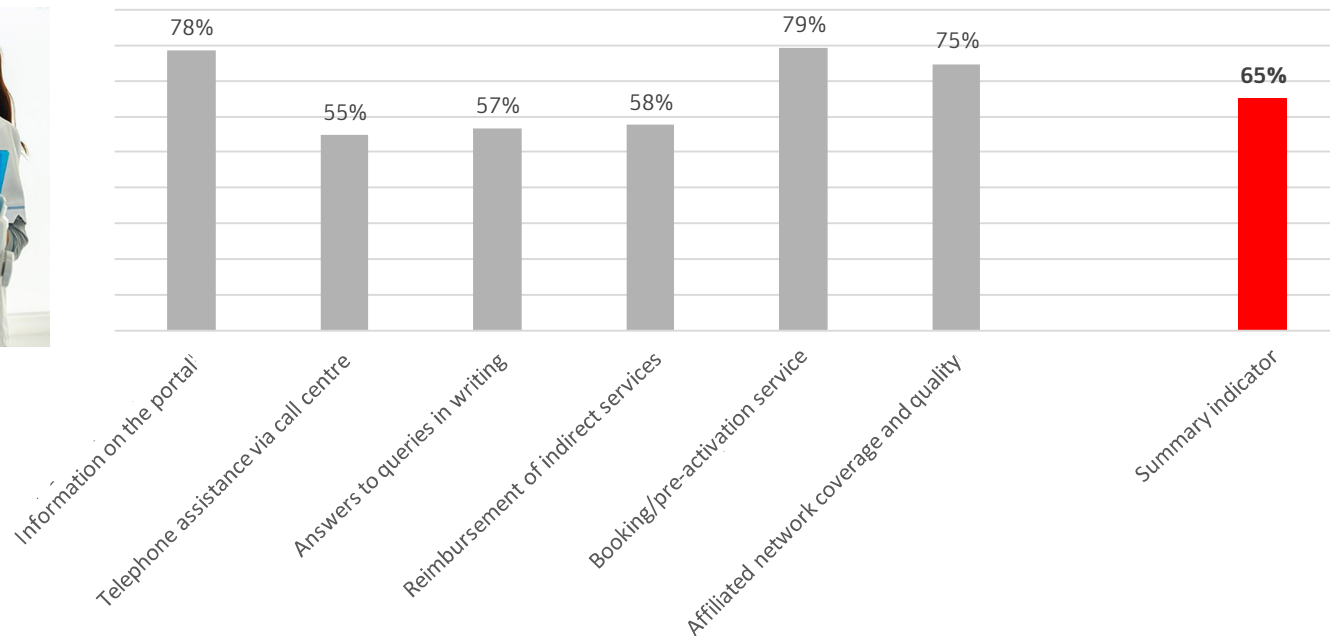
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Focus on the Previmedical service

Portal, call centre, bookings, reimbursements, affiliated network



The percentages refer to positive assessments expressed by participants.





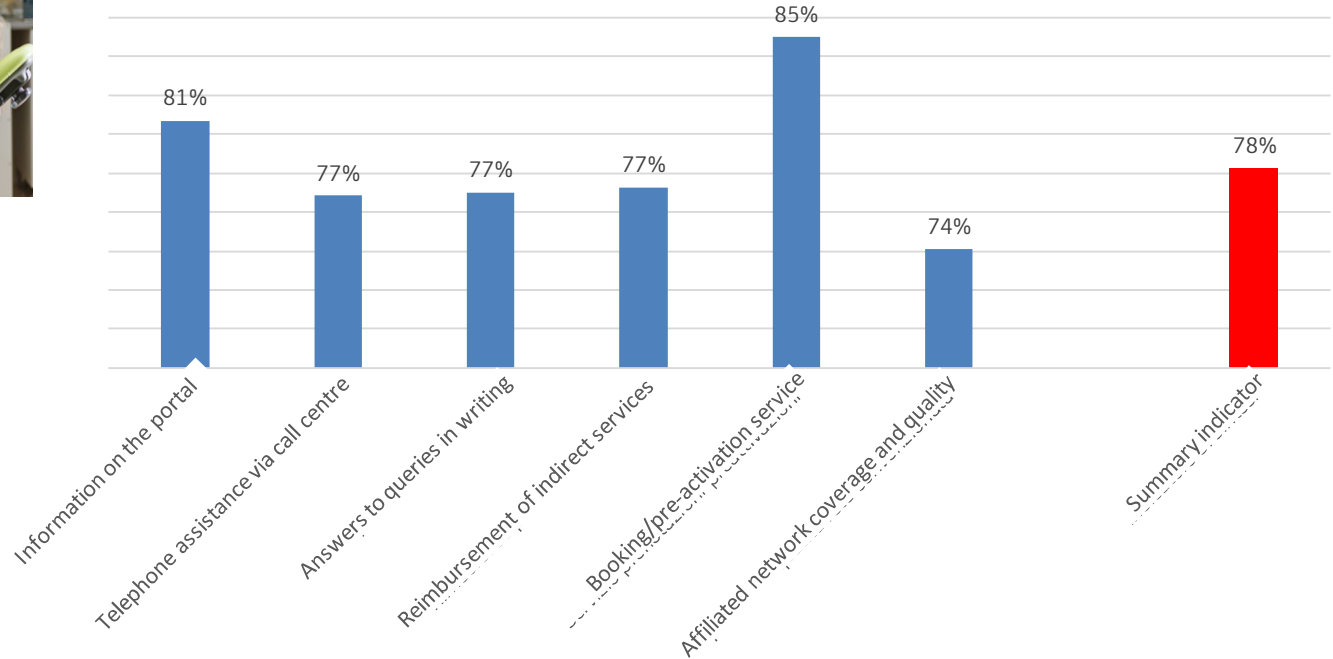
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Focus on the Aon Pronto-Care service

Portal, call centre, bookings, reimbursements, affiliated network



The percentages refer to positive assessments expressed by participants.



The summary indicator is calculated taking into account a 40% weighting of positive assessments for “Reimbursement of indirect services” and variable 10-15% weightings of positive assessments for the other areas surveyed.

6

Summary of results

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- Survey participation rate not particularly high.
- Overall positive results, with particular regard to the value given by people to health coverage levels and company welfare benefits.
- On the service provider side, points to note regarding health coverage management by the provider Previmedical and confirmation of appreciation of Aon Pronto-Care's management of dental coverage.

Next Steps

- The survey results and points to note as reported by employees will be duly taken into account during the next renewal of the Uni.C.A. health plans in order to obtain the best possible service.