

Caser Grupo Helvetia

Your Local Link to IGP in Spain

Why partner with Caser Grupo Helvetia?

Part of Helvetia Group

Since 2020, Caser is part of the Helvetia Group, a successful international insurance group headquartered in Switzerland with over 12,000 employees and more than 7 million customers.

Market leading

Caser Grupo Helvetia is one of the market leaders in the provision of life, non-life and health insurance in Spain, as well as the leader in provision of employee benefits to multinationals: over 100 plans are currently included in an IGP arrangement, covering almost 40,000 employees of Spanish multinational subsidiaries (12/31/2024).

Professional advice and complimentary services

Caser Grupo Helvetia offers tailored products and services, high quality administration providing "one stop shopping" with an excellent level of service, a dedicated 24/7 helpdesk and on-line administration.

Innovative insurance: The Future is Now

Caser Grupo Helvetia creates innovative, customized products for each client, proactively evolving to meet future trends. A key strategic objective is to further enhance its customer-centric approach and operational efficiency.

Quality of care

Caser Grupo Helvetia has a large medical staff that stands out for its experience and quality. Caser cooperates with prestigious professionals and hospital centers: IDCQuirón Group, Madrid Hospital Group, Nysa Group, Vithas Hospitals and Viamed Group.

Quality of service

Caser Grupo Helvetia offers a specialized health platform, ensuring access to the company's services including telephone management and processing, 24-hour medical line / emergencies, 24-hour pediatric medical emergencies, assistance abroad, and second medical opinion requests.

Quality in management: ISO 9001 certification

Since February 2014, Caser Salud has held the Quality Certification in line with the ISO 9001 standard, recognizing the management of the Caser Salud insurance products, from the product's design and development to marketing, benefits management and customer service. Caser was the first insurance company in Spain to certify all health insurance management processes, assuring its customers of its commitment to providing high-quality service.

Synergies

Over 1,600 employees at Caser Grupo Helvetia serve 2.1 million customers. The Caser Group, comprising a total of 6,700 professionals, also operates in additional markets where it leverages shared synergies.s;

- Caser Residencial, a specialist in care for the elderly (21 residences)
- The hospital business with 6 attention and medical care centers
- 22 owned dental clinics
- Acierta Asistencia, which offers maintenance and assistance services
- A network of financial agents, Caser Financial Advisors

Facts & figures

- IGP Network Partner since 1972
- Financial strength ratings (Helvetia Schweizerische Versicherungsgesellschaft AG):
 - Standard & Poor's: A+ (per 9/16/2024)

Recent awards & recognitions

- AENOR certificate (ISO 9001 regulation) for the Caser Grupo Helvetia Health Branch and Caser Grupo Helvetia Dental



More information

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