

Press release

CEO Michael Willer to leave Sympany

After six successful years as CEO, Michael Willer has decided to hand over the reins and leave Sympany. The search for a successor has begun. Suzanne Blaser and Christian Meindl will take over as interim co-CEOs with immediate effect.

Basel, 3 July 2023 – Michael Willer switched from Helsana to Sympany in April 2017. His time at Sympany saw him initiate the new growth strategy that helped Sympany gain more than 30,000 new policyholders in the past few years. Likewise, he successfully led Sympany through the challenges of the coronavirus pandemic and was a driving force behind the company’s digital development. His time at the company’s helm also featured the repositioning of Sympany’s brand identity, the establishment of new distribution partnerships and the merger between the Centramed AG service provider group and Sanacare AG.

“Michael Willer prioritised a customer focus from the very start and was extremely successful with this approach. As a result, customer satisfaction improved steadily under his leadership and the tNPS – or customers’ willingness to recommend us – rose significantly,” says Andreas Krümmel, Chairman of the Sympany Board of Directors. The entire Board of Directors would like to take this opportunity to thank Michael Willer for his great commitment to Sympany and wish him all the best in his future endeavours.

Until a successor has been found, the two long-standing members of the Executive Board – Suzanne Blaser (HR/Corporate Functions) and Christian Meindl (Finance) – will manage the company jointly on an interim basis.

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