

Module-based fee calculation for Concierge Service Contract

The compensation for our Concierge Service Contracts is based on a modular system. The components include:

- Base fee for “Standby Telefohone Service”
- Documentation requirements
- Reconciliation requirements
- Training requirements
- Required activities with regards to Quality Tasks
- Administrative effort

The average fee of our contracts amounts to approximately CHF 25'000 per year. This comprises services in all above areas and an average call volume.

A fee reduction is possible in case of a low call volume, less additional requirements and/ or a long-term contract.

With a very low call volume and no special requirements with regards to documentation, reconciliation, training, quality and administration, the rates start at CHF 9'000.

An initial set-up fee is required and amounts to CHF 2'000 – 5'000, based on the complexity of the contract and company-specific requirements.

For further information please contact the Managing Director of Tox Info Suisse, Damaris Ammann (+41 44 251 66 66) or write an email to firmen@toxinfo.ch