

Module-based fee calculation for Concierge Service Contract (Version 1, 2024)

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

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

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 9'700.

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