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1. Request for access to GMnet

To receive your personal identification data to access GMnet, go to www.groupemutuel.ch, click on «My Space» (at the top right of the screen) and fill in the registration form available under «Request for access».

**GMapp mobile application**

Manage your health insurance data on your smartphone

GMapp is the mobile application that allows you to use the GMnet features on your smartphone in a totally secure way.

- Download the GMapp application to your mobile phone (available on Apple Store and Google Play).
- Open the GMapp application and enter your email address and GMnet password. Enter the code received by SMS on your mobile phone to finalise the procedure and connect to GMapp. When you next log on, simply enter your password. Please be aware that you may set up GMapp on several phones for the same account.
- If your mobile phone is equipped with Touch ID or Face ID, you will also be able to log on using your fingerprint or face (facial recognition). To do this, go to «Settings» on your GMapp mobile application.

**Useful to know**

As soon as your request for access has been confirmed, any communication from your health insurer will be sent to you electronically only and payments will have to be made via the Internet. However, you may continue to receive your premium invoices and statements of benefits in paper format. If so, please choose this option in the settings of your GMnet and/or GMapp account.

*except for reminders and summons to pay premiums and co-insurance amounts, refunds by cheque, medical report requests and certificates related to the bilateral agreements.
2. Access

Please enter your GMnet user name and password (sent by post), followed by the code received by text message on your mobile phone.

If you have lost your password or blocked your GMnet account, a link on the screen will allow you to obtain new identification data.

You may also use your GMnet username to access the GMapp mobile application.
3. Welcome to GMnet

Overview of your current contracts, open invoices, statements of benefits with refund status, current requests.

On the home page, view all the essential information concerning your account and that of your family members at a glance, on a clear and detailed dashboard.

From the home page, you are able to access the various sections that provide you with comprehensive information about your insurance coverage. One click on the homepage will also take you to the feature for sending documents, such as invoices, referral vouchers or letters.
4. My data

This section provides you with a detailed overview of your personal data (addresses and details) as well as of your ID data to connect to the applications.

You can change your data, GMnet & GMapp password and phone number to receive security codes by SMS, easily and at any time.
5. Refunds

Check all details relating to the **refund** of your benefits.

Your statements of benefits are displayed from the most recent to the oldest and for the current and previous year.

<table>
<thead>
<tr>
<th>Refund</th>
<th>Date of statement</th>
<th>Insured person</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

You have no refund.

For any questions regarding your refunds, please contact 0848 803 111 111.
6. My invoices

View your premium and co-insurance invoices, displayed from the most recent to the oldest, for the current and previous year. It is easy to see which ones have been paid or not.

Under the same heading, you can also request a statement of account.

![My invoices screenshot](image)

For any questions regarding your invoices, please contact 0848 803 111

<table>
<thead>
<tr>
<th>Invoice Description</th>
<th>Total amount (CHF)</th>
<th>Due date</th>
<th>Payer</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement of co-insurance amounts n° 476196486</td>
<td>962.80</td>
<td>31.05.2020</td>
<td>Claude Jutzel</td>
<td>In progress</td>
</tr>
<tr>
<td>Premium invoice n° 475856666</td>
<td>436.25</td>
<td>31.05.2020</td>
<td>Claude Jutzel</td>
<td>In progress</td>
</tr>
<tr>
<td>Statement of co-insurance amounts n° 474380572</td>
<td>691.85</td>
<td>30.04.2020</td>
<td>Claude Jutzel</td>
<td>In progress</td>
</tr>
<tr>
<td>Premium invoice n° 474102514</td>
<td>2151.25</td>
<td>30.04.2020</td>
<td>Claude Jutzel</td>
<td>In progress</td>
</tr>
</tbody>
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7. View my contracts and changes

This section provides you with an overview of your current insurance contracts.

- Basic health insurance (LAMal/KVG)
- Supplemental insurance (LCA/VVG)
- Patrimony insurance(s)

Any requests for changes to your contracts can be sent to us in this section, in just a few clicks:

- Change insurance model
- Change deductible
- Add or cancel the accident risk
- Change family doctor
- Change payment frequency

Make your choice depending on your needs and expectations.
8. My documents

This screen displays the documents received and offers the possibility to view them directly online.

You can use filters to easily search a document by type, family member or date.
9. Send documents

Send documents
This section allows you to send us rapidly your documents (invoices, referral vouchers, other documents) and those of your family members electronically.

Simply scan the documents with your personal printer and download them from your GMnet account, complying with the following requirements: one document per pdf file, selection of the type of document and selection of the insured person concerned by the document.

Requests sent
This screen allows you to view the documents you have sent us from GMnet & GMapp and to keep track of their processing times.

You can use filters to easily search a document by type, family member or date.
10. Contact

Do you have a question?
This screen displays the different telephone numbers where you can reach us.
Click on «Send us a message».

Ask any questions, whether general or specific (GMnet account management, order an insurance card, report an accident, etc.) and have someone call you back according to your availability (date and time of preference).

Live-Chat
In GMnet, ask your questions online and chat in real time with a Groupe Mutuel employee. You will receive an immediate answer.

To start a conversation, click on the icon at the bottom right of your screen. Available from Monday to Friday, from 08.00 to 18.00.
11. LeClub

Our programme «LeClub» gives you access to a variety of offers designed especially for persons insured with a member health insurer of Groupe Mutuel. Take advantage of a number of exclusive offers for GMnet users.
Browse through your Groupe Mutuel magazine online, in electronic format (available in French, German and Italian).
13. Help

The «Help» section contains the User Guide, a glossary to help you better understand specific terms related to health insurance, as well as an FAQ section for your most frequently asked questions.
14. Notifications

Invoices, statements of benefits, insurance certificates, other communications...
Thanks to the notifications, you will not miss another document. Email, SMS text message, push notification... Make your choice in the Settings menu, under the bell-shaped icon.

Hello Claude

Open invoices
4
12 past months
See all

Amounts refunded
0
Last 30 days
See all

My current requests
1
12 past months
See all

Claude
N°232099

- Basic health insurance
  Standard Model
- LGA/VG supplemental insurance
  You do not have any supplemental insurance plans with a member company of Groupe Mutuel

Deductible

Amount already paid
CHF 982.82

Total
CHF 2'500.00

You still have to pay CHF 1'517.18 until you reach your deductible amount. Then, you have to pay 10% of the amount until you reach your CHF 2'500.00 insurance amount.

Send documents
- My documents
- Modify my address
- Send us a message
Additional information

Our hotline is available:

Tél. 058 758 71 71
extranet@groupemutuel.ch

August 2020