

Press release of 24 June 2020

Groupe Mutuel is launching CyberProtect, an insurance against risks and disputes related to the use of the Internet and new digital technologies

Martigny, 24 June 2020. Data theft, identity theft, hacking. The growing importance of digital activities exposes Internet users to all kinds of risks, some of which can have serious consequences. Groupe Mutuel is launching an innovative insurance solution to cover policyholders and their families thanks to a comprehensive and efficient range of benefits: CyberProtect.

Despite the usual security measures, digital devices and personal data can be hacked or misused, often without anyone noticing. Cybercriminals use such data to steal the identity of their victims, resulting in fraudulent payments or embezzlement. Internet users may also be involved in disputes with merchants or private individuals thousands of miles away. This could have disastrous consequences for them, such as heavy financial losses and the infringement of their privacy or that of their families.

With CyberProtect, the insurance against risks and disputes related to the use of the Internet and new digital technologies, Groupe Mutuel is now able to offer comprehensive coverage for Internet users. Adapted to the various categories of risks related to digital activities (viruses, blackmail, identity theft, phishing, cybermobbing, etc.), this insurance combines prevention and assistance services to compensate the economic damage suffered.

The prevention component includes the online platform MyCyberProtect (www.mycyberprotect.ch) and an application available on mobile phone and tablet. These applications make it possible to monitor the suspicious use of identification data previously stored by the insured person on the Internet. In the event of danger, the insured person is informed via a warning system.

In case of a problem, CyberProtect, in partnership with Europ Assistance (Switzerland) AG, provides free telephone customer support with experienced specialists. In the event of disputes or financial losses, CyberProtect asserts the insured's rights thanks to the expertise of the lawyers and jurists of Dextra Protection juridique SA, Groupe Mutuel's partner for legal defence services. This coverage compensates insured persons for legal and psychological support costs and refunds the financial losses suffered if the legal steps taken are not sufficient.

CyberProtect also offers assistance following a death in order to identify and close the deceased person's online accounts.

Finally, CyberProtect insurance can be taken out on a "single person" or "family" basis. When the "family" option is chosen, the policyholder and all persons living in the same household are covered.

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About Groupe Mutuel

Groupe Mutuel employs more than 2,300 people. Over 1.3 million private individuals and 24,000 corporate clients are insured with Groupe Mutuel. Groupe Mutuel's overall turnover exceeds CHF 5.6 billion.

In addition to compulsory health insurance (LAMal/KVG) and supplemental insurance (LCA/VVG), customers can choose from an extensive range of life insurance plans to cover risks and provide for their individual pension benefits, as well as from a range of patrimony insurance solutions (legal protection, private liability insurance and household contents insurance). Moreover, Groupe Mutuel insurers offer daily allowance insurance to companies, pursuant to LAMal/KVG and LCA/VVG, as well as compulsory accident insurance (LAA/UVG). Groupe Mutuel also manages Groupe Mutuel Prévoyance-GMP pension fund.