

Online customer area

Frequently asked questions

How do I send a document?

For direct access, click on "Send documents" on the homepage. This option is also available under "Communications", "Send documents".

In this section, click on "Select" or drag and drop the document in pdf format. Then select the relevant insured person and the type of document. Click on "Send".

Can I check that my documents have been received by Groupe Mutuel?

Yes, you can track the status of requests sent by clicking on the "Communications" menu, "Requests sent". To help you in your search, please use the different filters available.

How can I change my bank details?

Click on your profile at the top right of the screen, on "My addresses" and select "Financial addresses". Update your information and click on "Send".

How can I notify of a change of address?

Click on your profile at the top right of the screen, on "My addresses" and select "Postal addresses". Update your information and click on "Send".

How can I change the language of my account?

Click on your profile at the top right of the screen, on "My preferences" and select your preferred language.

How can I update my contract?

Under the menu "Contracts", "Change my contracts", select the desired change from the various options. Update your information and click on "Send".

How can I change my mobile phone number for receiving the code by SMS?

You can change the phone number required for login by clicking on your profile at the top right of the screen and on "My login data". Change your phone number in the relevant field and click on "Save".

How do I add one or several persons to my online account?

Simply send us a power of attorney duly dated and signed, as well as the relevant identity documents. To specify the reason, please check the box "Special access for online customer area users". The power of attorney can be sent to us by post or by email as an attachment to clients@groupemutuel.ch.

Where can I change my password?

Click on your profile at the top right of the screen, "My login data". Update your information and click on "Confirm".

Can I pay my invoices by credit card directly via my online customer area?

Unfortunately, you cannot pay your invoices via your online customer area. However, you may pay your invoices by e-invoice or direct debit (LSV/SDD). If you wish to pay by direct debit, please request a form from our Customer Services by email to: clients@groupemutuel.ch.

We also offer the possibility of paying by electronic invoice, whereby your invoices are automatically sent to your e-banking/e-finance account. Pay them in just a few clicks and view them in pdf format. All you need to do is to open an e-banking account with your financial institution.

In order for us to be able to send you your invoices electronically, you must authorise Groupe Mutuel to do so in your e-banking/efinance account.

Read more information about e-invoices here: www.groupemutuel.ch/payment.

Where can I find my insurance certificate?

Click on the menu "Communications", "My documents". Select the pdf icon of the document "Insurance certificate". If you cannot find it, your insurance certificate may have been sent to you the previous year. In this case, the year can be changed by using the available filter.

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If I sign up to the customer area, will I continue to receive documents from my health insurer by post?

By subscribing to the customer area, you and the family members who share your account will by default no longer receive any paper documents relating to health insurance coverage, with the exception of financial statements (reminders, formal notices, refund notices, etc.), which will be sent to you by post. However, you may choose the way you wish to receive premium invoices and statements of benefits so that you can continue to receive them by post. To do so, please activate the paper mail option in the settings.