

# Notifying of death

## Dealing with your insurance company

You have lost a family member. Please accept our sincere condolences.

Although this is a difficult time, it also involves administrative procedures. To make this easier for you, we have compiled a list of items for consideration.

### › Notifying the death

The death notification must be sent in writing (letter or email) and include the following:

- **Information relating to the deceased person:** first name, name, partner number or AVS/ AHV number
- **Date of death**

You may also notify the death **on our website:** [www.groupepmutuel.ch](http://www.groupepmutuel.ch) > Private customers > Your personal situation > I need to notify the death of a relative

The death notification must include a copy of the official death certificate.

### › Additional information in case of a change of personal information

You must provide a **certificate of inheritance** in the following cases:

- When communicating **an address for the inheritance:** first name, name, postal address, telephone number, email address
- When communicating **new bank or postal account details** for possible refunds of medical costs or premiums

To be accepted, these changes must be approved and signed by all the heirs listed on the certificate.

### › Additional information in the event of the policyholder's death

If the deceased person is the **policyholder** (responsible for the management of several insurance contracts), please send us **the details of the new policyholder:** first name, name, postal address, phone number, email address, bank or postal account details.

If the new policyholder is part of a list of heirs (see previous paragraph), the signatures of all the heirs must also appear on the new policyholder's application.

Please do not hesitate to contact us if you have any questions.

Best regards,

Groupe Mutuel

#### **Learn more**

0848 803 111 / [clients@groupepmutuel.ch](mailto:clients@groupepmutuel.ch) / [groupepmutuel.ch](http://groupepmutuel.ch)