

Steps to take with regard to insurance

Updating your insurance contracts in the event of separation

A separation has consequences for your family life. It also has administrative, legal, financial and material consequences. So that we may adjust your insurance contracts to your new family circumstances, please ensure that you follow the recommendations below.

› General steps

A factual or legal separation must be notified to us in writing. If you have an official document (e.g. separation agreement or divorce judgment), please send us a copy.

It is also necessary to provide us with the full contact details (first name, name, customer number or AVS/AHV number, postal address, telephone number, email address, bank or postal account information) of the person responsible for the insurance policies of underage children so that we may change the recipients of our documents (premium invoices, statements of benefits, correspondence). The request must be signed by both parents. Contracts will be managed separately as from the next invoicing period.

To assist you in the process, please use the form on our website: www.groupemutuel.ch > Private customers > Your personal situation > I am getting a divorce

› To complete your file

To ensure that your data is recorded, please send us:

- Your new address within 30 days of taking up residence. Please note that changing address may result in a change in your premiums. Basic insurance premiums are set at the cantonal and regional level and according to age group. Supplemental insurance premiums are set at the cantonal level, according to age group and, for some insurance products, according to gender.
- Your telephone numbers and email addresses.
- Your new bank or postal account details. Failing this, you will receive refunds by postal cheque after deduction of the related costs.

Payment frequency

Different payment periods are available: monthly, quarterly, six-monthly or annually. You may therefore change the payment period according to your needs. You can notify your choice to us by phone, in writing or via our GMnet/GMapp platforms:

- by telephone: 0848 803 111
- by email: clients@groupemutuel.ch
- by post: Groupe Mutuel, Rue des Cèdres 5, 1919 Martigny
- via GMnet: Contracts – Change my contracts – Change the payment frequency
- by GMapp: Contracts – Write to us – Select the subject – General questions

Do not hesitate to contact us for any further information.
Best regards,

Groupe Mutuel

Your online customer area to make your life easier



Send your medical bills, view your documents, and update your personal details and contracts, anywhere and at any time. On a computer, tablet or mobile phone, thanks to your online customer portal, it is now easy to manage your health insurance.

www.groupemutuel.ch/customer-area

- **FAST**
can your medical invoices and send them to us right away.
- **CONVENIENT**
Your insurance card and those of your family members are always at hand, in digital format (basic health insurance only).
- **FLEXIBLE**
Choose between receiving digital invoices only or paper invoices by post.
- **EASY**
Monitor your requests and check the status of your deductible.
- **SAFE**
Any data sent to us is protected by a high level of security.



Scan and find out more
about our legal form
www.groupemutuel.ch/form

groupe**mutuel**

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