

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, P.O. Box, 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

A portal and app to make your life easier

GMnet and GMapp

No more paperwork!

Manage your contracts, modify your data and monitor your expenses from your computer or mobile phone. Our customer area is available as a GMnet web portal and a free GMapp mobile application.

Your health insurance within easy reach



Overview

You have an overview of the insurance account for all family members.



My requests

You are able to view all the requests you send through your profile.



Electronic transfer

You are able to transfer electronically documents such as invoices, referral vouchers or letters.



Account status

You may view your account status and manage your payment deadlines.



Learn more about GMnet and GMapp

Scan and access online content

Hotline 0848 803 111 **Mail** clients@groupemutuel.ch **Web** www.groupemutuel.ch

Groupe Mutuel

Health® Life® Patrimony® Corporate®

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Avenir Assurance Maladie SA – Easy Sana Assurance Maladie SA – Mutuel Assurance Maladie SA – Philos Assurance Maladie SA – SUPRA-1846 SA – AMB Assurances SA
Groupe Mutuel Assurances GMA SA – Mutuel Assurances SA – Groupe Mutuel Vie GMV SA
Foundations managed by Groupe Mutuel: Groupe Mutuel Prévoyance-GMP – Mutuelle Neuchâteloise Assurance Maladie

