



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.



Fast

Scan your medical invoices and send them to us straight away.



Convenient

Your digital insurance card and that of your family members are always at hand (basic health insurance only).



Flexible

Choose to receive your invoices electronically or by post.



Easy

Monitor your requests and check the status of your deductible amount.



Safe

Your data is completely secure.

⇒ Sign up to manage your insurance online

- To be able to connect to your customer area, you will need to receive a username and password.
- Create an account by completing the access request form available on www.groupemutuel.ch, under the heading "My Space" (at the top-right of your screen). You will receive your username instantly by email and your password by separate post within two to five days.
- To log in, enter your email address, the password received by mail and the code received by SMS text message.

⇒ To have your health insurance always at hand, download the mobile app.

- Download and open the Groupe Mutuel application on your mobile phone (available on Apple Store and Google Play).
- If you already have access to your customer area, enter your user ID (email address and password). Otherwise, create an account by completing the access request form. You will receive your username instantly by email and your password by separate post within two to five days.
- Log in with your username and password and enter the code received by SMS text message.
- You can set up the application on several phones, for one same account. Managing the entire family's health insurance has never been easier!



➤ Good to know

If you opt for our online customer area, all correspondence will be sent to you electronically. Do you still wish to receive your premium invoices and benefit statements in paper format*? Activate the paper mail option in the settings of your customer area.

*No extra costs will be charged.

Find out more about your customer area

Hotline 058 758 71 71 | **Email** extranet@groupemutuel.ch
Website www.groupemutuel.ch/customer-area

groupemutuel

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Companies under Groupe Mutuel Holding SA: 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 / Groupe Mutuel Vie GMV SA
Foundations managed by Groupe Mutuel: Groupe Mutuel Prévoyance-GMP / Mutuelle Neuchâteloise Assurance Maladie / Opcion Vested Benefits Foundation / Fondation Collective Open Pension

