

Our alternatives to paper

A simplified and environment-friendly invoicing process

Would you like to manage your insurance premiums while also caring for the environment?
Discover our simple, environment-friendly and convenient payment methods.

E-bill (electronic invoice)

- › The e-bill feature of PostFinance and the Swiss banks make it possible for you to receive and pay your invoices simply and securely, without paper.
- › The invoice is sent directly to your e-banking account for payment.
- › The references and amount are already recorded.
- › In a few clicks, your invoice is checked and ready for payment.

Procedure:

To make use of the e-bill system, all you need to do is:

1. log onto the e-banking portal of your bank
2. activate the «eBill» payment method

You will find more information on our website:

- › www.groupemutuel.ch > Private customers > Customer services > Frequently asked questions > Payment methods
- › www.ebill.ch

LSV (direct debit system) or direct debit:

Thanks to the LSV direct debit system or direct debit, your premiums and financial contributions to medical costs will be automatically debited from your bank or postal account.

Procedure:

1. Order the LSV or direct debit form by telephone (0848 803 111) or on our website (www.groupemutuel.ch > Private customers > Customer services > Notifications and forms > Request documents > Request for direct debt recovery).
2. Complete and send us the form by which you authorise us to debit directly your postal or bank account for the amounts due to us.
3. For a bank account: the form must have been approved by your bank beforehand. We will not be able to change the method of collection of future invoices until we have received this authorisation. In the meantime, you may still receive invoices. Please pay them as usual.

Payment frequency

Different payment periods are available: monthly, quarterly, six-monthly or annually. You may therefore change the payment period according to your needs.

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
- › Via GMapp: Contracts – Write to us – Select the subject – General questions

Useful to know

A change in the payment method and/or frequency may be made as from the next billing period.

Do not hesitate to contact us for any further information.

Best regards,

Groupe Mutuel

Groupe Mutuel

Health® Life® Patrimony® Corporate®

Groupe Mutuel
Assurances
Versicherungen
Assicurazioni

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[®]

Groupe Mutuel

Rue des Cèdres 5 – P.O. Box – CH-1919 Martigny

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

