

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, 1919 Martigny
- Via GMnet: Contracts – Change my contracts – Change the payment frequency
- Via GMapp: Contracts – Write to us – Select the subject – General questions

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

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**
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.

More about your online customer area

0848 803 111 / clients@groupemutuel.ch / groupemutuel.ch

groupemutuel

Groupe Mutuel Holding SA Rue des Cèdres 5 CH-1919 Martigny **0848 803 111 / groupemutuel.ch**

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
Opsion Vested Benefits Foundation / Fondation Collective Open Pension

