

# Our advice

## I am performing military or civilian service

During your military or civilian service, you will be covered by military insurance and will not have to pay your basic health insurance premiums.

### » How do I suspend my compulsory health insurance during military or civilian service?

You can suspend your basic health insurance as soon as you receive a marching or civilian service order for **a period of at least 61 consecutive days**. To do so, you must **send us a copy** of your marching order or convocation, indicating your surname, first name, partner number or AVS/ AHV number and date of birth:

- **by email:** [clients@groupe-mutuel.ch](mailto:clients@groupe-mutuel.ch)
- **by post:** **Groupe Mutuel, rue des Cèdres 5, 1919 Martigny**

Once we receive this document, a confirmation of suspension will be sent to you.

To update your records and to allow us to confirm the suspension of your compulsory health insurance, we also need to receive a copy of the service record booklet that will be presented to you at the end of your service. Otherwise, we will be required to cancel the suspension of your basic insurance and will continue to send you invoices for your premiums.

### » What do you have to bear in mind when suspending your basic insurance?

- **You may suspend your basic** insurance provided that your period of service is **at least 61 consecutive days** (Art. 3, para. 4 of the Federal Law on Health Insurance - LAMal/KVG).
- The coverage **of medical benefits payable under the compulsory health insurance (LAMal/KVG)** will be suspended during the service period.
- Any **change in the duration of your incorporation** must be announced in order to prevent your insurance coverage from being discontinued.
- **Any supplemental insurance** under the Federal Law on Insurance Contracts (LCA/ VVG) will remain in force for the duration of your service and you will continue to receive premium invoices.

Please do not hesitate to contact us if you have any questions. 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](http://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.



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groupe**mutuel**

Gruppe Mutuel Holding SA  
Rue des Cèdres 5 - CH-1919 Martigny  
0848 803 111 / [groupemutuel.ch](http://groupemutuel.ch)