

Procedure to follow to use the secured access of the website

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In order to be able to download documents from La Mutuelle website, you must have downloaded the "Acrobat reader" software. If this is not the case you can process by clicking on the following page: http://get.adobe.com/fr/reader/

1. Introduction

To access the secure part of the website you must first have sent La Mutuelle a <u>request for a secured access</u> and received, by email, 2 credentials, the username and the grid.

As soon as you received these 2 credentials, you can submit a request for a password. To process, go to the website http://www.lamutuelle.org/, then click on "Login".



The next page appears:

Enter the 3 codes you have received					
User name Password					
Grid number [18] Please, enter your 3 codes respecting lowercase and u	unnernase characters				
	Login				
To know how the secured login works click here					
To request a secured login click here	To request a password click here				

Click on "To request a new password click here" and the next page appears:

Request a password

Insert the User name that you have received as well as your email address.

User name M999999

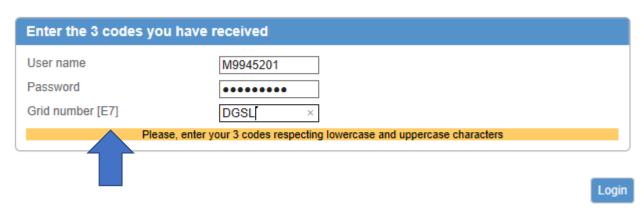
Email address newpassword@gmail.com

Send

Insert the "User name" code that you received from La Mutuelle as well as your email address. Then click on "Send". The following message will appear and a new password will be emailed to you shortly:



Enter the 3 credentials you have received, i.e. the user name (starts with an M and is followed by 7 digits), the password (if possible please copy and paste it to avoid any mistake) and the corresponding number of your grid.



Regarding the grid number to be entered, the computer gives you a reference that you'll have to find on the grid that was sent to you. For example, the code E7 corresponds to DGSL. Then click on "Enter".

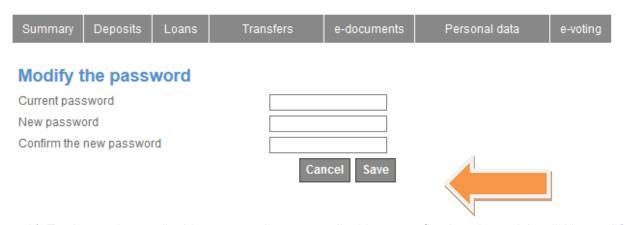
	7	8	
A	2BUA	тхзн	
В	6CLP	6Q9K	
С	6M6G	CUSF	
D	537B	FW79	
E	DGSL	T	
F	7AFT	Y84H	

If the computer asks you for the code [{0}] you will have to clean your computer and delete all temporary files and cookies. Then you will need to restart your computer and try again.

2. Change of password, email address or personal data

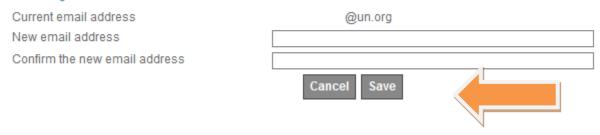
When logging in for the first time, please change your password immediately and check your email address.

a) To change your password, fill in the information requested under "Personal data" and save it by clicking on "Save":



b) To change the email address, enter the new email address, confirm it and save it by clicking on "Save".

Modify the email address



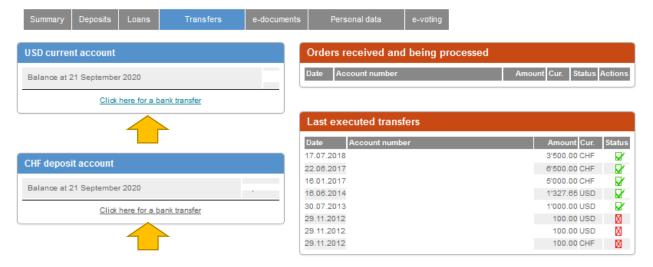
 To change an address or office, you must fill out the address form, which can be downloaded under <u>"Forms"</u>, and send it to La Mutuelle.

3. Bank transfers

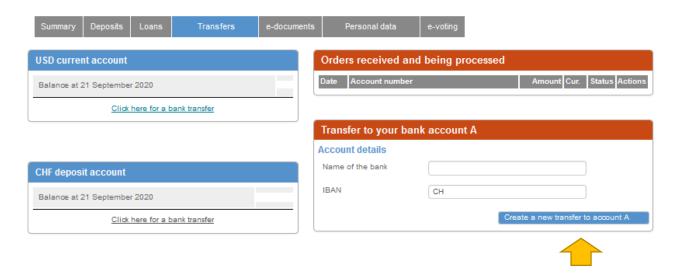
To effect bank transfers you must have previously asked La Mutuelle to register your bank accounts by sending a duly completed registration form, downloadable under <u>"Forms"</u>.

- a) Members who have a current account in CHF and/or a deposit account in CHF have the possibility to make bank transfers to 2 of their external bank accounts previously registered by La Mutuelle;
- b) Members who have an account in USD have the possibility to make bank transfers to 2 of their external bank accounts previously registered by La Mutuelle;

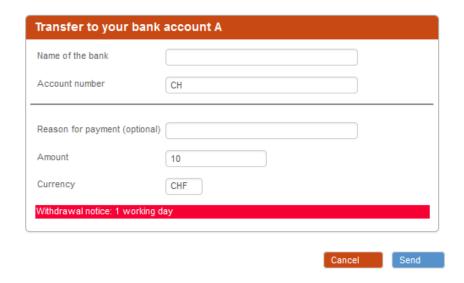
- c) When members have entered one or more transfer orders, they can modify them only on the day of entry. The orders are received by La Mutuelle the following day and can no longer be modified;
- d) Members must wait until they have received confirmation of the execution of the orders before submitting a new one, i.e. 2 working days after the order has been entered;
- e) Members must enter the amounts without period or comma (e.g. 1000 and not 1'000 or 1.000) and may then mention a reason for payment (optional);
- f) To make a bank transfer click under "Transfers" and select the account from which you wish to effect the transfer:



The following window appears:



Click on "Create a new transfer to Account A", fill in the amount and, optional, the reason for payment. Then click on "Send":

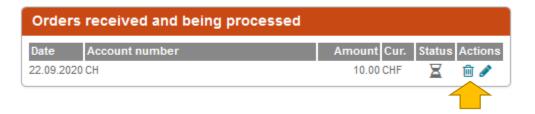


The order then appears pending. You can only modify it on the same day:



The order is executed on the next business day, and the confirmation of its execution appears in the secured access 2 following business days.

To delete an order, click on the trash can:



To change an order, click on the pen:



4. Download annual statements, tax attestations, annual reports and other information

Click on "e-documents" and wait a few seconds.



EN | FR



The following page appears with the documents you can download:



Last tax attestations:

Loan(s) attestation(s)

Annual reports and Minutes:

Minutes of the 2019 General Assembly

Annual report 2018

Minutes of the 2018 General Assembly

Minutes of the 2018 Extraordinary General Assembly

Annual report 2017

Minutes of the 2017 General Assembly

Annual report 2016

Annual report 2015

Annual report 2014

Statutes and Rules and Regulations:

Statutes 2018

Internal Rules and Regulations 2018

Code of Ethics for the use of members of the Board of Directors, Committees and staff of the Mutual Association (in French only)

5. Check loans

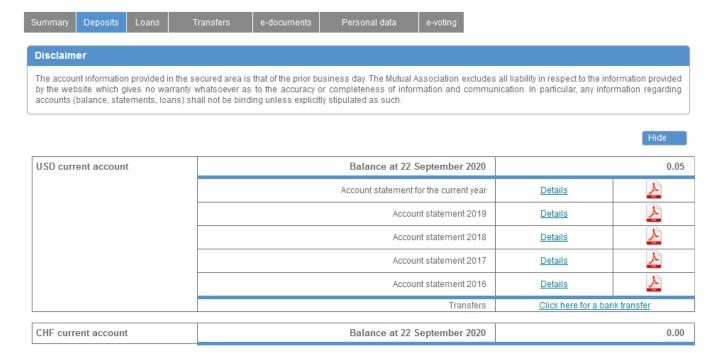
If you wish to obtain a statement of the repayments made and an amortization plan for your loan(s), go to "Loans":



Ordinary Ioan n.	Capital due at 21 September 2020	11'363.05
	Loan repayment statement	<u> </u>
	Amortization plan	<u> </u>

6. Check deposits

If you wish to obtain annual statements of your deposit(s) go to "Deposits". You can download statements for the current year and the last 4 full years:



7. Request new access codes

If you have lost the other credentials, either the grid or the username you must fill out the secured access request form. The amount of CHF 20 will have to be paid.

If you have all your credentials but your access does not work, please contact La Mutuelle by email before submitting a new access code request.

To download the form, click on <u>"To request a secured access click here",</u> fill in the form, sign it and send it back to La Mutuelle.



8. Exit the secured access

To exit your secured access, click on "Logout" at the top of your screen.

