

Procedure to follow to use the secured access of the website

Summary

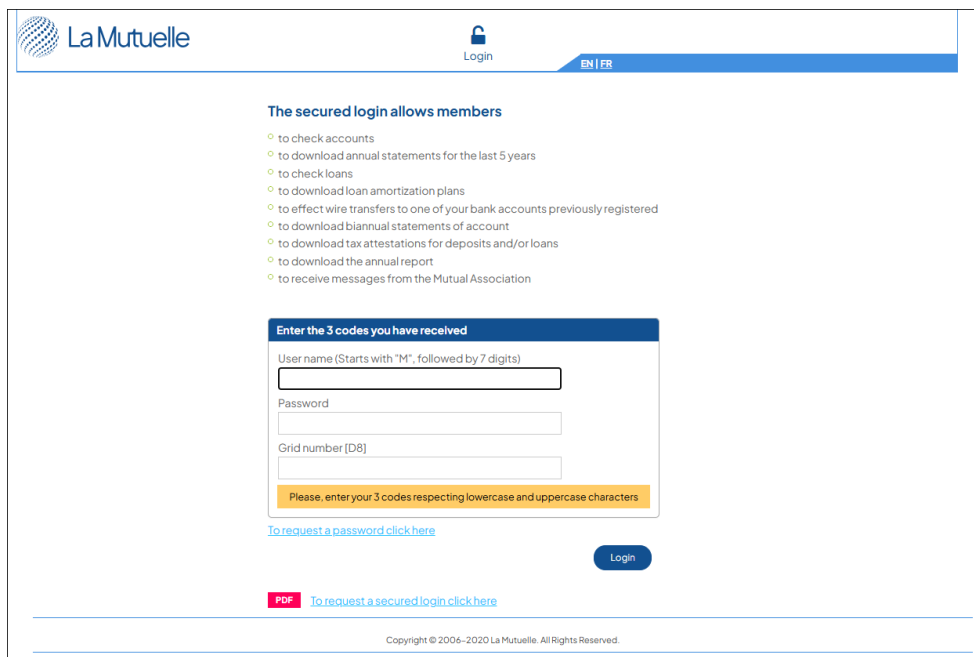
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To be able to download documents from La Mutuelle website, you must have downloaded the "Acrobat reader" software. If this is not the case, you can process by clicking on the following page:
<http://get.adobe.com/fr/reader/>

Introduction

To access the secure part of the website you must first have sent La Mutuelle a [request for a secured access](#) and received, by email, 2 credentials, the username and the grid.

As soon as you receive these 2 credentials, you can submit a request for a password. To process, go to the website <http://www.members.lamutuelle.org>.



The screenshot shows the La Mutuelle website's secured login interface. At the top, there is a header with the La Mutuelle logo, a 'Login' button, and language options 'EN | FR'. Below the header, a section titled 'The secured login allows members' lists various services available to members, such as checking accounts, downloading statements, checking loans, and downloading reports. A central form titled 'Enter the 3 codes you have received' contains three input fields: 'User name (Starts with "M", followed by 7 digits)', 'Password', and 'Grid number [D8]'. Below these fields is a note: 'Please, enter your 3 codes respecting lowercase and uppercase characters'. A link 'To request a password click here' is provided below the form. At the bottom right of the form is a 'Login' button. At the bottom left, there is a PDF icon and a link 'To request a secured login click here'. The footer contains the copyright notice: 'Copyright © 2006-2020 La Mutuelle. All Rights Reserved.'

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

The screenshot shows the 'Request a password' page on the La Mutuelle website. At the top left is the La Mutuelle logo. To the right is a 'Login' link with a padlock icon and a language selector 'EN | FR'. The main heading is 'Request a password'. Below it, a sub-heading says 'Insert the User name that you have received as well as your email address.' There are two input fields: 'User name (Starts with "M", followed by 7 digits)' and 'Email address'. A blue 'Send' button is at the bottom left. At the bottom center, there is a small copyright notice: 'Copyright © 2006-2020 La Mutuelle. All Rights Reserved.'

Insert the "Username" 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:

The screenshot shows a confirmation message on the La Mutuelle website. At the top left is the La Mutuelle logo. To the right is a 'Login' link with a padlock icon and a language selector 'EN | FR'. The main message is 'We have received your request for a new password and will answer you shortly.' At the bottom center, there is a small copyright notice: 'Copyright © 2006-2020 La Mutuelle. All Rights Reserved.'

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.

The screenshot shows the login page on the La Mutuelle website. At the top, there is a heading 'The secured login allows members' followed by a list of services: to check accounts, to download annual statements for the last 5 years, to check loans, to download loan amortization plans, to effect wire transfers to one of your bank accounts previously registered, to download biannual statements of account, to download tax attestations for deposits and/or loans, to download the annual report, and to receive messages from the Mutual Association. Below this is a section titled 'Enter the 3 codes you have received' with three input fields: 'User name (Starts with "M", followed by 7 digits)' containing 'M999999', 'Password' containing '.....', and 'Grid number [H3]' containing 'DGSL'. A yellow banner below the fields says 'Please, enter your 3 codes respecting lowercase and uppercase characters'. At the bottom left, there is a link 'To request a password click here'. At the bottom right, there is a blue 'Login' button.

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** ".

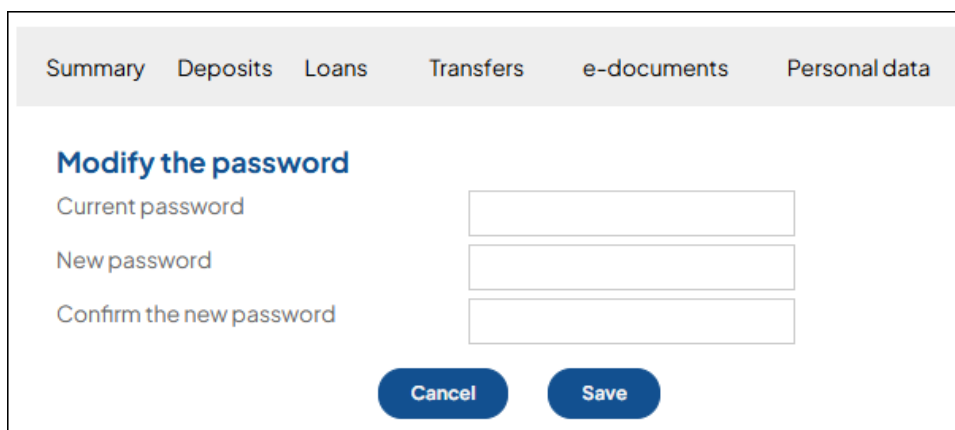
If the computer asks you for the code [{0}] you will have to clean your computer and delete all temporary files and cookies. Then you will need to restart your computer and try again.

	7	8
A	2BUA	TX3H
B	6CLP	6Q9K
C	6M6G	CUSF
D	537B	FW79
E	DGSL	GMKE
F	7AFT	Y84H

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.

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



The screenshot shows a web interface with a navigation bar at the top containing links: Summary, Deposits, Loans, Transfers, e-documents, and Personal data. The 'Personal data' link is highlighted. Below the navigation bar, the section is titled 'Modify the password'. It contains three input fields: 'Current password', 'New password', and 'Confirm the new password'. At the bottom of the form are two buttons: 'Cancel' and 'Save'.

- To change the email address, enter the new email address, confirm it and save it by clicking on .

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 "[Documentation](#)".

- If you have a current account in CHF and/or a deposit account in CHF, you have the possibility to make bank transfers to 2 of your external bank accounts previously registered by La Mutuelle;
- If you have an account in USD, you have the possibility to make bank transfers to 2 of your external bank accounts previously registered by La Mutuelle;
- When you have entered one or more transfer orders, you 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;
- You must wait until you 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. You 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:

Summary Deposits Loans **Transfers** e-documents Personal data

CHF current account

Balance at 31 March 2026

[Click here for a bank transfer](#)

CHF deposit account

Balance at 31 March 2026

[Click here for a bank transfer](#)

Orders received and being processed

Date	Account number	Amount	Cur.	Status	Actions
21.12.2025					
01.01.2025					
23.12.2024					
26.11.2024					
19.11.2024					
10.11.2024					
28.02.2024					
21.12.2023					

Last executed transfers

Date	Account number	Amount	Cur.	Status
21.12.2025				✓
01.01.2025				✓
23.12.2024				✓
26.11.2024				✓
19.11.2024				✓
10.11.2024				✓
28.02.2024				✓
21.12.2023				✓

The following window appears:

CHF current account

Balance at 31 March 2026

[Click here for a bank transfer](#)

CHF deposit account

Balance at 31 March 2026

[Click here for a bank transfer](#)

Orders received and being processed

Date	Account number	Amount	Cur.	Status	Actions
21.12.2025					
01.01.2025					
23.12.2024					
26.11.2024					
19.11.2024					
10.11.2024					
28.02.2024					
21.12.2023					

Transfer to your bank account A

Account details

Name of the bank

IBAN

[Create a new transfer to account A](#)

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

Transfer to your bank account A

Name of the bank

Account number

CH

Reason for payment (optional)

Amount

10

Currency

CHF

Withdrawal notice: 1 working day

Cancel

Send

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

Orders received and being processed						
Date	Account number	Amount	Cur.	Status	Actions	
22.09.2020	CH	10.00	CHF			

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:

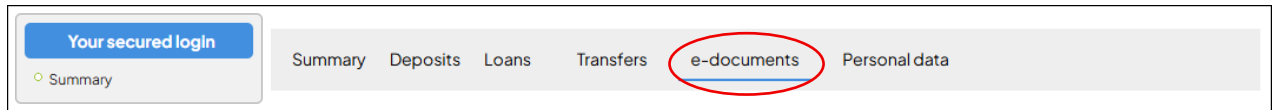
Orders received and being processed						
Date	Account number	Amount	Cur.	Status	Actions	
22.09.2020	CH	10.00	CHF			

To change an order, click on the pen:

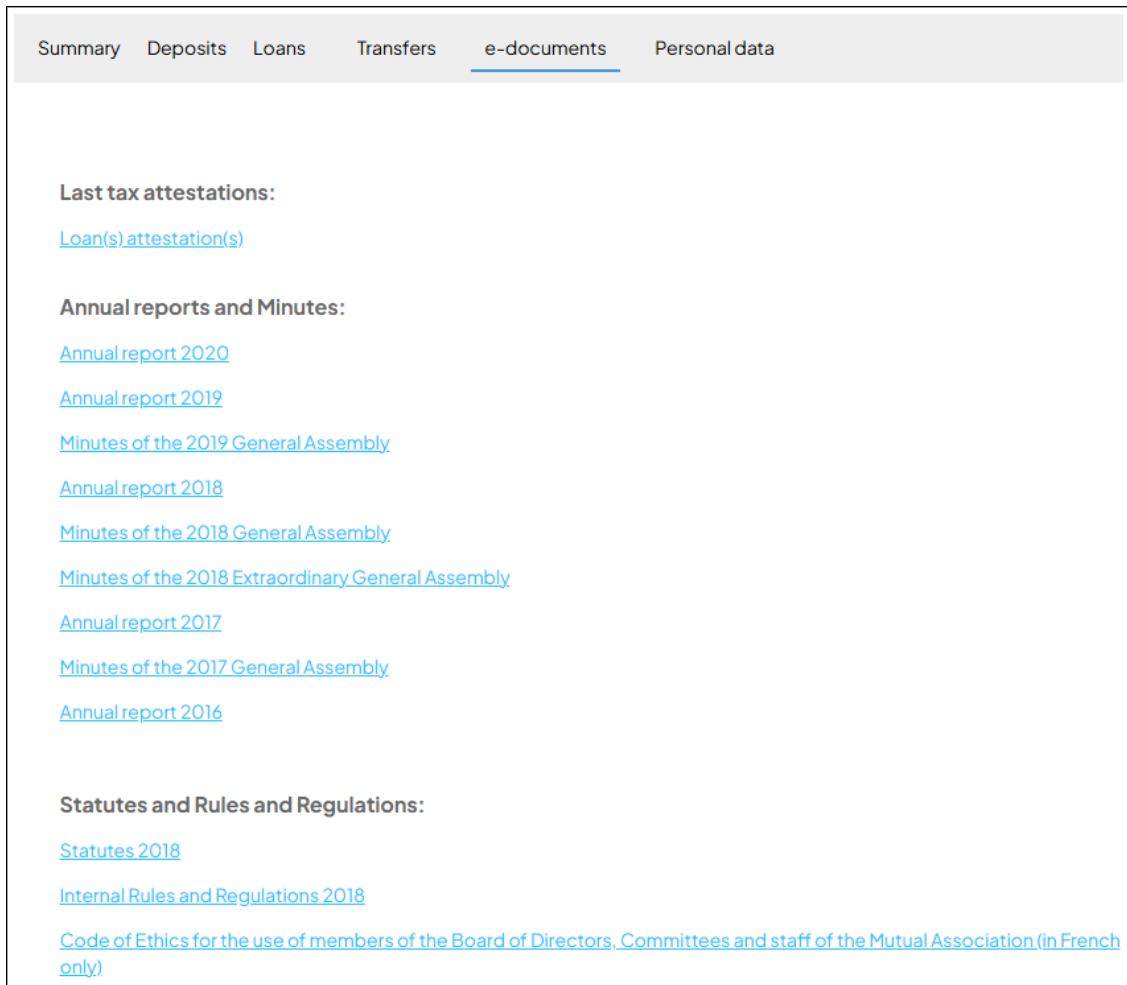
Orders received and being processed						
Date	Account number	Amount	Cur.	Status	Actions	
22.09.2020	CH	10.00	CHF			

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

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



The following page appears with the documents you can download:



Check loans

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

Summary Deposits <u>Loans</u> Transfers e-documents Personal data		
Ordinary loan n.	Capital due at 31 March 2026	
	Loan repayment statement	
	Amortization plan	
Housing loan n.	Capital due at 31 March 2026	
	Loan repayment statement	
	Amortization plan	

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:

Summary <u>Deposits</u> Loans Transfers e-documents Personal data		
Disclaimer		
The account information provided in the secured area is that of the prior business day. The Mutual Association excludes all liability in respect to the information provided by the website which gives no warranty whatsoever as to the accuracy or completeness of information and communication. In particular, any information regarding accounts (balance, statements, loans) shall not be binding unless explicitly stipulated as such.		
Hide		
USD current account	Balance at 31 March 2026	0.00
CHF current account	Balance at 31 March 2026	0.00
CHF deposit account	Balance at 31 March 2026	
	Account statement for the current year	Details 
	Account statement 2025	Details 
	Account statement 2024	Details 
	Account statement 2023	Details 
	Account statement 2022	Details 
Transfers		Click here for a bank transfer

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 "[To request a secured access click here](#)", fill in the form, sign it and send it back to La Mutuelle.

Enter the 3 codes you have received

User name (Starts with "M", followed by 7 digits)

Password

Grid number [K9]

Please, enter your 3 codes respecting lowercase and uppercase characters

[To request a password click here](#)

Login

PDF [To request a secured login click here](#)

Exit the secured access

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

