

Geneva, 16 March 2020

Dear Members,

As part of the measures taken by the United Nations Office at Geneva to reduce the risk of transmission of the COVID-19 virus, I would ask you to note the following:

A. Opening hours / telephone lines / contact:

1. All offices of La Mutuelle will be closed until further notice,
2. The personnel will continue working off-site but processing of requests will take longer than usual,
3. All requests if possible, must be submitted by email to lamutuelle@un.org,
4. Postal mail will continue however will only be collected once a week,
5. The telephone lines will remain open however all calls should be limited.

B. Loan applications:

6. All loan applications should be submitted by email to lamutuelle@un.org,

C. Withdrawal requests / bank transfers:

7. Withdrawals in cash are no longer possible,
8. Transfer requests received by secured login will continue to be treated daily,
9. Transfer requests duly signed by email will be processed after 3 working days only if the bank account is in Switzerland and the request includes a copy of your passport and the RIB (banking details). In lieu of the RIB, members may also submit a copy of their bank statement where the name and account number are clearly indicated,
10. Members who would like to transfer funds to accounts out of Switzerland, as well as those who do not have access to a scanner or photo device to forward by email, may continue to send requests by post. The processing will unfortunately be longer than normal,
11. Members who would like to register their bank account to process transfers with their access codes on-line may send the duly completed form by postal mail with a clear copy of their passport,
12. Members who do not have a secured access may request it by sending the duly completed and signed form by email or postal mail with a clear copy of their national passport.

I would like to take this opportunity to mention that as La Mutuelle is not invested in equities, the impact of the vertiginous drop in the stock markets on investments remains, at present, small. But all economic sectors will be impacted and La Mutuelle will not escape. During the 2007-2008 subprime crisis, the Board of Directors had taken important steps, such as significantly increasing reserves, to deal with future crises to reduce their impact and risk. These measures will certainly help us to cope with this major crisis.

Thanking you in advance for your understanding and collaboration,



Marie-Pierre Fleury
Executive Secretary