

COVID-19 – October 2020 update

Temporary working arrangements

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 or twice 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 online 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.

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