

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 [request for a secured access](#) 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 screenshot shows the website's main interface. At the top, there is a green navigation bar with the 'la mutuelle' logo on the left, 'Home' and 'Login' icons in the center, and 'EN | FR' language options on the right. Below the navigation bar is a large photograph of the Palais des Nations in Geneva. To the left of the main content area is a sidebar with three green-bordered boxes: 'Introduction' (containing links for Board of Directors, Membership rules, and How to become member), 'Deposits' (containing links for Conditions, CHF current account, CHF deposit account, USD account, How to deposit funds, and How to withdraw funds), and 'Loans' (containing links for Active members and Conditions and Rules). At the bottom of the page, there are two green buttons labeled 'ICSMA' and 'Latest News'. A small caption below the main image reads 'Palais des Nations - Geneva (photo Marie-Pierre Fleury)'.

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 uppercase 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

Email address

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:



la mutuelle

Home Login EN | FR

[Introduction](#)

We have received your request for a new password and will answer 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.

Enter the 3 codes you have received

User name

Password

Grid number [E7]

Please, enter your 3 codes respecting lowercase and uppercase characters

Login

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	TX3H
B	6CLP	6Q9K
C	6M6G	CUSEF
D	537B	FW79
E	DGSL	
F	7AFT	Y84H

If the computer asks you for the code [{}] 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":

Summary	Deposits	Loans	Transfers	e-documents	Personal data	e-voting
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Modify the password

Current password

New password

Confirm the new password



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

Modify the email address

Current email address

New email address

Confirm the new email address



- c) To change an address or office, you must fill out the address form, which can be downloaded under "Forms", 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 "Forms".

- 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:

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

USD current account

Balance at 21 September 2020

[Click here for a bank transfer](#)

Orders received and being processed

Date	Account number	Amount	Cur.	Status	Actions

CHF deposit account

Balance at 21 September 2020

[Click here for a bank transfer](#)

Last executed transfers

Date	Account number	Amount	Cur.	Status
17.07.2018		3'500.00	CHF	✓
22.06.2017		6'500.00	CHF	✓
18.01.2017		5'000.00	CHF	✓
18.08.2014		1'327.65	USD	✓
30.07.2013		1'000.00	USD	✓
29.11.2012		100.00	USD	✗
29.11.2012		100.00	USD	✗
29.11.2012		100.00	CHF	✗

The following window appears:

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

USD current account

Balance at 21 September 2020

[Click here for a bank transfer](#)

Orders received and being processed

Date	Account number	Amount	Cur.	Status	Actions

CHF deposit account

Balance at 21 September 2020

[Click here for a bank transfer](#)

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

Reason for payment (optional)

Amount

Currency

Withdrawal notice: 1 working day


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		



4. 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:

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 loan n.	Capital due at 21 September 2020	11'363.05
	Loan repayment statement	
	Amortization plan	

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:

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

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 22 September 2020	0.05	
	Account statement for the current year	Details	
	Account statement 2019	Details	
	Account statement 2018	Details	
	Account statement 2017	Details	
	Account statement 2016	Details	
	Transfers	Click here for a bank transfer	
CHF current account	Balance at 22 September 2020	0.00	

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

To request a secured login click here



To request a password click here



8. Exit the secured access

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


Home


Logout



EN | FR