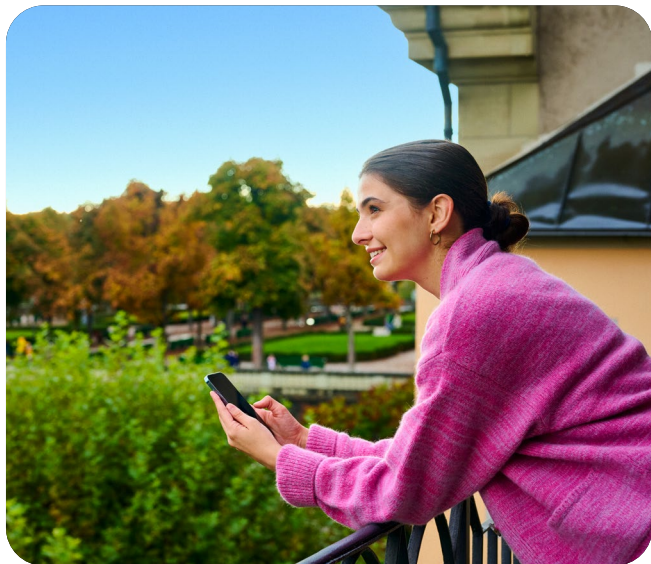


Simply well insured

Your registration with myVisana

Follow the instructions below to register quickly and easily with myVisana.



Simply register

- 1 Visit the myVisana login page at myvisana.ch and click on 'Register here'. Accept the terms and conditions and enter your insurance number and e-mail address.

Info: If you have not yet received a letter with your activation code, you can find your insurance number (user ID, e.g. 1.123.456.78) on your policy or on your insurance card (only on newer cards). For families, please use the insurance number of the primary insured person, as listed on the policy under the heading 'Family'.

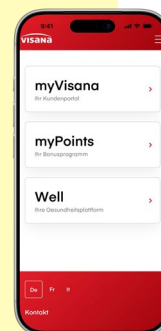
- 2 Check your email inbox for a message with the subject line 'Confirmation of your email address'. Click on the link and set your password.

- 3 If you haven't yet received a letter with your activation code, please wait for it to arrive. For security reasons, the letter will be sent to you by post.
- 4 Once you have received the letter, log in on myvisana.ch using your insurance number and password.
- 5 Enter your mobile phone number and verify your identity using an SMS code and the activation code from the letter.
- 6 Once you have successfully registered, you will be redirected to myVisana. You can now use the customer portal.

Note: These instructions are based on the procedure in the web browser. You can also register conveniently via the app. The steps are essentially the same.

With myVisana, you have an overview

Manage your insurance administration conveniently via the app.



Do you have any questions?

Give us a call on **031 357 90 12**

Write to us at **mySupport@visana.ch**

We are continually expanding our English-language content. The myVisana app is currently available in German, French or Italian. Thank you for your understanding.