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## **FAQs for Pegasos VAD Applicants (Initial stage of the process)**

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Please check out our FAQ section on our website. Below, we have compiled answers to some of the questions frequently asked in addition to the ones on our website regarding the initial stage of the process.

### **Application submission and deposit:**

**I am unable to use the online application or upload documents. Can I send my documents via Postal mail?**

Unfortunately not. We can only accept electronic documents for application submission. Please find a trusted person to help you with this, if possible. Please make sure that you scan all documents properly so that the entire document is readable before uploading.

**I haven't yet applied for a re-issued birth certificate and marriage certificate. Can I upload my existing documents?**

Yes, we can use the documents that you currently have for the approval process. Please note that these documents need to be re-issued within 6 months of your VAD and please plan to apply for the re-issue accordingly

**How detailed should the medical records be?**

With regards to your medical records, they do not need to be extensive, we don't require your full medical history, just the most recent and relevant reports, must include diagnosis and medications.

**My medical reports are not in English. Do I need them translated before uploading them into my application?**


For German, French and English, there is no need for translation. For other languages please translate to German or English.

**Can my medical professional send you the medical records?**

No. It needs to come from you.

**Do I need to come in person for consultation by your doctor or psychiatrist, before the actual VAD?**

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No. The entire application processing is done online. If there is an additional /special assessment necessary in your case, they are carried out online, usually over zoom, by an independent physician, who has done this for patients previously.

**I have heard some news about new Swiss guidelines. Will this impact Pegasos and its ability to perform VADs?**

With regards to the recent guidelines issued by the Swiss Academy of Medical Sciences (SAMW) they are just that, guidelines.

They have in no way changed the law in Switzerland, therefore nothing has changed or will change with regards to the help that Pegasos is providing now and into the future.

**Your online application asks for a contact person. What is the purpose of this and when would you communicate with this person?**

We require this information so that we have someone to send your death certificate and the urn to. We would not communicate with this person beforehand. You can add a different person to receive your urn even up to the day of your VAD (other options than sending your urn to someone, are possible in Switzerland) this is completely up to you.

**Is the cost of cremation and death certificate already included in the VAD cost of ~CHF 10,000? Are there additional costs that I need to keep in mind?**

Yes, the cost of cremation and mailing your ashes as well as the Swiss death certificate are already included. If your situation warrants a psychiatrist's assessment, this would be an additional cost that you will incur. The cost of this assessment would depend on your condition.

**How do I pay the VAD deposit? Do you accept credit or debit card payments or western union transfer?**


We can only accept bank wire transfers. Please reach out to us and we will provide you the bank details.

## **Application approval and processing**

**When will the application approval process begin?**

After you have paid the deposit. Please confirm with us that the necessary documents have been submitted as part of your application *before* making the deposit payment.

**I have submitted my application and paid the deposit. I haven't received a confirmation yet. Should I be worried?**



Absolutely not! Once you have transferred the deposit according to our instructions, please send us via email a screenshot of the transfer details. We will keep an eye out for the same and let you know as soon as the deposit arrives. International transfer times often vary based on different banks and we request your patience in case of delays.

### **I am anxious about my application getting approved. Is there any way to predict this?**

When you are submitting your application, we try to let you know if critical aspects or documents are missing from your application. Almost all applications where the applicant clearly has the mental capacity to make this decision and his/her wish is independently formed and has been stable for some time, it is a question of *which* assessments are necessary, and in almost all cases not a yes or no-situation.

### **I have submitted my application. Will I receive an ongoing status update while I await approval?**

No, but you will hear from us as soon as it is fully approved. Although we strive to process your application within a few weeks, sometimes due to the volume of applications, it can take longer (except in emergency situations). Even if you haven't heard from us about your application after a few weeks, rest assured that we are diligently working on it and making every effort to get back to you as soon as possible. If you are still concerned, please email us.

## **Communicating with Pegasos**

### **What is the best way to communicate with Pegasos?**

E-mails! Please contact us at [contact@pegasos-association.com](mailto:contact@pegasos-association.com). Please make sure that you reply back to the same email thread you started instead of writing a brand new one each time. This ensures that the same staff member will receive and respond to your email.

Although we would like to speak with you on the phone, we simply don't have the resources to facilitate this often and strongly urge you to email us with your questions. We also ask you to read our FAQs and other sections on the website, as well as this document carefully, since they contain the information regarding most of the general questions.

### **I emailed you but haven't heard back yet. Why is your response time variable?**

We sincerely apologize for any delays. Due to the high volume of inquiries and stretched resources, sometimes we aren't able to respond as swiftly as we would desire. Please don't misinterpret this as a sign of lack of intent or importance and give us your patience.

## Scheduling VAD

### **My application has been approved. When can I schedule my VAD?**

This is completely up to you, the VAD can be scheduled in weeks, months or years. The approval does not expire.

### **I know my desired VAD date. What can I expect with scheduling?**

If your case is not an emergency, once you know the VAD date you need, please email us about 8 weeks before your desired date. We try our very best to schedule your VAD around your requested date. However, we sometimes need to accommodate emergency VADs and we request your understanding. Once we have confirmed your VAD date, then you are all set to start making travel and other arrangements.

### **I have communicated my desired VAD date. How long before you can confirm the date?**

Every month, we review the VAD scheduling requests along with emergency VADs. It might take up to 3 weeks for us to confirm your date but we strive to get back to you as soon as possible, normally within days.

### **When do I need to make my final payment?**

Please make sure that the final payment of 5000 CHF is made at the moment you receive your confirmation of your VAD date. That payment will secure your date.

<https://pegasos-association.com/shop/shop/confirmation-for-vad/>

### **I have scheduled my VAD but would like to reschedule. What costs can I expect?**

We make extensive preparations for each VAD. The later a postponement or cancellation occurs in relation to your scheduled date, the greater the amount of work, reservations of professionals' time, and other preparations we will have already undertaken. Consequently, this will result in higher costs that will need to be reimbursed. Please reach out to us in the event of an emergency that is beyond your control and we are here to assist.