**VET FEES CLAIM FORM**

RETURN TO: Pinnacle House, A1 Barnet Way, Borehamwood, Hertfordshire WD6 2XX

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**Policyholder Details**

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<th>Name:</th>
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<td>Address:</td>
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<td>Policy Number</td>
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<td>What is your Occupation?</td>
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<td>Email Address</td>
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<td>Mobile Number</td>
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**Pet Details**

| Name of Pet: |  |
| Type of Pet: | Dog | Cat | Rabbit |
| Breed of Pet: |  |
| Date of Birth: |  |
| Sex | Male | Female |

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**About Your Pet**

1. **When were you first aware of the symptoms/condition/injury?**
   - [ ] Yes
   - [ ] No

2. **Has the above animal been registered with any other veterinary practice?**
   - [ ] Yes
   - [ ] No

   (If YES, please provide the practice name and address and any previous names or surnames your pet was registered under)

   | Practice Name: |  |
   | Town: |  |
   | Tel No: |  |
   | Date last registered: |  |

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**Claim Payment Declaration & Authority**

- I declare that my Veterinary Surgeon recommended the treatment for which the benefit is claimed and that the statements I have made are true. I agree that if they are found to be untrue, I will lose all my rights under the policy.
- I agree that my Veterinary Surgeon may provide any information the Company may require regarding past medical history, and the nature of the condition and its treatment and that you make payment as indicated below.
- I also authorise you to discuss my claim with the practice, referral vet or any specialist who provided treatment or services for my pet.
- I understand that my personal information will be held on a computer for the purposes of administering this insurance, including carrying out customer surveys, claims handling and fraud prevention.

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**Checklist**

- Please ensure your Vet has attached a fully itemised invoice to show the cost of your pet's treatment, drugs and procedure.
- Before posting, check that you agree with ALL the information provided by your veterinary practice.
- Consider keeping a copy of all documents for your own records.
- Please return as soon as possible to help cover to the above address.

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**Important:** PLEASE BE AWARE THAT ANY CALLS YOU MAKE TO US MAY BE RECORDED FOR TRAINING AND MONITORING PURPOSES

If you have any questions about your claim or in completing this claim form please call: **0330 123 1922**

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**Insurance Fraud is a Criminal Offence - We reserve the right to refer cases to the appropriate authorities**

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**RETURN TO:** Pinnacle House, A1 Barnet Way, Borehamwood, Hertfordshire WD6 2XX
3) General Information

TO BE COMPLETED BY THE VETERINARY PRACTICE

Date pet first registered with practice

Pet Name

Pet Breed

Your Reference

Pet’s Current Weight

KGS

4) About the condition, illness or injury

TO BE COMPLETED BY THE VETERINARY PRACTICE

Name of illness or injury

Is this a continuation of a previous claim?

Yes  No

From

To

Date symptoms first noted by owner

When did the illness or injury begin?

DD / MM / YYYY

TOTAL AMOUNT OF CLAIM (including VAT)

CONTINUING CLAIM

PLEASE PROVIDE A DETAILED COPY OF THE PETS CURRENT CLAIMS HISTORY

NEW CLAIM

PLEASE PROVIDE A COPY OF THE PETS FULL CLINICAL HISTORY

4.1) Are any of the costs for prescription dietary foods?

Yes  No

If YES, what was the cost?

£

4.2) HOUSE CALLS AND OUT OF HOURS SERVICES

Did the above costs include charges for house calls or out of hours treatment?

Yes  No

Were house calls or out of hours treatment essential for the animal’s health?

Yes  No

If YES, what was the additional cost?

£

5) Claim for Death

TO BE COMPLETED BY THE VETERINARY PRACTICE

Please select cause or suspected cause of death:

Illness  Accidental Injury

Date of death

If the pet was put to sleep, did you recommend this?

Yes  No

Cost of euthanasia

£

Cost of cremation

£

6) Declaration

TO BE COMPLETED BY THE VET OR THE PERSON AUTHORISED BY THE VET TO COMPLETE AND SIGN

I confirm that the information I have provided is a true and accurate reflection of the treatment given and that the fees charged are no higher than the normal practice fees. I also confirm that the treatment given was appropriate and reasonable for the pet’s condition.

Name (CAPITAL LETTERS)

Signature

Date

Practice telephone number

Practice Email Address

Name of Signatory

VETERINARY PRACTICE SIGN HERE

Practice Stamp (if stamp not available, please attach a signed compliment slip)

VETERINARY PRACTICE NAME AND ADDRESS

EVIDENCE OF STAMP OR COMPLIMENT SLIP MUST BE PROVIDED TO VALIDATE THE CLAIM

COMPLIMENT SLIP MUST BE SIGNED
In order to help you understand the process of claiming, we have provided some frequently asked questions and answers that you may find useful.

**How do I complete the Vet Fees claim form?**
- Please ensure one claim form is completed for each condition being claimed.
- Please complete sections 1 & 2 of the claim form.
- Your Vet will need to complete sections 3, 4, 5 & 6 of the claim form and attach the invoice(s) to reflect the amount being claimed and a copy of your pet’s medical history.

We recommend that you ask your Vet to complete their section first and return the form to you. This way you can be sure that everything is attached to the form prior to sending to us and that you are happy with everything that is being claimed for. It may even be handy to take a copy of the claim form so you can keep track of what you are claiming for.

**How long will it take for my claim to be processed?**
We would recommend that you submit your claim as soon as possible, following treatment provided by your Vet. Upon receipt of your claim, we aim to have assessed this within one week.

Once we have assessed your claim we will provide you with a decision, letting you know:
- Whether your claim is accepted.
- If accepted, how much we will pay, and if we can help you with all or part of your claim.
- If you need to pay any monies towards the cost of treatment. This may include your excess, uncovered items and any amount above your cover limit.

Payments can be made directly to your bank account, or if you prefer we can pay your Vet directly, and should be received within 3-5 working days.

If, for any reason, we require further information from your Vet this will delay your claim and we will inform you via letter to keep you updated.

If we require further information from you as the policy holder, we will try to contact you via telephone to make the process quicker; if you have not supplied a telephone number then we will write to you.

**Will you pay all the fees incurred from my Vet?**
Please refer to your policy terms and conditions for full details, but below are examples of what is not payable:
- **Excess** - All policies have an excess, which is the part of the claim that you will need to cover and so this amount is deducted from any payment we may make. The way the excess works will vary depending on the type of cover/policy you have and this will be detailed on your Certificate of Insurance. Because the excess can apply per condition, the claim may be split at the annual review date(s) and more than one excess will be deducted. The amount of excess that applies may be a fixed sum or a percentage, and is detailed in your Certificate of Insurance.
- **Claim form completion cost** - any costs incurred relating to the completion of the claim form are not covered under your insurance policy.
- **Amount above your cover limit** - some policies have a limit as to how much is paid, please refer to your Certificate of Insurance for full details.
- **Cremation Costs** - unfortunately, these costs are not covered.

**How do I claim for ongoing treatment?**
If you need to claim for ongoing treatment, all you need to do is ensure your Vet completes a Vet Fees Claim Form in the usual way and attaches an invoice for the treatment given.

**Will my claim be covered?**
Unfortunately, we are unable to guarantee the acceptance of any claim until we have received all of the relevant information needed in order for us to assess the claim fully. Please refer to your Terms and Conditions for our general exclusions and check your Certificate of Insurance to see if any specific exclusion has been placed on your policy.

**Claims split over policy years**
Depending on the type of policy you have, if your claim(s) cross over two policy years, excess will be deducted for each policy year crossed, with the exception of Time Limited and Per Condition policies. Please refer to your Terms and Conditions for details on the excess that applies to your policy.

**Can I claim for medication that I’ve purchased online?**
Providing the medication is covered by your policy it doesn’t matter whether you buy it online or from your Vet. If you do buy it online your Vet will need to confirm they recommended the purchase and you would need to send us copies of the invoice(s) when you submit your claim.

**Why do you place mid-term underwriting exclusions?**
When we review your pet’s claim and history, if it is found that your pet has suffered from a condition prior to the policy start date and we were not made aware of this when you applied for the policy, it may be necessary for us to place a mid-term exclusion on your pet’s policy.

**Is my pet covered if I go to a different Vet?**
Using a different Vet will not affect our decision on your claim. We would ask you to provide us with the names and addresses of all the Vets that have treated your pet.

**Can you pay my Vet direct?**
Yes. If your claim is accepted, all you need to do is tick to pay the claim to your Vet on section 2 of your claim form and we will pay your Vet directly, minus any deductions or excess.

**Can you discuss my pet’s claim with my Vet?**
Yes. When you sign the authority section on the claim form, you are authorising us to discuss your claim with your Vet.