

INTRODUCTION

We have pleasure in introducing this insurance policy from pet-insurance.co.uk, for people who own dogs and cats. Much careful research went into devising the policy. We hope you will be pleased with the level of cover and the service we are offering.

This is a master policy wording showing all Sections of cover available for all our pet insurance schemes. Some sections of cover offered may not apply to your insurance. Please check your policy schedule to see what sections of cover are applicable to your insurance cover.

What you should do

Please read the policy as soon as you receive it. If you filled in an out-of-date proposal form or this is a renewal, we recommend you read the policy carefully as it may contain new benefits, terms and conditions. If you do not keep to the conditions, your policy could become void or we may not be able to accept liability for a claim.

It is up to you to make sure that the entire policy and policy schedule meet your needs; you must tell us immediately if this is not the case.

YOUR PROMISE TO US

Your promise

You promise that your pet is sound and in perfect health at the start (and renewal for non-lifetime cover) of the policy term, and that your pet does not have any illness or injury save those notified to us. Any pet that does not meet these health standards will not be covered for any illness or injury present at commencement of the policy term.

PARTICULAR POINTS ABOUT COVER

The policy covers your pet whilst you, or anyone with your permission, is looking after it. We only insure you when we accept a satisfactory proposal form and issue a policy schedule, and when you have paid us the correct premium before the start date of the policy term or within 28 days if we allow a credit period to an intermediary.

If we are told about any claims under the policy in any policy term, we will not have to return any part of the premium for that period of time.

The proposal form you fill in is the basis of this contract. We provide insurance under the policy for the specific sections in the policy schedule (or any endorsement) for events that occur anywhere in the UK during the period of insurance. We as the insurer and you, as the insured, are entitled to choose the law applicable to this contract of insurance. We propose English law and in the absence of any agreement to the contrary, English law will apply.

The policy schedule is important. It lists the cover you have chosen, it is proof of your insurance and it may be needed if you have a claim. The policy depends on the warranties (promises), conditions and exclusions stated in it. We are liable only up to the limit of cover shown in the policy schedule. Your intermediary will not be or become our intermediary for giving notice about any claims or any other matter. If you ask, we may agree to change any part of the policy.

We cannot be held liable for any mistakes or omissions by an intermediary who has arranged the insurance on your behalf.

Your policy will automatically renew unless advise us otherwise.

Renewals

These terms and conditions include a provision that your insurance cover will automatically renew at the end of the insured term unless you specifically tell us that you do not wish for your insurance to renew.

By agreeing to these terms and conditions, you are also confirming that upon each renewal of your policy, unless you tell us otherwise, you want us to make the following changes to the terms of your insurance:

(a) Such changes as we believe, in good faith:

- (i) are appropriate for the type of policy you hold with us; and
- (ii) will produce an overall benefit for you.

Those changes may include changes to the scope of the insurance cover (i.e. what is insured), the benefits which your policy provides, and associated changes to the cost of insurance.

(b) Such other changes which we believe, in good faith, we have a valid reason to make.

Those changes may include:

- (i) changes made to clarify the terms of the policy;
- (ii) changes which are necessary to reflect changes in applicable laws and regulations; and
- (iii) changes to the cost of the insurance cover to reflect changes in our own costs and other economic considerations.

We do appreciate, however, that when the time comes you may not want us to make those changes, and we explain below the protections we will put in place to ensure that you have an opportunity to consider those changes and to refuse them, should you wish to do so, before your insurance is renewed.

We will always provide you with full written details of any changes which we intend to make to the terms of your insurance cover at least 21 days before your policy is due for renewal, which is when those changes would be due to take effect. We will not be entitled to make any changes unless we provide you with those details within that time-frame.

You will then have the right to tell us, within 14 days of receiving those written details, that

you do not wish your policy to be changed in the manner notified to you. If you exercise that right, we will give you the opportunity to either:

- (a) renew your policy without any changes;
- (b) renew your policy subject to any alternative changes which we may offer to you; or
- (c) not renew your policy at all.

You can also cancel your policy at any time in any case. Full details relating to your cancellation rights are set out in the policy terms.

Disclosing material facts

You are obliged to inform us of any material fact that affects the risks we insure. If you are in any doubt whether a fact is material, you should disclose it.

Fraud Prevention and the sharing of information

If we are in possession of information which we believe to be untrue, misleading or potentially fraudulent, we will pass the information to the relevant legal/statutory bodies. We may also share information with other organisations in the prevention of fraudulent claims.



Francis Martin

General Manager

Signed on behalf of pet-insurance.co.uk. A scheme administered and underwritten by Equine and Livestock Insurance Company limited

DEFINITIONS

Below is a list of definitions for the meaning of pertinent words that appear in the policy. Where the below definition applies the word, or a pluralisation of the word, will appear in bold.

Accident - an event that happens completely by chance with no planning or deliberate intent.

Clinical signs - changes in the pet's normal healthy state, condition, appearance, its bodily functions or behaviour.

Complementary treatment - physiotherapy, acupuncture, homeopathic or herbal medicines.

Condition - all clinical signs of injury or illness resulting in the same diagnosis regardless of the number of incidents or the areas of the body affected.

Excess - the amount you must pay towards each and every claim. This amount is deducted from the maximum level of cover. Separate excesses will be applied to each condition. If claims are made under more than one section of cover, an excess will apply to each section of cover under which a claim is made. For lifetime cover, where the treatment dates fall within different calendar years you must pay an excess for each calendar year.

Illness - physical disease, sickness, infection or failure which is not caused by injury.

Immediate family - your spouse, children and parents.

Injury - physical damage or trauma caused by an accident.

Lifetime cover - Ongoing protection for the duration of the pet's life up to the amount specified on your policy schedule, as long as the policy is renewed each year and the premiums are kept up to date.

Material Fact - any event, fact or occurrence which would influence a decision, made by any party, as to whether or not to enter into a contract of insurance either at inception or policy review

Non-Lifetime cover - A fixed-term contract of insurance which renews each policy term.

Pet - the pet identified as insured in the policy schedule.

Policy term: Yearly - Runs for 365 days from the commencement date shown on the policy schedule; automatically renews annually.

Lunar Monthly - Runs for and premiums are collected on equal periods of 28 days; automatically renews every 28 days.

Calendar Monthly - Runs for and premiums are collected each calendar month; automatically renews every calendar month.

Automatic renewal is subject to receipt of premium. However, cover under the policy will lapse on the earliest of the following:

- (a) the date your pet dies;
- (b) the expiry of the current policy term:
 - i. if you fail to renew your policy and/or
 - ii. if we choose not to renew your policy for whatever reason
- (c) the date you fail to pay your premium;
- (d) the date you cancel your policy;
- (e) the date we cancel your policy for whatever reason.

Treatment - any consultation, examination, advice, tests, x-rays, medication, surgery, nursing care provided by a veterinary practice or qualified practitioner recommended by your vet.

UK - England, Scotland, Wales, Northern Ireland, the Isle of Man and the Channel Islands

Veterinary Fees - the customary and essential amount vets typically charge when providing treatment for injury or illness.

We/Our/Us - Equine and Livestock Insurance Company Limited.

You/Your - the policyholder or any person this insurance applies to.

SECTION 1 - VET'S FEES

Cover

We pay up to the amount shown in the policy schedule for treatment and/or complementary treatment, following the diagnosis of a specific illness or injury. The amount applied renews each policy term, subject to cover still being in force and the relevant premiums having been received by us.

We reserve the right to obtain a second opinion from Our veterinary advisor; where there is a dispute We will pay only those Veterinary Fees deemed necessary and essential by Our Veterinary advisor.

Where **we** consider:

- **veterinary fees** charged appear greater than conventional fees charged by an attending/referral practice; and/or
- **treatment** received may not have been required or may have been excessive when compared with **treatment** conventionally undertaken by an attending/referral practice **we** reserve the right to obtain a second opinion from **our** veterinary advisor; where there is a dispute **we** will pay only those **veterinary fees** deemed reasonable and essential by **our** veterinary advisor.

We will contribute a sum of 30p per cat and 60p per dog per day up to the limits specified in the policy schedule to assist towards the cost difference between **your pet's** normal diet and any special diet prescribed by and only available from **your** vet as part of the **treatment** to dissolve bladder stones or crystals in urine.

While **your pet** continues to receive **treatment** and/or **complementary treatment**, unless **we** say otherwise **we** will need a written note from **you** every 90 days informing **us** of any **veterinary fees** incurred and the current state of **your pet's** health.

NB. We can not accept liability for any claim until a fully completed claim form, detailed veterinary account and full medical history is received.

Exclusions

- Costs resulting from an **injury** or **illness** that:
 - first showed **clinical signs** before **your pet's** cover started,
 - is the same as or has the same diagnosis or **clinical signs** as an **injury, illness** or **clinical signs your pet** had before cover started;
 - is caused by, relates to or results from an **injury, illness** or **clinical signs your pet** had before cover started.
 - is congenital.
- Treatment** received or prescribed for use by **your pet** after insurance cover lapses for whatever reason.
- The cost of any **treatment** if a claim has not been submitted within 90 days of the first date **your pet** displayed **clinical signs** of an **illness** or the first date an **injury** occurred.
- Costs for cosmetic **treatment**, routine **treatment** or preventative **treatment** recommended by **your** vet to prevent **injury** or **illness** including but not limited to, trimming, scaling, polishing teeth and the removal of deciduous teeth, vaccinations, spaying, castration, removal of retained testicles, de-matting, grooming or nailclipping, killing and controlling fleas, breeding and any claims arising as a result of these procedures.
- Any costs arising from vicious tendencies or behavioural problems not related to **illness** shown by **your pet**.
- Any costs for house calls/out of hour's calls and residential veterinary **treatment** unless **your** vet has confirmed that **your pet** was suffering from a life endangering **condition**.
- Costs of putting a **pet** to sleep, cremation and disposal.
- Costs not backed up by a receipt/invoice showing full details of the costs incurred.
- Any costs incurred 365 days after the occurrence of an **injury** to the insured **pet**, or after the insured **pet** displayed **clinical signs** of an **illness**; unless **lifetime cover** has been chosen and is detailed on the policy schedule.
- Costs for **treatment** of **conditions** arising from **your pet** being overweight, except weight gain as a result of a diagnosed **illness**.
- Prescribed diets other than those detailed above.
- Any costs incurred in undergoing diagnostic tests unless there is a clear symptom or **clinical sign** present.
- Interpretation fees except the first £20.
- Any costs incurred in the prescription of medication not dispensed by the attending and/or referral vet.
- Any **injury** or **illness** occurring outside of the **UK**.
- We** do not cover any claim in relation to **your pet** being pregnant or in relation to giving birth including false pregnancies.
- The cost of buying or hiring equipment (including baskets, cages, bedding or litter).
- Complementary treatment** that has not been specifically recommended by **your** vet in respect of the **condition** suffered.
- Any claim as a result of tooth or gum disease.
- The **excess** applicable to this section of cover.
- Any **condition** excluded from cover as detailed on the policy schedule or notified separately by letter or e-mail.
- Any **vet's fees** not for **treatment** and/or complementary **treatment**, including but not limited to; administration fees, dispensing fees, handling fees and/or postage and packaging.
- Any fees for surgical equipment that can be used more than once.
- Any costs relating to prosthetic limbs and cost in relation to the fitting of a prosthetic limb except hip and/or elbow replacements.

- Claims for and relating to Umbilical Hernia's.

Note: There will be a fixed deduction of 10% from any recoverable hospitalisation costs claimed for under the policy to account for the normal cost of **pet** ownership such as housing, bedding and food.

SECTION 2 - DEATH OF DOG OR CAT FROM ACCIDENT OR ILLNESS

Cover

We pay the market value, the price paid or the amount shown in the policy schedule (whichever is less) if **your pet** dies during the **policy term** or is put down for humane reasons because of **injury** or **illness** that happened or started within 365 days of the death. The death must occur within 365 days of the onset of the **illness** or **injury**. **you** must tell **us** immediately of the onset of an **illness** or **injury**.

Settlement is limited to a maximum of 75% of the sum insured value for neutered **pets** and further limited to 50% of the sum insured value for **pets** aged 6 years or more.

Exclusions

- Putting a **pet** to sleep due to law, regulation, an order of the Privy Council, a government department, a public authority or similar, or order related to a 'notifiable' disease.
- Death during or after a surgical operation or a general anaesthetic unless a qualified vet certifies that it was necessary because of **injury** or **illness**.
- Putting a **pet** to sleep for financial reasons or putting a dog to sleep because of its vicious tendencies or problems with its behaviour.
- Death due to **illness** of any dog or cat aged 8 years or over at the inception or renewal of any policy for **non-lifetime cover**.
- Death due to **illness** of any dog or cat aged 10 years or over at the inception or renewal of any policy for **lifetime cover**.
- We** do not cover any claim in relation to **your pet** being pregnant or in relation to giving birth.
- Any **condition** excluded from cover as detailed on the policy schedule or notified separately by letter or e-mail.

CONDITIONS WHICH APPLY TO SECTIONS 1 AND 2.

- If there is any **illness** of, or **injury** to, **your pet** **you** must immediately get a qualified vet to treat **your pet** (**you** must pay for this). **You** must allow the vet to take **your pet** away for **treatment** if it is best. **You** must provide a report from the attending vet about the condition of **your pet** (even if it dies). **You** must keep to every reasonable instruction **we** issue.
- If **your pet** dies, **you** must arrange and pay for a qualified vet to certify the cause of death. The vet must make a post-mortem examination at **your** expense if the cause of death is not known.

SECTION 3 - BOARDING KENNEL/CATTERY FEES

Cover

We pay the cost of boarding **your pet** for the duration that **you** are a registered in-patient of a hospital provided **you** suffer:

- any bodily **injury**, sickness or disease and **you** are in hospital for longer than the period shown in the policy schedule; and
- there is no other responsible person who can care for **your pet**. **You** must board **your pet** at a licensed kennel or cattery and **we** will pay up to the amount given in the policy schedule.

Exclusions

- Any claims by **you** or **your** partner for:
 - pregnancy;
 - any hospital **treatment** that was expected or probable when **you** started or renewed this insurance; and any medical **condition you** or **your** partner already have which might happen again;
- Any claim if:
 - you** do not send **us** receipts from the boarding kennel or cattery clearly showing the name of the **pet**, the owner's name and address, the date **your pet** was cared for by the kennel or cattery and the amounts charged for each day;
 - a medical certificate from the hospital **you** attended does not show **your** name and address or **we** do not receive it.

SECTION 4 - HOLIDAY CANCELLATION

Cover

If **you** have to cancel or cut short **your** holiday because **your** cat or dog needs emergency life-saving surgery because of an **accident** or **illness** occurring within 14 days of the holiday, **we** pay the costs that **you** cannot recover. **We** only pay up to the amount shown in the policy schedule.

You will need to get (at **your** own cost) receipts from the travel company, tour operator or other similar party for the expenses that are being claimed, clearly showing dates and charges **you** have to pay because of cancelling or cutting short **your** holiday.

Exclusions

- Surgery for non-life-saving operations.
- Costs for any holiday booked less than 28 days before **you** leave.
- Expenses that can be claimed from any other source.

SECTION 5 - LOSS BY THEFT OR STRAYING

Cover

We pay the market value, the price paid or the amount shown in the policy schedule for this section (whichever is less) if the insured **pet** is not found within 28 days of straying or being stolen. It must have disappeared from **your** address or another place as given in the proposal form or approved by any endorsement. **You** must report it to the police and local animal welfare centres as soon as **you** discover that **your pet** is missing.

We pay up to the specified amount on the policy schedule to cover the cost of advertising for lost or stolen **pets** or paying a reward which leads to getting **your pet** back. (**You** must get **our** written agreement before offering a reward).

Settlement is limited to a maximum of 75% of the sum insured value for neutered **pets** and further limited to 50% of the sum insured value for **pets** aged 6 years or more.

Exclusions

1. Theft which does not involve forcible and violent entry to a secure area, such as a pen or **your** home.
2. Any reward to a member of **your** family or somebody residing at **your** address.
3. Any claim where **you** have given the **pet** to somebody else and they have not returned it even if deception was used.

SECTION 6 - ACCIDENTAL DAMAGE

Cover

We insure **you** for **accidental** damage to personal property that is not owned by **you**, a member of **your immediate family**, a relative, employee, guest or other person who is responsible for or in control of **your pet**. **You** are covered while the **pet** is visiting someone else's property, whether or not **you** are legally liable for the damage. **You** must give **us** evidence of the loss. The damaged item must not be disposed of without **our** written consent.

Exclusions

1. Damage to any motor vehicle or its contents.
2. Damage caused by **your pet** vomiting, defecating (fouling) or urinating.
3. Damage while the **pet** is left unattended.

SECTION 7 - PUBLIC LIABILITY - DOGS ONLY

Cover

We insure **you** up to the amount specified in the policy schedule in respect of:-

- amounts **you** become legally liable to pay and/or
- costs and expenses of defending litigation incurred with **our** written consent for claims made against **you** for death or bodily **injury** or loss or damage to property arising from one event or all events of a series consequent on one original cause happening during the **policy term** and caused by or through **your** ownership of the dog specified in the policy schedule.

We also insure **you** up to the amount specified in the policy schedule in respect of **your** costs and expenses of defending criminal proceedings, incurred with **our** written consent, if **you** are prosecuted under the provisions of the Dogs Act 1871, Dogs (Protection of Livestock) Act 1953, Dangerous Dogs Act 1991 or Dangerous Dogs (Northern Ireland) Order 1991.

Conditions

1. **You** must not admit responsibility, offer, promise, pay or agree to pay any claim or negotiate with any other persons following an incident.
2. **You** must inform **us** immediately of any impending prosecution inquest or fatal inquiry or civil proceedings. **you** must send **us** every piece of correspondence and document **you** receive without replying to it.
3. (a) **You** must allow **us** to take over and conduct in **your** name the defence or settlement of any claim for **our** own benefit;
(b) **You** must allow **us** to take proceedings in **our** name, at **our** own expense and for **our** own benefit, to recover compensation or secure an indemnity from any third party; **you** shall give all information and assistance **we** require.

4. (a) For any claim or series of claims **we** may at any time pay **you** the amount of the limit of indemnity or any lower amount which the claim(s) can be settled for; thereafter
(b) **We** will have no further liability in the claim(s) except for the third party's costs and expenses incurred up to the date of payment. up to the limit of the indemnity specified in the policy schedule.

Exclusions

This policy shall not apply to liability in respect of:-

1. Death or bodily **injury**, loss or damage to property sustained in connection with **your** carrying on of any trade, business or profession or use of the insured dog for hire or reward.
2. Death or bodily **injury** to **you**, any person handling the insured dog with **your** permission or consent, any person that lives with **you**, any member of **your immediate family**, **your** agent or licensee, any person in the course of their employment or under a contract of service or apprenticeship with **you**, guest, employer or any person with whom **you** have a contractual or business relationship.
3. Loss or damage to any property owned, held in trust, in the charge of or under the control of **you**, any person handling the insured dog with **your** permission and consent, any person that lives with **you**, any member of **your immediate family**, **your** agent or licensee, any person in the course of their employment or under a contract of service or

apprenticeship with **you**, guest, employer or any person with whom **you** have a contractual or business relationship.

4. Pollution or contamination of water, buildings or structures, land, or the atmosphere and death or bodily **injury**, loss or damage to property caused by such pollution or contamination other than caused by a sudden identifiable unintended and unexpected incident which takes place in its entirety at a specific time.
5. Any event which results from **your** deliberate act or omission and which could reasonably have been expected by **you** having regards to the nature and circumstances of such act or omission.
6. The proportion of loss not directly attributable to the insured dog in respect of death or bodily **injury**, loss or damage to property sustained in an incident involving the insured dog and other animals.
7. Death or bodily **injury**, loss or damage to property as a result of the insured dog's interaction with other animals or worrying sheep.
8. Death or bodily **injury**, loss or damage to property as a result of any person handling the insured dog without **your** permission or consent.
9. Liability created by an agreement which would not have existed in the absence of the agreement.
10. Fines, compensation and prosecution costs following **your** prosecution under the provisions of the Dogs Act 1871, Dogs (Protection of Livestock) Act 1953, Dangerous Dogs Act 1991 or Dangerous Dogs (Northern Ireland) Order 1991.

SECTION 8 - PERSONAL ACCIDENT

Cover

We cover **you** up to the amount stated in the policy schedule as a result of lost income if **you** are bitten by **your pet** while **you** are caring for it and have to miss work as a result of the **injury**.

Exclusions

1. Any losses incurred without a doctor's note to confirm the incapacity suffered.
2. Any **pet** that is known to have vicious tendencies unless **we** have been previously told about this and have accepted it in writing.

CONDITIONS OF SETTLING CLAIMS

1. If **we** request it, the vet attending **your pet** and any vet who has seen **your pet** in the past must provide **us** with any information about the **pet** **we** require to assess **your** claim. **You** must pay for any costs involved in the obtaining any information requested.
2. **We** will not pay for any fee charged by **your** vet for completing the claim form.
3. **We** cannot accept any liability for a claim if this form has not been returned to **us** as soon as possible and at most within 90 days of the incident occurring.
4. This is a policy of indemnity. Therefore **we** are not liable to pay any **vet's fees** claim until the **treatment** for the **condition** is completed. Where **treatment** is ongoing or expensive **we** may choose to offer an interim payment at **our** own discretion.
5. **We** cannot offer a settlement for a pedigree **pet** unless **you** send **us** a recognised club registration document, pedigree certificate and purchase receipt. (**You** must pay for these.)
6. It is **your** responsibility to prove the value of **your pet**. **We** will take into account the age, sex, breed and whether the **pet** is a registered pedigree or not. **You** must accept that a **pet's** value is likely to become less as it gets older.
7. If any information is provided in a foreign language **you** will be responsible for any costs involved in translating the information provided.

GENERAL CONDITIONS

1. **We** are liable only if **we** have received the correct premium before the start of each **policy term** or within the credit period if **we** have allowed one to a broker or intermediary.
2. If **you** pay **your** premiums by direct debit or credit card and **you** default on any payment, **we** will add a charge of £2.99 to **your** next payment.
3. **You** must observe and fulfil all the terms, conditions and endorsements of the policy otherwise **we** will not be liable under the policy.
4. **You** must not mis-state, or omit or conceal a material fact from the proposal for this insurance or when renewing it or claiming against it. Otherwise the policy is void and **we** will not return the premium nor meet any claim.
5. If any loss, damage or liability is insured by any other policy (or would be insured if this policy did not exist) **we** will not be liable for the whole claim. **We** will only pay anything over the amount which should have been paid under that policy (or policies) if this insurance had not been taken out.
6. If **you** do not agree with **us**:
(a) If any dispute arises as to the amount to be paid under the policy, it may be referred to an arbiter to be appointed by the parties in accordance with the statutory provisions in force at the time. This provision for arbitration adds to **your** legal rights and does not replace them.
(b) If the dispute is because of different opinions of vets, **we** can appoint an independent vet whom **you** must also agree to. The fees for this vet will be shared equally by **you** and **us**. The vet's decision will be binding on both of **us**.
7. **We** are not liable to pay any claims (including public liability) caused by a **pet** straying,

escaping, damaging property, attacking the general public or other **pets**, if the **pet** has a history of doing this. However, **you** are covered if **you** told **us** about the **pet's** history and **we** accepted it in writing.

8. The policy does not cover using any insured **pet** in any trade, profession of business, unless **we** have agreed in writing to cover this.

9. Any insured dog must be kept in a secure area. Any fences and enclosures must be capable of retaining the dog and all gates, openings and so on must be kept secure. When any insured dog is on a public highway, it must be on a collar and lead under control.

10. **You** must notify **us** as soon as possible of any change in circumstances relevant to this policy, including change of address. Failure to do so may invalidate **your** policy. **We** reserve the right to alter the terms of **your** policy immediately after **we** are notified of such changes.

11. **You** must always take reasonable steps to prevent **accidents, illness, loss** and damage and to minimise any claims under this policy. **You** must have the **pet** wormed regularly and protect it from infections or contagious disease by keeping it isolated. **You** must also have the **pet** vaccinated against distemper, hepatitis, leptospirosis, parvovirus for dogs, kennel cough when entering a boarding kennel or show, and feline infections such as enteritis and cat flu for cats. **You** must also agree to have **your pet** vaccinated against any other disease **your** vet feels is necessary.

12. When **we** invite **you** to renew **your** policy **we** may, at **our** discretion alter premiums, cover, terms and conditions as **we** deem necessary for any reason including such factors as **your pet's** age or medical history.

13. **Your pet** must have a general health check and subsequent **treatment** recommended by the vet every 12 months. If **you** do not have a general health check which could have detected a **condition** earlier it will invalidate any claim. Any general health check will be at **your** own cost.

14. **We** will deduct any amount due to **us** from any claim settlement.

15. If **you** submit a claim relating to a previous **policy term** and **you** do not have **lifetime cover** **we** may backdate any exclusion to the start of the relevant **policy term**.

16. If **your pet** has suffered from a **condition** that has not been disclosed to **us** at the inception of the policy, **we** may place an exclusion retrospectively to the date of inception.

17. Once **we** are notified of a claim, **we** can disclose information about **your** policy to any vet involved in treating **your pet**. **We** may also disclose information about **your** policy with other insurers where necessary.

18. If **we** ask **you** to take **your pet** to a vet of **our** choice, **you** must do so.

19. The **pet** must be owned by the named insured as stated on **your** policy documents. The policy will cease immediately if **you** no longer own the **pet**.

20. All claims must be supported by a receipt obtained at the same time as the purchase of **your pet** confirming the date of purchase, price paid and name and address of the seller; the receipt must be submitted with the claim form.

21. If **your** policy renews or is upgraded after the start of a claim but prior to settlement of the claim, **we** will base the settlement amount on the basis of the cover level stated in **your** policy schedule applicable at the date of the onset of the **condition**. **You** cannot increase the level of cover applicable to a **condition** after the onset of that **condition**.

22. **Your pet** must either wear a collar and ID tag at all times or be microchipped.

23. In the event of claims settlement becoming due **We** will issue settlement by BACS transfer. Where bank account details have not been provided or this is not possible settlement will be despatched by cheque. Settlement will be issued to **You** unless otherwise requested. **You** can request an alternative payee by ticking the relevant box on the claim form **You** fill in and by providing the third party name.

GENERAL EXCLUSIONS

1. Any medical **condition** that existed or is connected to a **condition** that existed before the insurance policy began.

2. Any claims for **illness** and/or disease displaying **clinical signs** within 14 days of policy inception.

3. All claims arising from the insured **pet** being neutered or spayed.

4. Any claim as a result of any sexually transmitted disease, rabies, Aujeszky's disease, leishmaniasis, epidemic outbreaks whether vaccinated against or not, or any 'notifiable' disease.

5. **We** will not pay a claim that is in any way untrue or fraudulent, or arises from a malicious, wilful or criminal act by:

- (a) **You** or someone acting on **your** behalf; or
- (b) someone caring for or in control of the animal; or
- (c) one of **your** family, relations, agents, employees, licensees, paying guests, someone living with **you** or other person in contractual relationship with **you**.

6. Any claim which is the result of **your** breaking the **UK** regulations on animal health and importing animals.

7. **We** will not pay for any claims which are not expressly covered by the terms and conditions of this policy.

8. All claims arising as a result of **your pet** undergoing organ transplants.

9. Any claim caused by or arising from the failure of any computer hardware or software

or any other electrical equipment.

10. Any legal liability or consequence associated with or caused by:

- (a) war, invasion, act of foreign enemy or hostilities (whether war is declared or not);
- (b) civil war, rebellion, revolution or insurrection, riot, civil commotion, loot or pillage in connection with this, strikes or lock-outs;
- (c) military power or coup;
- (d) nuclear or radioactive escape, **accident**, explosion, waste or contamination;
- (e) aircraft or other aerial devices.

11. **We** do not cover any claim caused by, happening through, in consequence of or contributed to by:

- (a) Influenza or any derivation or variant thereof;
- (b) arising from any fear or threat (whether actual or perceived) of such Influenza;
- (c) any action taking in controlling, preventing, suppressing or in any way relating to any outbreak of such Influenza.

12. Any claims as a result of any notifiable disease.

13. The cost of any **treatment** received outside of the **UK** unless specifically agreed to by **us** in writing before the **treatment** commenced.

14. Any **injury** that occurred or and **condition** that displayed **clinical signs** outside of the **UK**.

15. Any **condition** that is excluded from cover.

16. Any costs incurred after **we** stop receiving **your** premium.

17. Any claim as the result of **your pet** worrying livestock.

18. Any financial loss as the result of a change in foreign exchange rates.

If **we** allege that, by reason of this exclusion, any claim is not covered by this insurance the burden of proving the contrary shall be upon the policyholder.

HOW TO MAKE A CLAIM

On discovering any **accident, Injury, death, theft** or straying, giving rise or likely to give rise to a claim under the policy, **you** need to obtain a claim form. **We** can not make any decision regarding **your** claim without a claim form and any relevant information required. The quickest and easiest way to obtain a claim form is on **our** website. Log on to www.pet-insurance.co.uk and **you** will be able to download a claim form from the Claims section on the Contact Us page. If you do not have access to the internet or a working printer please contact **us** either by e-mail at claims@pet-insurance.co.uk or by phone on 08449 809 639 and **we** will be able to send **you** a claim form through the post.

Please ensure that **we** receive the claim form within 90 days of the date of loss. If for any reason **you** are unable to send the claim form to **us** within 90 days please call **us** to notify **us** of the delays, as a failure to do so could result in the rejection of **your** claim.

If **you** need to claim for **vets fees, you** will need to send **us** the full invoices for **treatment** along with a completed claim form.

If **you** need to claim because **your pet** has died due to an **illness (illness not covered for pets over 8 years for non-lifetime cover and over 10 years for lifetime cover)** or **injury, you** will need to send **us** along with a completed claim form:

- (a) proof of purchase
- (b) pedigree certificate (where applicable)
- (c) Kennel Club/Cat Fancy documents (where applicable)

Please be aware that if **your pet** dies of an unknown cause **we** will require a vet to certify the cause of death or a post mortem report before **we** can consider **your** claim.

If **your pet** has been stolen or strayed, **you** must report the loss to the police and local animal welfare centres as soon as **you** discover that **your pet** is missing. If **your pet** has not been found within 28 days, **you** will need to send **us** along with a completed claim form:

- (a) proof of purchase
- (b) pedigree certificate (where applicable)
- (c) Kennel Club/Cat Fancy documents (where applicable)
- (d) substantiation of the loss, i.e. a witness statement
- (e) if **you** want to produce posters and/or offer a reward **you** need to contact **us** to obtain **our** agreement first.

If **you** need to claim for Boarding Kennel/Cattery fees **you** will need to send **us** along with a completed claim form:

- (a) Confirmation from a doctor that **you** were in hospital including the dates of admission and discharge
- (b) Invoices for the cost of **your pet's** stay.

If **you** have cancelled a holiday due to an **injury** or **illness** to **your pet**, within 14 days of **your** holiday, **you** will need to send **us** the confirmation of the holiday booking and cancellation.

If **you** need to claim for accidental damage or public liability please send the claim form with any relevant information.

For a claim under any other section please submit all the relevant invoices along with a description of **your** claim.

It is **your** responsibility to ensure that all the information submitted is correct.

Once **we** have received **your** claim form **we** will send an acknowledgement of receipt. **We** will then only contact **you** again if **we** require any further information to process **your** claim.

If we require further information **we** ask that **you** co-operate fully and truthfully to give **us** any information **we** may need. Once the claim has been completed **we** will notify **you** of **our** decision. If **you** have not had any contact from **us** within 5 working days of sending the claim form please contact **us** either by e-mail at claims@pet-insurance.co.uk or by phone on 08449 809 630.

If **you** require any assistance with any aspect of **your** claim please contact **us** either by e-mail at claims@pet-insurance.co.uk or by phone on 08449 809 630.

POLICY ALTERATION & CANCELLATION RIGHTS

If **you** wish to cancel **your** policy within the first 14 days of policy inception/review and **you** have not made a claim there is no penalty regarding premiums, and upon cancellation **you** will be entitled to a full return of premiums.

If **you** wish to cancel after 14 days of policy inception/review and **you** have not made a claim **you** can cancel at any time and will be entitled to the return of the unexpired portion of **your** premium. However, **we** will deduct the cost of setting up and administering **your** policy. If **you** have made a claim **you** will not be entitled to any refund. **We** may cancel this insurance at any time in which case **we** will return the premiums paid less an amount for the time the policy has been in force. **Our** liability then ceases immediately but without affecting **your** or **our** rights under the policy up to the cancellation date. Notice will be treated as sufficiently given if posted/e-mailed to **your** last known address. Following the cancellation charge, no refund will be made of any amount equal to or less than £5.

If **you** ask to alter this policy, its policy schedule or any part of the cover there will be an endorsement fee. Should **you** wish to alter **your** policy or cancel it please contact **our** office. This can be done in writing at the address noted below, by phone on 08449 809 565, fax 08449 809 410 or by emailing policyadmin@pet-insurance.co.uk. If **you** have not received an acknowledgement from **us** within 14 days, **you** must post the details by recorded delivery.

COMPLAINT HANDLING PROCEDURE (YOUR LEGAL RIGHTS REMAIN UNAFFECTED)

If **you** are unhappy with any aspect of **our** service, please address **your** complaint to the appropriate Departmental Manager, for example, Quotations, Claims, Policy Administration etc. Following this, if **you** remain unhappy with the Manager's response, **you** may write to the General Manager for a final response within 8 weeks of the date of the Departmental Manager's letter.

All correspondence should be addressed to pet-insurance.co.uk, PO Box 100, Ouseburn, York YO26 9SZ.

If **you** do not receive satisfaction through **our** internal complaints handling procedures, **you** may refer **your** complaint to the Financial Ombudsman Service at Customer Contact Division, South Quay Plaza, 183 Marsh Wall, London, E14 9SE (tel: 0845 080 1800) within 6 months of the date of the General Manager's final response.

CONTACT INFORMATION

Please note that **our** preferred method of contacting **you** is via e-mail (upon receipt of a valid e-mail address). **We** feel that contact via e-mail is the quickest method of communication and using e-mail rather than the post is kinder to the environment. Therefore if **you** have not already provided **us** with **your** e-mail address please contact **our** Customer Contact department as detailed below.

Quotes: Phone 08449 809 520, Fax 08449 809 410
E-mail quotes@pet-insurance.co.uk
Opening Hours: Mon to Fri 8am-8.30pm Sat 8.30am-5pm Sun 9am-4pm

Claims: Phone 08449 809 400, Fax 08449 809 410
E-Mail claims@pet-insurance.co.uk
Opening Hours: Mon to Fri 8am-5.30pm Sat 9am-12pm

Customer Contact: Phone 08449 809 565, Fax 08449 809 410 (Fax)
E-mail policyadmin@pet-insurance.co.uk
Opening Hours: Mon to Fri 8am-5.30pm Sat 9am-12pm

Policy Cancellations: Phone 08449 809 117, Fax 08449 809 410,
E-Mail cancellations@pet-insurance.co.uk
Opening Hours: Mon to Fri 8am-5.30pm

Renewals: Phone 08449 808 921, Fax 08449 809 410
E-Mail renewals@pet-insurance.co.uk
Opening Hours: Mon to Fri 8am-5.30pm Sat 9am-12pm

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email: info@pet-insurance.co.uk
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