

# Your guide to completing a claim form for policyholders

If the claim is for a new condition, please complete ALL sections and fields and provide the pet's FULL clinical history. For a continuation claim (where you have already submitted a form for earlier treatment of the same condition), you only need to complete the shaded boxes marked with a C.

**2** Have you entered your contact details? Phone and email are quicker than post if we need to get in touch.

**4** Make sure you tell us the details of your pet's illness or injury and the exact date it was first noticed. Without this information your claim may be delayed.

**5** So that we have a complete picture of your pet's history, please let us have the details of any other veterinary practice where your pet has been registered.

**6** Don't forget to choose one payment option, and to sign and date this section. Without this we cannot process your claim payment.

**3** Complete your pet's details.

**1** Remember to enter your policy number. Without this we cannot process your claim.

## Important Notes:

- Please include all required documentation, including original invoices and, if this is the first claim, a full clinical history
- If the claim is being faxed, please retain all the original copies of the claim form and receipts
- Please use a separate claim form for each pet
- Please send completed claim forms including copies of all receipts to Sainsbury's Pet Insurance, Great West House (GW2), Great West Road, Brentford, Middlesex TW8 9DX.

# Your guide to completing a claim form for veterinary staff

If the claim is for a new condition, please complete ALL sections and fields and provide the pet's FULL clinical history. For a continuation claim (where the client has already submitted a form for earlier treatment of the same condition), you only need to complete the shaded boxes marked with a C.

**1** Complete the date the pet was first registered at your practice. The claim may be delayed if left blank.

**2** If relevant, please give details of the practice that referred the case to you. This will prevent confusion and delay.

**5** You must always complete details about the pet's condition, including the name of the illness or injury and the date the illness or injury first began.

**6** Attach a detailed invoice from your practice. Number each condition so we can see which treatment relates to which condition. Please do not use highlighter pens as they will not show up on copied documents.

**8** Complete all details in full. Email is quicker than post if we need to get in touch.

**4** Don't forget to complete the questions on crystals if the claim is for urinary problems.

**3** For all dental claims, please ensure you include the full dental history.

**7** Always sign, date and stamp the form – we cannot process unsigned or unstamped forms.

## Final check; have you...

- Completed ALL sections and fields, including the yellow shaded boxes marked C if the claim is for a new condition?
- Completed ALL yellow shaded boxes marked C if the claim is a continuation?
- Enclosed original invoices to support the claim, plus a FULL clinical history?
- Signed, dated and stamped the form with your practice stamp?

**Please note, if you are both the policyholder and veterinary staff then another member of the practice should complete sections 5, 6 and 7.**