

Dear policyholder,

Thank you for choosing to download your claim form online.

To make sure we process your claim as quickly as possible, please ensure that:

- You and your vet fully complete the claim form
- You sign the claim form. We cannot accept claim forms unless they are signed by the policy holder
- Your vet signs the claim form as we do not accept claim forms signed by someone else who may have treated your pet.
- You provide an itemised invoice or receipt for the treatment you are claiming for.
- Your usual vet provides your pet's clinical history, where required, even if your pet has been referred to a different vet.
- You keep copies of all the documents you to send us for future reference.

Please use the checklist over the page to make sure that you haven't forgotten anything and then send your claim form and necessary information to:

Sainsbury's Pet Claims Department

1000 Lakeside North Harbour
Western Road
Portsmouth
PO6 3FA

When we receive your claim form we will process your claim within five working days. This means you will normally hear from us within two weeks from the date you post your claim form. We will tell you how much we will pay you, how much you have to pay towards the cost of treatment (your excess) and if we cannot help you with all or part of your claim we will explain why. If more information is needed to process your claim we will tell what it is and how to get it.

You need to be aware that the type and cost of the treatment for your pet must be reasonable in relation to their illness, or injury. For example, we may consider treatments and costs that your vet deems necessary, as unreasonable and refuse pay for them. Keeping costs and treatments within reasonable levels means that you will be able to continue to make claims for your pet for their condition, if it's necessary and within the terms of your cover. It also means that we can keep premium increases to a minimum.

If you have any queries, or have any problems filling in your claim form, please contact our Claims Team on 0800 533 5912. We're available Monday to Friday, 8am to 8pm, Saturdays 9am to 2pm and will be happy to help you.

CLAIM FORM CHECKLIST

(Please use the checklist below to ensure we can process your claim as quickly as possible and to avoid any delays)

- Have you fully completed Section 1?
- Have you signed the declaration box?
- Has your vet fully completed Section 2?
- Has your vet signed and stamped the form?
- Have you attached a fully itemised invoice to show the costs of your pet's treatment, drugs and procedure?
- Have you attached a 12 month clinical history (unless your pet is under 12 months old, in which case we require a full medical history)
There may be some instances when we will require a full clinical history for your pet.
- Have you kept a copy of all documents for your own records?

Once you have completed your claim form and the check list above, please send the form and any supporting documents to: -

Sainsbury's Pet Claims Department
1000 Lakeside North Harbour
Western Road
Portsmouth
PO6 3FA

Vet Fees Claim Form

Section 1: This section must be completed by the policyholder

Policy no

Title:
Surname:
Forename(s):
Home Address:

Postcode:
Home Tel Number:
Mobile Tel Number:
Email Address:

Level of Cover:
Original Start Date:
Policy Dates:

Pet Name:
Pet Type:
Breed:
Age of Pet:
Pet's Gender:
Reference Number:

1 What illness, injury or behavioural disorder are you claiming the cost of treatment for?

2 When did you first notice your pet was injured, unwell or acting strangely?

3 Please tell us the vet(s) where your pet has been registered previously to your current vet

Practice name
Address

Postcode
Tel. no.
Date last registered

Practice name
Address

Postcode
Tel. no.
Date last registered

Please tell us your address at these vets if it was not your current address

4 If you want to claim for the purchase price or value of your pet, please tell us the amount you paid and attach your purchase receipt. **(If you do not have a purchase receipt, we will consider your claim in line with your policy wording)**

Amount paid Purchase receipt attached: Yes No

5 If you are claiming for the cost of Prescription Diet food please tell us the daily cost of the food your pet normally eats? per day

- f* I declare that I am the policyholder and all the details my vet and I have given are true, accurate and complete.
- f* I understand that if the information is not true, accurate or complete my claim may not be paid and my insurance may be cancelled or void.
- f* I give my authorization for my current and previous vets to release any information about my pet.

Please note:

- f* **All claims are assessed individually and any costs deemed unreasonable may be settled at a reduced rate.**
- f* **We require at least a 12-month clinical history for all new claims (unless your pet is a puppy or kitten, when we require a full history) There may be some instances when we will require a full clinical history for your pet**

Please sign one of the boxes below to confirm you agree with the declaration and to tell us who to pay.

Please pay me
Signature:

Date: / /

Please pay my vet directly
Signature:

Date: / /

Please pay:
Signature:

Date: / /

Please send this claim form and necessary information to: Sainsbury's Pet Claims Department, 1000 Lakeside North Harbour, Western Road, Portsmouth, PO6 3FA

Section 2: This section must be completed by your vet *Please use a separate form for each illness/injury*

- 1 What is the illness or injury and the area of the body affected or the behavioural disorder?
- 2 How long before you first saw the pet for this illness or injury did the owner say the pet was showing clinical signs ?
 Number of days: or date first signs noticed: / /
- 3 Treatment dates claimed? From / / To / /
- 4 Has the pet died as a result of an illness or injury being claimed? Yes No
If yes please tell us the date. / /
- 5 Have you filled in a form for this illness, injury or behavioural disorder before? Yes No
If yes please tell us the name of the illness or injury you put on the previous form and go to question 9
- 6 Has the pet had the illness or injury or a related illness or injury anywhere in or on it's body before? Yes No
- 7 What are the main clinical signs of the illness, injury or behavioural disorder?
- 8 Has the pet had the same clinical signs or any related clinical signs anywhere in or on it's body before? Yes No
- 9 If this pet was referred to you please tell us the name and address of the regular practice?
- 10 Please tell us the date the pet was first registered at your practice or at the regular practice. (If you are a referral practice you will need to obtain this date from the regular practice) / /
- 11 If a home visit was made, was it because it would have endangered the pet's health to move it? *If no please explain on a separate sheet why the visit was made?* Yes No
- 12 If the treatment includes prescription food, please tell us the dates it has been prescribed for and the daily cost.
 From / / To / / Approx. daily cost £
- 13 If the claim involves dental or gum treatment was this caused by an injury? Yes No
- 14 If the claim involves Physiotherapy, Osteopathy, Hydrotherapy or Chiropractic manipulation, how many sessions did you recommend?
- Total cost of the treatment claimed** £

Please note: All claims are assessed individually and any costs deemed unreasonable may be settled at a reduced rate. Please attach at least a 12-month clinical history for all new claims (unless the pet is a puppy or kitten when we require a full history) There may be some instances when we will require a full clinical history for your pet

I declare to the best of my knowledge, that all the information I have given is correct and accurate and the fees I have charged are no more than the fees I normally charge all my clients.

Veterinary Surgeon's signature:
 Date: / /

Practice stamp

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