



INSURANCE CLAIMS PROCEDURE

Please:

- 1. Carefully read/check the conditions, exclusions and excess payable on your policy**
- 2. If you wish to make a claim contact your insurance company to request a "Claim Form" - these may be available on-line.**
- 3. Fill in and POLICYHOLDER TO SIGN the form giving**
 - Policy Number**
 - Your details**
 - Your animal's details**
 - Details and DATE of the claim being made**
 - If you have any problems completing the form please ask for help from a member of staff**
- 4. Hand in the form at the surgery**

PAYMENT OF ACCOUNTS FOR INSURED ANIMALS (SEE OVER FOR FULL DETAILS)

Claims < £500

No charge for completing the form

Please pay us and we will process your claim form

Claims > £500

EITHER

No charge for completing the Form

Please pay us and we will process your claim form.

OR

We can make a "direct claim" with payment direct to The Vet Centre Ltd by your insurance company less your policy excess and uninsured costs. **£25.00 Admin Fee.**



Claims less than £500 - Please pay us – No Charge for Completing the Form

For claims less than £500 we are unable to make "direct claims" (i.e. payment direct to The Vet Centre Ltd by your insurance company). Please submit your signed claim form to us and pay the full amount owed in the normal way.

We will complete the claim form, send it to the insurance company and notify you that we have done so by e-mail or text. Please ensure that we have your current mobile and e-mail so that we can do so.

Your insurance company will settle your claim – usually within 6 weeks

**Direct Claims for more than £500
£25.00 Administration Fee**

For claims totalling more than £500 we can make a "direct claim" with payment direct to The Vet Centre Ltd by your insurance company less your policy excess and uninsured costs.

We need a copy of your policy so that we can calculate what these will be.

We will then complete the claim form and send it to the insurance company once this fee and your policy excess have been paid. We will notify you that we have done so by e-mail or text. Please ensure that we have your current mobile and e-mail so that we can do so.

The administration fee for this is £25.00

Please be aware that ultimately payment of your account remains your responsibility. If payment is not received within 6 weeks from your insurance company or we do not receive the full amount claimed from them you will need to pay the balance outstanding.

Please remember that while we will do everything possible to expedite your claim, you remain responsible for the payment of your account