

# How to claim in 2 easy steps

**Step 1:** Please complete the claim form on the following page.

**Step 2:** Send the form with all necessary documentation via email to [info@petcover.uk.com](mailto:info@petcover.uk.com). To expedite your claim, we recommend sending us all documents electronically.

## How your claim will be paid

- ▶ If you have elected to pay your premium by direct debit, your benefits will be paid directly into your nominated bank account.
- ▶ If you pay your policy other than by Direct Debit, please add your bank account details in the payment options section on this claim form. If you leave the payment section blank, we may elect to issue a bank cheque. Please note, we can only pay benefits to the policyholder(s).

## Contact us

If you have any questions about your claim please call us on **01444 708840** (between 9:00 - 17:00 Mon - Fri) or email us at [info@petcover.uk.com](mailto:info@petcover.uk.com)

**Note:** We reserve the right to request additional information or original documents for submitted claims. We will advise you if we need this once we receive your claim form.

**Tip:** Should you not have access to a scanner then we are happy for you to simply take a picture with your mobile phone camera or ask your vet to directly send to us the invoice(s) and supporting document(s) via email. All documents need to be submitted in a legible resolution.

## Claim checklist

*Before sending in your claim form, please ensure the following:*

You have fully completed all relevant sections on this claim form.

You have attached the required evidence and/or fully itemised invoice(s) listed below.

*Please also provide for the applicable section:*

Item(s) Being Claimed for	Evidence and/or invoice(s) required
Loss by theft (Please complete sections 1, 2 and 4)	Police report, purchase receipt, evidence of advertising, costs incurred receipts for advertising, reward receipt, Article 10 certificate (if applicable, or justification as to why this cannot be provided)
Loss by fire or weather perils (Please complete sections 1, 2 and 4)	Purchase receipt, evidence of advertising, costs incurred receipts for advertising, reward receipt, Article 10 certificate (if applicable, or justification as to why this cannot be provided). In the event of death by fire, a death Certificate by a vet or verification by an independent third party e.g. fire officer is required. In the event of death by a weather peril, a death certificate issued by a vet is required.
Not returning whilst flying (Please complete sections 1, 2, 3 and 4)	Purchase receipt, evidence of advertising, costs incurred receipts for advertising, reward receipt, Article 10 certificate (if applicable, or justification as to why this cannot be provided).

# Non-Veterinary Fees Claim Form

Claim received on  
(British Pet Insurance Services use only):

Please complete the claim form and forward to us with the relevant documents to [info@petcover.uk.com](mailto:info@petcover.uk.com)

## Section 1. Your details

Policy no. :

Your name:

Contact no. :

Email:

Address:

Postcode:

*Please tick here if the above is different to the address on your certificate of insurance. Your policy records will be updated with these details.*

Pet's name:

Pet's date of birth:

Is this pet insured with any other company?    Yes    No

If yes, what is the name of the insurance company?

## Section 2. Please complete this section for loss by theft, fire or weather perils / advertising and reward

Address where loss occurred (if different from above):

### Details of loss

Where and when was your pet last seen?    Date:    Place:

Where and when was your pet recovered?    Date:    Place:

Full circumstances of loss (please continue on a separate sheet if necessary):

### Details of advertising and reward

Are you claiming for:    Advertising    and/or    Reward

Details of advertising/reward	Amount claimed
	£
	£
	£
	£

Was the reward agreed in advance with British Pet Insurance?    Yes    No

Name of person who found pet:

Contact no. :

## Section 3. Not returning whilst flying

### Details of loss

Where and when was your bird last seen? Date:

Place:

Please confirm that the bird was flown with telemetry tracking equipment? Yes No

Full circumstances of loss (please continue on a separate sheet if necessary):

## Section 4. Payment and Declaration

### Payment

#### Payment into bank account.

Please note: If you elected to pay your premium via direct debit, your benefits will be paid directly into your nominated bank account. If your bank details have changed, please complete the fields below. If you leave the payment section blank, we may elect to issue a bank cheque.

Account holder name:

Sort code:

Account number:

### Declaration

I authorise British Pet Insurance Services to provide the veterinary practice with information about my policy in respect of this claim and the veterinary practice to provide British Pet Insurance Services with all information relating to my pet. I also confirm that I am the policyholder and I have checked the information given on this form and that it is correct to the best of my knowledge.

Please tick here, if you have read and acknowledged the above declaration.

Date: