



# Village Vet Pet Insurance

## CLAIM FORM

PLEASE SEND YOUR COMPLETED FORM TO US VIA EMAIL [CLAIMS@VETSURE.COM](mailto:CLAIMS@VETSURE.COM) OR POST TO  
2nd FLOOR TITAN COURT, 3 BISHOP SQUARE, HATFIELD, HERTFORDSHIRE, AL10 9NA

|  |                      |  |                      |  |  |  |  |  |    |  |  |  |  |  |  |  |  |                    |                      |                      |                        |                      |                      |  |  |  |  |  |  |
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| <b>Section 1 – This section to be completed by the insured</b> |                      | Policy Number:   |                      |  |  |  |  |  |    |  |  |  |  |  |  |  |  |                    |                      |                      |                        |                      |                      |  |  |  |  |  |  |
| <b>Title:</b>  | <input type="text"/> | <table border="1"> <tr><td colspan="3"> </td></tr> <tr><td colspan="3"> </td></tr> <tr><td colspan="3" style="text-align: center;">to</td></tr> <tr><td colspan="3"> </td></tr> <tr><td colspan="3"> </td></tr> <tr> <td style="text-align: center;"><b>Sex of pet:</b></td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> <tr> <td style="text-align: center;"><b>Purchase price:</b></td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> <tr><td colspan="3"> </td></tr> <tr><td colspan="3"> </td></tr> </table> |                      |  |  |  |  |  | to |  |  |  |  |  |  |  |  | <b>Sex of pet:</b> | <input type="text"/> | <input type="text"/> | <b>Purchase price:</b> | <input type="text"/> | <input type="text"/> |  |  |  |  |  |  |
|  |                      |  |                      |  |  |  |  |  |    |  |  |  |  |  |  |  |  |                    |                      |                      |                        |                      |                      |  |  |  |  |  |  |
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| <b>Sex of pet:</b>   | <input type="text"/> |  | <input type="text"/> |  |  |  |  |  |    |  |  |  |  |  |  |  |  |                    |                      |                      |                        |                      |                      |  |  |  |  |  |  |
| <b>Purchase price:</b>   | <input type="text"/> |  | <input type="text"/> |  |  |  |  |  |    |  |  |  |  |  |  |  |  |                    |                      |                      |                        |                      |                      |  |  |  |  |  |  |
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| <b>Surname:</b>  | <input type="text"/> |  |                      |  |  |  |  |  |    |  |  |  |  |  |  |  |  |                    |                      |                      |                        |                      |                      |  |  |  |  |  |  |
| <b>Forename:</b>   | <input type="text"/> |  |                      |  |  |  |  |  |    |  |  |  |  |  |  |  |  |                    |                      |                      |                        |                      |                      |  |  |  |  |  |  |
| <b>Home address:</b>   | <input type="text"/> |  |                      |  |  |  |  |  |    |  |  |  |  |  |  |  |  |                    |                      |                      |                        |                      |                      |  |  |  |  |  |  |
| <b>Postcode:</b>   | <input type="text"/> |  |                      |  |  |  |  |  |    |  |  |  |  |  |  |  |  |                    |                      |                      |                        |                      |                      |  |  |  |  |  |  |
| <b>Telephone:</b>  | <input type="text"/> |  |                      |  |  |  |  |  |    |  |  |  |  |  |  |  |  |                    |                      |                      |                        |                      |                      |  |  |  |  |  |  |
| <b>Email address:</b>  | <input type="text"/> |  |                      |  |  |  |  |  |    |  |  |  |  |  |  |  |  |                    |                      |                      |                        |                      |                      |  |  |  |  |  |  |
| <b>Cover in force:</b>   | <input type="text"/> |  |                      |  |  |  |  |  |    |  |  |  |  |  |  |  |  |                    |                      |                      |                        |                      |                      |  |  |  |  |  |  |
| <b>Inception date:</b>   | <input type="text"/> |  |                      |  |  |  |  |  |    |  |  |  |  |  |  |  |  |                    |                      |                      |                        |                      |                      |  |  |  |  |  |  |
| <b>Policy dates:</b>   | <input type="text"/> |  |                      |  |  |  |  |  |    |  |  |  |  |  |  |  |  |                    |                      |                      |                        |                      |                      |  |  |  |  |  |  |
| <b>Pet name:</b>   | <input type="text"/> |  |                      |  |  |  |  |  |    |  |  |  |  |  |  |  |  |                    |                      |                      |                        |                      |                      |  |  |  |  |  |  |
| <b>Breed:</b>  | <input type="text"/> |  |                      |  |  |  |  |  |    |  |  |  |  |  |  |  |  |                    |                      |                      |                        |                      |                      |  |  |  |  |  |  |
| <b>Pet type:</b>   | <input type="text"/> |  |                      |  |  |  |  |  |    |  |  |  |  |  |  |  |  |                    |                      |                      |                        |                      |                      |  |  |  |  |  |  |
| <b>Age of pet:</b>   | <input type="text"/> |  |                      |  |  |  |  |  |    |  |  |  |  |  |  |  |  |                    |                      |                      |                        |                      |                      |  |  |  |  |  |  |
| <b>Date pet acquired:</b>                                      | <input type="text"/> |  |                      |  |  |  |  |  |    |  |  |  |  |  |  |  |  |                    |                      |                      |                        |                      |                      |  |  |  |  |  |  |
| <b>First date of illness / injury or condition:</b>            | <input type="text"/> |  |                      |  |  |  |  |  |    |  |  |  |  |  |  |  |  |                    |                      |                      |                        |                      |                      |  |  |  |  |  |  |
| <b>Microchip number (if applicable):</b>                       | <input type="text"/> |  |                      |  |  |  |  |  |    |  |  |  |  |  |  |  |  |                    |                      |                      |                        |                      |                      |  |  |  |  |  |  |

Please provide a brief description of illness/injury/condition:

Is your pet currently covered by any other insurance policy? If yes please specify below.

|                  |                |              |
|------------------|----------------|--------------|
| Name of Insurer: | Policy number: | Expiry date: |
|------------------|----------------|--------------|

Has your pet been registered with any other vet? If yes, please provide contact details:

### Payment instructions:

Should we make the payment direct to the Veterinary Clinic?

**Where instructions are unclear, payment will be made to you.**

*Delete as appropriate*

Payment to you will be made by BACS (Bankers Automated Clearing Services) if you pay for your policy by Direct Debit and the bank account is in your own name or you are a joint account holder.

**If you are not the bank account holder, payment will be made by cheque.**

If you do not pay for your policy by monthly Direct Debit and you would like your claim payment to be settled straight into your bank account by BACS (Bankers Automated Clearing Services) please provide the details here.

Account holder name

Sort code

Account number

**Where bank details have not been provided, payment will be made by cheque.**

If we pay your claim by BACS a confirmation email will be sent once processed. If we do not hold your email address it will be sent by post.

### Declaration:

- I declare that all details provided herein represent a true and accurate statement of the details pertaining to my claim and that I have not omitted any details pertinent to the circumstances of the claim.
- I declare that where a claim involves a potential refund from other insurers or a third party, I hereby authorise them to remit any refund to my insurer.
- I understand and agree that information relevant to my claim(s) may be obtained from, and shared with my Vet in order for my claim(s) to be administered.
- I understand that in the event that this claim is found to be fraudulent in whole or in part, this will invalidate the policy and may render me liable to prosecution.

|                             |                           |                           |
|-----------------------------|---------------------------|---------------------------|
| Signed <input type="text"/> | Name <input type="text"/> | Date <input type="text"/> |
|-----------------------------|---------------------------|---------------------------|

**Section 2 – This section to be completed by the Veterinary Surgeon**

Age of pet:  How long have you been treating the animal?

If this is a referral, please advise of the practice name and address that referred the case:

| Date | Diagnosis | Treatment | Cost (inc VAT) |
|------|-----------|-----------|----------------|
|      |           |           |                |

Has the animal received treatment for any of the above, or any related conditions before? **YES/NO**

If yes, please provide details: *Delete as appropriate*

Is this a continuation claim? **YES/NO**

*Delete as appropriate*

Do you consider this to be a hereditary/congenital condition? **YES/NO**

*Delete as appropriate*

If a home visit was made, was it because moving the pet would have endangered the pet's health? **YES/NO**

*Delete as appropriate*

Has the pet died as a result of the illness/injury mentioned above? **YES/NO**

*Delete as appropriate*

If the claim payment is a direct settlement to be paid straight into the Surgery bank account by BACS (Bankers Automated Clearing Services) please provide the details here.

|  |
|--|
| Practice account name <input style="width: 90%;" type="text"/>   |
| Sort code <input style="width: 20%;" type="text"/> <input style="width: 20%;" type="text"/> <input style="width: 20%;" type="text"/>   |
| Account number <input style="width: 15%;" type="text"/> <input style="width: 15%;" type="text"/> <input style="width: 15%;" type="text"/> <input style="width: 15%;" type="text"/> <input style="width: 15%;" type="text"/> <input style="width: 15%;" type="text"/> |

*If a direct settlement is instructed and no bank details are provided, claim payment will be made by cheque.*

**Declaration by Veterinary Surgeon:**

**Veterinary Practice Stamp and VAT No:**

*I certify that, to the best of my knowledge all the information contained on this form is correct and that, in my opinion, the condition treated would not have been present upon the date of the inception of the policy. I also confirm that, in my opinion, the fees charged are my normal practice fees relating to this matter.*

Signed  Date

Print name

Practice email address

**A FULL CLINICAL HISTORY AND AN ITEMISED RECEIPT OR ACCOUNT MUST BE ENCLOSED FOR VETERINARY FEE CLAIMS**

Village Vet Limited is an FCA registered Introducer Appointed Representative of TVIS Ltd whose company registration no. is 06820979 and registered address is 2nd Floor Titan Court, 3 Bishop Square, Hatfield, Hertfordshire, AL10 9NA. TVIS Ltd is authorised and regulated by the Financial Conduct Authority (FCA no.523215). Policies are underwritten by Atlas Insurance PCC Limited transacting for its TVIS Cell. Atlas Insurance PCC Limited is a cell company authorised under the Insurance Business Act, 1998 (Chapter 403 of the Laws of Malta) to carry on general insurance business and is regulated by the Malta Financial Services Authority. Atlas Insurance PCC Limited is a member of the UK's Financial Services Compensation Scheme. Registered in Malta at 48-50, Ta' Xbiex Seafront, Ta' Xbiex XBX1021, Malta. (Company Registration no. C 5601).



# Village Vet Pet Insurance

## HOW TO CLAIM - DOCUMENTS REQUIRED HELP SHEET

To enable us to assess your claim we will require the following:

| What are you claiming for?            | Documents we require   | Enclosed<br>(Tick to confirm) |
|---------------------------------------|--|-------------------------------|
| Veterinary Fees                       | Claim form fully completed and signed by you (the named policyholder) & your Veterinary Surgeon.         | <input type="checkbox"/>      |
|                                       | A full clinical history from your Veterinary Surgeon.  | <input type="checkbox"/>      |
|                                       | An itemised invoice/receipt showing all the treatment carried out.                                       | <input type="checkbox"/>      |
| Death Benefit                         | Claim form fully completed and signed by you (the named policyholder) & your Veterinary Surgeon.         | <input type="checkbox"/>      |
|                                       | Purchase receipt from the breeder or donation receipt if adopted through a rescue organisation.          | <input type="checkbox"/>      |
| Boarding Kennel/Cattery               | Claim form fully completed and signed by you (the named policyholder).                                   | <input type="checkbox"/>      |
|                                       | Kennel or cattery invoice.   | <input type="checkbox"/>      |
|                                       | Letter from your GP or hospital confirming the dates you were hospitalised.                              | <input type="checkbox"/>      |
| Advertising & Reward                  | Claim form fully completed and signed by you (the named policyholder).                                   | <input type="checkbox"/>      |
|                                       | Searchers fee invoice if appointed.  | <input type="checkbox"/>      |
|                                       | Receipts for stationery used.  | <input type="checkbox"/>      |
|                                       | The finder of your pet detailing the reward you gave.  | <input type="checkbox"/>      |
| Theft or Straying                     | Claim form fully completed and signed by you (the named policyholder) & your Veterinary Surgeon.         | <input type="checkbox"/>      |
|                                       | Purchase receipt from the breeder or donation receipt if adopted through a rescue organisation.          | <input type="checkbox"/>      |
|                                       | Name and telephone number of rescue centres or dog warden you have contacted.                            | <input type="checkbox"/>      |
| Transportation and Overnight Expenses | Claim form fully completed and signed by you (the named policyholder).                                   | <input type="checkbox"/>      |
|                                       | Accommodation invoice.   | <input type="checkbox"/>      |
|                                       | Fuel receipt.  | <input type="checkbox"/>      |
|                                       | Details of car make and model.   | <input type="checkbox"/>      |
|                                       | Details of distance travelled.   | <input type="checkbox"/>      |
| Holiday Cancellation                  | Claim form fully completed and signed by you (the named policyholder).                                   | <input type="checkbox"/>      |
|                                       | Travel operator (or similar) confirmation letter of cancellation and costs charged.                      | <input type="checkbox"/>      |
| Overseas Travel                       | Claim form fully completed and signed by you (the named policyholder) & the treating Veterinary Surgeon. | <input type="checkbox"/>      |
|                                       | A full clinical history from your Veterinary Surgeon.  | <input type="checkbox"/>      |
|                                       | An itemised invoice/receipt showing all the treatment carried out.                                       | <input type="checkbox"/>      |
| Liability, Accidental Damage          | You will need to complete a Liability Claim form, please contact us to obtain a copy.                    | <input type="checkbox"/>      |

**Important:** Please refer to your policy terms and conditions and exclusions which shows the level of cover you have in place for your pet and what benefits are available to you. Not all of the benefits listed here are claimable on certain policies.

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