

Claim Form Hints and Tips

To make the process as simple as possible, here are some pointers for filling out a Vetsure Pet Insurance Claim Form:

Once you have completed, dated and signed Section 1 of the claim form this should be taken to the veterinary practice or complementary medicine provider treating your pet and they will complete Section 2. They will then send this directly to us together with the supporting medical history and relevant invoice(s). NB - The date you apply to the form when signing it cannot be before the end of the treatment you are claiming.

If the treating practice is part of our Vetsure accredited network (see vetsure.com for a current list if you are unsure) this will mean you are guaranteed the option of making a 'direct claim' – meaning you will only need to pay your chosen excess amount to your veterinary practice.

Special note for pets aged 8 years or over only:

Please note that claims for pets over the age of 8 years also require a 15% 'co-payment' contribution towards each and every claim payment for 'Veterinary Fees', 'Complementary Medicine' and 'Special Diet'. The co-payment will be calculated as 15% of the treatment cost remaining after your Excess and any other deductions (where applicable) have been subtracted. The co-payment does not apply to 'Accident Only' policies.

As you can appreciate, we are unable to complete assessment of a claim without reviewing a completed claim form and all other relevant supporting documentation. This enables us to fully assess all of our claims in line with the policy terms and conditions.

If you have any questions regarding the claims process, please contact us on 0800 050 2022 and we will be very happy to help.