

## CLAIM FORM

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

<b>Section 1 – This section to be completed by the insured</b>		<b>Policy Number:</b>	
<b>Title:</b>	<input type="text"/>	<b>Cover in force:</b>	<input type="text"/>
<b>Surname:</b>	<input type="text"/>	<b>Inception date:</b>	<input type="text"/>
<b>Forename:</b>	<input type="text"/>	<b>Policy dates:</b>	<b>to</b>
<b>Home address:</b>	<input type="text"/>	<b>Pet name:</b>	<input type="text"/>
		<b>Breed:</b>	<input type="text"/>
		<b>Pet type:</b>	<b>Sex of pet:</b>
		<b>Age of pet:</b>	<b>Purchase price:</b>
<b>Postcode:</b>	<input type="text"/>	<b>Date pet acquired:</b>	<input type="text"/>
<b>Telephone:</b>	<input type="text"/>	<b>First date of illness / injury or condition:</b>	<input type="text"/>
<b>Email address:</b>	<input type="text"/>	<b>Microchip number (if applicable):</b>	<input type="text"/>
Please provide a brief description of illness/injury/condition:			
<input style="height: 20px;" type="text"/>			
Is your pet currently covered by any other insurance policy? If yes please specify below.			
Name of Insurer:	Policy number:	Expiry date:	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Has your pet been registered with any other vet? If yes, please provide contact details:			
<input style="height: 20px;" type="text"/>			
<b>Payment instructions:</b>			
Should we make the payment direct to the Veterinary Clinic?			<b>YES/NO</b>
			<i>Delete as appropriate</i>
<b>Where instructions are unclear, payment will be made to you.</b>			
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.			
<b>If you are not the bank account holder, payment will be made by cheque.</b>		Account holder name	<input type="text"/>
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.		Sort code	<input type="text"/>
		Account number	<input type="text"/>
<b>Where bank details have not been provided, payment will be made by cheque.</b>			
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.			
<b>Declaration:</b>			
<ol style="list-style-type: none"> <li>1. 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.</li> <li>2. 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.</li> <li>3. 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.</li> <li>4. 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.</li> </ol>			
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? If  **YES/NO**  
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   
Sort code   
Account number

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

<p><b>Declaration by Veterinary Surgeon:</b></p> <p><i>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.</i></p> <p>Signed <input type="text"/> Date <input type="text"/></p> <p>Print name <input type="text"/></p>	<p><b>Veterinary Practice Stamp and VAT No:</b></p> <p>Practice email address <input type="text"/></p>
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**A FULL CLINICAL HISTORY AND AN ITEMISED RECEIPT OR ACCOUNT MUST BE ENCLOSED FOR VETERINARY FEE CLAIMS**

Vetsure Pet Insurance® is a registered trading name 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).

**Phone Number:**  
**0800 050 2022**  
(option 2)

## 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 (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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