



CLAIM FORM

POLICY NUMBER

TYPE OF CLAIM - NEW:

CONTINUATION:

Please complete this form accurately and to the best of your knowledge. Any inaccurate information may result in your claim being delayed or rejected. If you have any questions please email us at claims@NowPet.co.uk, or call on 01992 926 006. If any part of this form is not completed or there is any missing information this will delay your claim. The issuance of this claim form does not constitute an admission of claim liability by Tedaisy or the Insurer.

DATE CONDITION FIRST NOTICED:

DATE FIRST NOTIFIED VET:

Policy Holder's Details

NAME:

ADDRESS:

POSTCODE:

BEST CONTACT NUMBER:

EMAIL ADDRESS:

Vet's Details

PRACTICE NAME:

ADDRESS:

POSTCODE:

PHONE NUMBER:

DATE PET REGISTERED:

Pet's Details

PET'S NAME:

PET TYPE: DOG CAT

DATE OF BIRTH:

GENDER: MALE FEMALE

BREED:

COLOUR:

RESCUE PET: YES NO

NEUTERED/SPAYED: YES NO

DATE FIRST ACQUIRED (e.g 1st Jan 2021):

All Vet's visited (please add additional vets to a supplementary page)

PRACTICE NAME:

ADDRESS:

POSTCODE:

PHONE NUMBER:

All vet practices your pet has been registered at must be disclosed. Omitted information will delay your claim.

MICROCHIP NUMBER:

Your Pet's Condition

Date and time you first noticed that your pet was unwell or injured (e.g 1st Jan 2022)
Please describe your pet's condition:

DATE:

TIME:

Has your pet had this condition or clinical signs before, or any related?
If 'Yes' we will need the medical history to show the dates and full details.

YES NO

IF THIS IS A NEW CLAIM, PLEASE COMPLETE THE FOLLOWING QUESTIONS AND FORWARD THE FULL MEDICAL AND WEIGHT HISTORY.

Please tell us the date, or how many days before the first date of treatment, that you noticed that your pet was unwell.

Date of last vaccination - Please detail your pets vaccination records, including dates: Are you're pets vaccinations up to date (Annually)



CLAIM FORM

For Your Vet To Complete

 Your vet must fill in this section about each condition (we only accept forms from veterinary practices).

Pet condition:

Date appointment was booked to treat the above condition:

Date Pet first registered at the practice:

Was the pet referred to a complementary treatment professional?

YES

NO

Weight History

Current Weight:

Ideal Weight:

Body Condition Score: :

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Treatment of Pet

If an out-of-hours appointment, or a house visit was made, please explain why emergency treatment was required, and whether the treatment could have waited until normal opening hours

IMPORTANT: Please ensure that a dated and itemised breakdown of all treatment costs is attached to the claim form before you send it to us. This must state fees for consultation, prescription charge, hospitalisation. Please ensure a full clinical history is attached or this will delay your claim.

Total cost of Treatment (including VAT):

Payment Details

PAYEE NAME:

ACCOUNT NUMBER:

SORT CODE:

REGISTERED VET PRACTICE NAME:

ADDRESS:

POSTCODE:

DATE:

EMAIL ADDRESS OF THE VET PRACTICE:

CONTACT NUMBER OF THE VET PRACTICE:

PRACTICE STAMP

Declarations

Customer Declaration

By signing this form you confirm all information on this form is accurate and true. In addition, you authorise Tedaisy Insurance Brokers Ltd from Intrinsic Brokers and Claims trading as NOW Pet to provide the veterinary practice with information about my policy in respect of this claim and the veterinary practice to provide NOW Pet with all information relating to my pet and for NOW Pet to share this information with Intrinsic Claims and the Insurer. Please note that unsigned forms will not be processed

CUSTOMER SIGNATURE

NAME:

DATE:

Vet Declaration

By signing this form I confirm I have checked the information on this claim form and it is all correct to the best of my knowledge. The fees I have charged are no more than the fees I would normally charge a client. I this pet was referred to you. Please advise the name and address of the registered vet.

VETERINARY SURGEON'S SIGNATURE:

VETERINARY SURGEON'S NAME:

PAY THE - VET DIRECT:

POLICY HOLDER:

We will pay the person/vet on this form. Any changes need to be agreed with the policy holder. (The payment will be made to the bank account that premiums are taken unless you have requested we pay the vet direct).

Please email all completed forms to: Claimform@NowPet.co.uk

All claim forms must be accompanied by a full breakdown of costs and a full clinical body condition score weight history. A missing information will delay your claim. You have 90 days in which to submit the claim, from the treatment date. **Any claims or part claims over 90 days will not be paid.**



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

What Section of Cover are you claiming for?	Documents we require	Enclosed (tick to confirm)
Veterinary Fee's	<ol style="list-style-type: none"> 1. The Claim Form fully completed, signed and dated by you (the named policy holder) and by the veterinary practice that carried out the treatment. 2. A full clinical history from your veterinary practice, and any previous veterinary practices (if applicable). 3. An itemised invoice/receipt showing all treatment carried out. 4. Body Condition Score 5. Weight of Pet 6. A statement of events that includes what happened, when it happened, where it happened and who was looking after your pet 	
Veterinary Fee's - Repeat Medication (online pharmacy)	<ol style="list-style-type: none"> 1. The Claim Form completed and signed by yourself (the named policy holder). 2. Copy of the Veterinary prescription for ongoing medication. 3. Itemised invoices for the medication, showing the insured pets details. 	
Third Party Liability	<ol style="list-style-type: none"> 1. Please see your policy wording for full details for this section. 2. In the event that there is another insurance policy in force, you must report the incident to that insurance company first and tell us the name of that insurance company, your Policy number with that company and the reason for you lodging a claim with that insurance company. 3. In the event you wish to notify us, we will need the Claim Form completed and signed by yourself (the named policy holder), a full clinical history from your veterinary practice, and any previous veterinary practices. 4. Please tell us about the circumstances behind an incident and provide us with any written statements, and the details of any witnesses. Please provide information in respect of any previous events where your dog was the subject of a public liability claim, whether or not it actually led to a claim or complaint about your pet. 	
Overseas Holiday Cover - Veterinary Fees	<ol style="list-style-type: none"> 1. The Claim Form fully completed, in English, signed and dated by you (the named policy holder and by the veterinary practice that carried out the treatment). 2. You must provide an original receipt for the cost of treatment with the name and address of the treating Vet practice in English; 3. You agree to cover any costs for obtaining the original receipt in English, should any arise. 4. A full clinical history from your normal veterinary practice, and any previous veterinary practices (If applicable). 	
Holiday Cancellation	<ol style="list-style-type: none"> 1. The Claim Form fully completed, signed and dated by you (the named policy holder) and by the veterinary practice. 2. You must supply us with the original booking invoice and cancellation invoice. 3. The cancellation invoice must show the travel dates, the cost of your holiday and confirmation that the holiday was paid in full. 	
Theft or Straying	<ol style="list-style-type: none"> 1. The Claim Form completed and signed by yourself (the named policy holder) including information about how and where your pet went missing or was stolen from and the details of who the theft or loss of pet was reported (as per your policy wording) and any crime reference number. 2. Original purchase receipt & original pedigree documents (if applicable). 3. A full clinical history from your veterinary practice, and any previous veterinary practices. 	

Important:

Please refer to your policy terms and conditions and exclusions which shows the level of cover in place for your pet and full details of the benefits available.



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

What Section of Cover are you claiming for?	Documents we require	Enclosed (tick to confirm)
Advertising and Reward	<ol style="list-style-type: none">1. The Claim Form completed and signed by yourself (the named policy holder) including information about how and where your pet went missing (as per your policy wording).2. Original invoice for advert and a copy of the advert.3. You must supply the full name and address of the person to whom the reward is payable to.4. A full clinical history from your veterinary practice, and any previous veterinary practices.5. Details of whom you have reported the loss of your pet to.	
Emergency Boarding (Kennel/ Cattery) Fees	<ol style="list-style-type: none">1. The Claim Form fully completed, signed and dated by you (the named policy holder).2. You will need to provide original receipts for the boarding kennel or cattery or pet minding business. The receipt will need to include the name of your pet, Your full name and address as the Policy Holder, the dates that your pet was boarded and the daily rate charged.3. In addition, you will also need to provide evidence of your stay in hospital by providing a medical certificate from the hospital & this will need to include your full name and address as the Policy Holder, the dates you were in hospital for and the medical reason for your stay.	

Important:

Please refer to your policy terms and conditions and exclusions which shows the level of cover in place for your pet and full details of the benefits available.