

# Veterinary Fee Claim Form

Claims must be submitted in writing with the original itemised invoice(s), payment receipts and veterinary notes for the vet treatment being provided. In some instances, we may require more information to process your claim, such as previous medical history or pathology results. If this is the case, we will contact you for this information.

## Part 1: To be completed by you, the Policyholder

Policy number:

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**Your pet's details**

Your pet's name:  Species: Dog  Cat

Gender: Male  Female  Desexed: Yes  No

Pet's age/D.O.B.  Colour:  Breed:

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**Your details**

Title:  First Name:  Surname:

Address:

Suburb:  State:  Postcode:

Phone(home): (  )  (work): (  )  (mobile):

Email:

Please tick if there has been a change of address or contact details:

Please mail your completed claim form to: Everyday Pet Insurance, Locked Bag 9021, Castle Hill, NSW 1765

## Part 2: To be completed by the vet to ensure efficient processing of your claim

If this claim is for eligible Routine care benefit items only, simply attach the invoice and complete the declaration below.

Type and cause of injury or condition/diagnosis	Date of treatment	Dates of first clinical signs (include dates of previous related or similar conditions)	Total charge

**Summary: Please attach radiology, pathology reports and consultation notes where applicable.**

How long has this pet been a patient of your clinic? Less than 6 months  More than 6 months

Veterinarian's notes/case summary:

Date of last vaccination/booster:  Type of vaccination:

## Declaration

I/we certify that the information given in this form is truthful, accurate and complete. No information likely to affect this claim has been withheld. I/we understand that deliberate misrepresentation of the animal's condition or the omission of any material facts may result in the denial of the claim and/or cancellation of the policy. I/we confirm that the veterinary services as detailed in the account(s) submitted with this claim have been provided and I/we understand that policy administrators will assess the claim in accordance with the cover selected and benefits payable by the policy. I/we authorise any veterinary surgeon who has treated my/our pet to provide to the insurer any details they may require. Please note that issuance or completion of this form does not acknowledge liability or guarantee payment of the claim.

I/We consent to Woolworths Group Limited ABN 88 000 014 675 (Woolworths), PetSure (Australia) Pty Ltd ABN 95 075 949 923 (PetSure) and/or The Hollard Insurance Company Pty Ltd ABN 78 090 584 473 (Hollard) collecting, storing, using and disclosing personal information (including sensitive information) as set out in the Privacy Notice contained in this form. If I/We have provided or will provide information to Woolworths, PetSure or Hollard about any other individuals, I/We confirm that I/We are authorised to disclose their personal information to Woolworths, PetSure or Hollard and also to give this consent on both my and their behalf.

Signature of policyholder:  Date:  Name of attending veterinarian and practice: (please print)

Signature of veterinarian:  Date:

Veterinarian registration no:  Registration state:

Please mail your completed claim form to: Everyday Pet Insurance, Locked Bag 9021, Castle Hill, NSW 1765

## Making a claim

We've simplified our claims process to ensure that you receive your benefit as quickly as possible.

### Making a claim is easy. You have 3 easy ways to claim:

#### 1. GapOnly® and eClaims:

The easiest way to make a claim is at the vet with GapOnly®. If your vet is GapOnly® enabled, you can claim on the spot with GapOnly®, and it's assessed by us within 10 minutes (where available). Head to the 'Find a vet' page on the GapOnly® website to find your closest GapOnly® vet clinic: [gaponly.com.au/find-a-gaponly-vet](http://gaponly.com.au/find-a-gaponly-vet).

Once the claim has been processed and if approved, you simply pay the gap (the difference between the vet's invoice and the calculated benefit).

Alternatively, if you're unable to wait, you can ask your vet to submit an eClaim on your behalf.

#### 2. Claim via MyPet Portal:

You can also submit a claim via MyPet Portal online.

You can register or log in to **My Pet Account** via [petportal.everydaypetinsurance.com.au](http://petportal.everydaypetinsurance.com.au).

Simply upload a copy of the itemised invoice (a paid invoice that includes individual treatment items and costs adding up to the total amount paid) and the consultation notes from your vet visit into your **My Pet Account**.

In some instances, we may require more information to process your claim, such as previous medical history or pathology results. If this is the case, we will contact you for this information.

#### 3. Paper Claim:

If you prefer to submit your claims through the post, please follow the 3 easy steps below:

1. Fill in you and your pet's personal information and sign the claim form.
2. Take the form to your vet, and ask your vet to sign the form and complete all required fields under Part 2. Attach the original detailed itemised invoices and payment receipts to the completed claim form. Please do not staple documents. Ensure your vet includes their practice details on the original invoice.
3. Then mail your completed claim form to: **Everyday Pet Insurance, Locked Bag 9021, Castle Hill, NSW, 1765.**

**Should you have any questions please call us on 1300 101 234 between 8:00am and 8:00pm (AET), Monday to Friday (except public holidays).**

### How your claim is assessed

Once the necessary documentation is received, your claim will be processed. In some cases veterinary records may be requested to assist in understanding some aspect of your claim to ensure it is processed correctly and fairly.

### How your claim will be paid

You need to nominate how you would like your benefits paid back to you.

If you have elected to pay your premiums by direct debit your benefits will be paid directly into your nominated bank account.

If you have elected to pay your premiums by credit card you will need to nominate a bank account to receive claim benefits. Following the payment of your claim you will also receive a statement confirming payment.

Everyday Pet Insurance policies are administered by PetSure (Australia) Pty Ltd ABN 95 075 949 923, AFSL 420183 (PetSure) and promoted and distributed by Woolworths Group Limited ABN 88 000 014 675, AR 245476, an Authorised Representative of The Hollard Insurance Company Pty Ltd ABN 78 090 584 473, AFSL 241436 and PetSure. Please see your Certificate of Insurance to identify the issuer of your policy.

## Claim checklist (Please do not staple documents)

Before sending in your claim, please ensure you have:

- Completed the Claim Form
- Attached the original itemised invoice
- A signed form by your Veterinarian
- Attached any relevant vet consultation notes
- Attached adoption certificate (if this is an adopted or rescued pet)

**Disclaimer: It is a criminal act to make a false or fraudulent claim under an insurance policy or to assist in the preparation or presentation of a false or fraudulent claim under a policy. Violators of this provision may be subject to criminal prosecution.**

## Privacy Notice

In this Privacy Notice, 'we', 'us' or 'our' refers to Woolworths Group Limited ABN 88 000 014 675, PetSure (Australia) Pty Ltd ABN 95 075 949 923 and/or The Hollard Insurance Company Pty Ltd ABN 78 090 584 473. We collect personal and, in some cases, sensitive information from you for the purpose of administering your insurance policy, including responding to your enquiries and processing, assessing and paying claims. If you do not provide this information to us we may not be able to carry out the services you require. We may have to disclose your personal and other information to third parties and related companies who assist us in providing our products and services, or other parties required by law. Some of the companies we may disclose your personal information to may be located overseas, including in the Philippines, South Africa, New Zealand, United States of America and the United Kingdom. If you wish to access, update or correct any personal information, make a complaint about a breach of privacy or if you have any other query relating to privacy, please see the contact details in the Privacy section in the Product Disclosure Statement available at [insurance.everyday.com.au/useful-documents.html](https://insurance.everyday.com.au/useful-documents.html).

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