

VetAssist Terms and Conditions as at 21 August 2020

1. VetAssist is a separate subscription-based service to the Woolworths Pet Insurance product, and is provided independently by Woolworth's third party service provider, VetChat Services Pty Ltd (VetChat).

New Policies

Offer Eligibility

2. The free membership offer (valued at \$199) is available to new Woolworths Pet Insurance policyholders, and is limited to 1 VetAssist membership per eligible policy.

Details of the Offer

3. The offer is for free membership of VetAssist service from the date of policy commencement provided your Woolworths Pet Insurance policy remains active during that time.

4. You will receive an email from Woolworths Pet Insurance within 14 business days with your VetAssist login details. Follow the prompts to login and reset your password in order to access the VetAssist service. By registering to the VetAssist service, you agree to Woolworths directly or indirectly providing VetChat with your policy and pet details for the purpose of verifying your eligibility for the service.

VetAssist membership is subject to the VetChat [Terms and Conditions](#) and [Privacy Policy](#).

Click [here](#) for Woolworths Group Privacy Policy.

5. Your subscription to VetAssist will automatically cease on the cancellation or expiration of your Woolworths Pet Insurance Policy. Once the subscription has ceased, you will no longer have free access to VetAssist. Normal consultation fees apply should you continue to consult VetChat directly.

6. If you wish to cancel your subscription to VetAssist during the free membership period, you must forward your cancellation request to customerservice@woolworthsinsurance.com.au for VetChat to action the cancellation. You will no longer be able to reactivate your free membership subscription once cancelled. You are not eligible to redeem the remainder of the free membership subscription for cash or credit. Normal VetChat consultation fees apply should you continue to consult VetChat directly.

Existing Policies

Offer Eligibility

7. All existing policies will be given complimentary access. The offer for existing policies is available to existing Woolworths Pet Insurance policyholders, and is limited to 1 VetAssist membership per eligible policy.

Details of the Offer

8. You must register with VetAssist in order to activate the offer. The offer is for free membership of VetAssist service from the date you receive your registration email, provided your Woolworths Pet Insurance policy remains active during that time.

9. To activate the offer, register through the registration email sent to you. Once registered, an email will be sent to you confirming activation of the VetAssist service. By registering to use the service, you agree to Woolworths directly or indirectly providing VetChat with your policy and pet details for the purpose of verifying your eligibility for the offer.

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10. Your subscription to VetAssist will automatically cease on the cancellation or expiration of your Woolworths Pet Insurance Policy. Once the subscription has ceased, you will no longer have free access to VetAssist. Normal VetChat consultation fees apply should you continue to consult VetChat directly.

11. If you wish to cancel your subscription to VetAssist during the free membership period, you must forward your cancellation request to customerservice@woolworthsinsurance.com.au for VetAssist to action the cancellation. You will no longer be able to reactivate your free membership subscription once cancelled. You are not eligible to redeem the remainder of the free membership subscription for cash or credit. Normal consultation fees apply should you continue to consult VetChat directly.

Additional Terms and Conditions

12. Woolworths reserves the right to vary the terms and conditions of this offer, cancel a free VetAssist membership or the free VetAssist service at any time without notice.

13. VetAssist is not able to provide any financial product advice on your Woolworths Pet Insurance policy and Woolworths disclaims any liability for any advice provided by VetChat's personnel during the free subscription service. Please contact Woolworths Insurance should you have any questions about your policy.

14. Consequential charges incurred as a result of veterinary advice provided by VetAssist may be claimable under your policy, subject to standard policy terms and conditions in your Product Disclosure Statement. Any consultation or recommendation with VetAssist does not guarantee an approved claim. All claims will be subject to the standard claims assessment process.

15. Woolworths reserves the right to withdraw or extend this offer at any time, without notice.

Fair Use

16. Woolworths Pet Insurance reserves the right to cancel your VetAssist subscription due to unreasonable or excessive usage of the service. Woolworths also reserves the right to cancel your VetAssist subscription due to inappropriate or offensive use.