

Dogs and Cats (limits up to)	
Benefit	Accident only
Veterinary fees	£2,000 per incident
Product type	Maximum benefit
Fixed excess (per incident, per year)	£75
Variable excess (per incident, per year)	10%
Death of your pet (illness) (dogs aged 9 and over & cats aged 11 and over)	N/A
Death of your pet (injury)	£200
Advertising costs	N/A
Reward costs	N/A
Theft and straying	N/A
Boarding fees	N/A
Third party legal liability (dogs only)	£1M
Third party liability excess	£250
Holiday cancellation/curtailment	£250
Quarantine costs	£150
Overseas cover	30 days
Loss of PETS passport	£250
Emergency expenses cover abroad	£150
Helplines	Yes

Accident Only – policy explanation

Our Accident Only cover level **DOES NOT COVER ANY ILLNESS**, it is a “Maximum Benefit” policy which enables you to claim up to the specified limit of £2,000 for vet fees for treatments arising from an accident, from when it is first noted by you or your vet. The cover level decreases with each claim you make. When you renew your policy the cover level will be set at the sum available as at the last day of cover prior to the renewal date. The £2,000 of cover for the condition does not reset when you renew the policy. For example, if your pet suffers an accident, you can claim for several treatments related to that incident – but to a maximum of £2,000. When the specified £2,000 limit is reached you will no longer be able to claim for treatment arising from that particular accident, but you could claim for further separate incidents – again, the specified limit would be £2,000.

Example veterinary fees claim -

Maximum cover £2,000 policy starts on 1st January

Condition first noted 1st June

Claim cost £250 for treatment on 1st June

Renewal cover level - £1,750 after 31st December for that condition but without time limitation.

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Definitions

Certain words or phrases in **your policy** have a particular meaning whenever they appear in bold. These words and their meanings are explained below:

Accident: One sudden and unexpected external event which happens during the **period of insurance** resulting in physical bodily **injury** or death to **your pet**.

Alternative medicine: Herbal or homoeopathic medicine recommended by **your vet** and prescribed by a suitably qualified **vet**.

Behavioural illness: A change in **your pet's** normal behaviour, directly caused by a medical, mental, or emotional disorder which could not have been avoided by training or medical intervention. **Treatment** to be carried out only after pre-approval and carried out by a member of approved behavioural training body.

Behavioural modification: A programme or training regime conducted by or under the supervision of a **veterinary surgeon** or a pre-approved program of **behavioural modification** carried out by a behaviourist who is a member of The Institute of Modern Dog trainers (IMDT), a Certified Clinical Animal Behaviourist (CCAB) or member of the Association of Pet Behaviour Counsellors (APBC) or Canine and Feline Behaviour Association (CFBA).

Complementary medicine/therapy/treatment: Acupuncture, hydrotherapy, osteopathy, physiotherapy and chiropractic therapy recommended by **your vet** and carried out by a suitably qualified person that has been specifically recommended by **your vet**.

Commercial breeding: Any **pet** that has had more than 2 litters in its lifetime will be considered **commercial breeding** and as such **we** will not insure the **pet**. In the event that a third or more litter occurs during a **period of insurance** **we** will not invite renewal of cover, but will continue to maintain cover previously agreed until the end of that **period of insurance**.

Condition: Any **injury** sustained during, or resulting from, a single **accident** or any manifestation of an **illness** having the same diagnostic classification or resulting from the same disease process regardless of the number of **incidents** or areas of **your pet's** body affected. **Illness** is not covered at all on the **Accident only policy**.

Dental: Any **treatment** of the teeth gums or mouth.

Fixed excess: The amount **you** are required to pay as part of certain claims made under the **policy** as shown in **your policy schedule** and will be payable each year for each **illness** or **injury**.

Guarding: This **policy** excludes all **pets** used for commercial security work or those which have been trained to attack. All cover is excluded for any policyholders who also hold a Security Industry Authority (SIA) licence of any description whilst undertaking the designated activity that the SIA licence allows.

Holiday: Means a pleasure trip to a European State or Territory included in the **Pet Travel Scheme (PETS)** which starts from and ends at **your** address as shown in **your policy schedule**.

Incident: Any clinical sign of **injury** or **illness** in **your pet**.

Injury/injuries: Clinical sign or symptoms of changes in normal healthy state resulting from one individual **accident**, including directly or indirectly related problems, no matter where these are noticed or occur in or on **your pet**. Recurring and/or chronic **injuries** shall be considered as one loss. Such **injuries** being defined as:

- Clinical manifestations resulting in the same diagnosis (regardless of the number of **Injury** or areas of the body affected) to which **your pet** has an on-going predisposition or susceptibility related in any way to the original claim; or
- Injuries** which are incurable and likely to continue for the remainder of **your pet's** life; or
- Multiple **injuries** being caused by or resulting from one **accident** will be treated as one loss.

Illness/illnesses: changes in **your pets** state of health that are not caused by an **accident**, or any which may be resulting from gradual or biological cause.

Recurring and/or on-going **illnesses** shall be considered as one loss. Such **illness** being defined as:-

- Clinical manifestations resulting in the same diagnosis (regardless of the number of **incidents** or areas of the body affected) to which **your pet** has an on-going predisposition or susceptibility related in any way to the original claim; or
- illnesses** which are incurable and likely to continue for the remainder of **your pet's** life.

For **illnesses** that can have multiple sites or bilateral **illnesses** such as eyes, ears or legs **we** shall treat all occurrences of an **illness** as the same **illness** and apply just one **vet** fee limit and charge only one excess. This is the definition as to how benefits are provided under this **policy** of insurance if the **condition** diagnosis by **your veterinary surgeon** is the same as a previous **condition** they will be treated as the same **condition** even if the problem is a different part of **your pets** body, if **your pet** has a growth on the left ear which is subsequently found on the right ear both will be treated in benefit terms as the one **condition**, benefit limits and the start date for the **condition** will be from the date that the left ear growth was found irrespective of the time difference between diagnosis **we** will always treat the same diagnosis as one **condition** irrespective of when or where in **your pets** body the symptoms are found, even where the **condition** is diagnosed in different legs for the purposes of allocating benefits and deciding the start date for the **condition** it will be the date that the first symptom was diagnosed.

For the avoidance of doubt an **illness** is taken to start from the date that symptoms are first noticed, by either **you** or **your vet** (whichever is the sooner) not the date that an **illness** is first treated by **your vet**.

Market value: The average price **we** are able to determine paid at the date of death based on age, breed, pedigree, and breeding status of **your pet**.

Period of insurance: The period for which the premium has been paid and for which **your pet** is covered as shown on **your policy schedule**. Each renewal is the start of a new **period of insurance**.

Pet: The dog or cat specified in **your policy schedule**.

PDSA Petsurance: Is a trading name of BDML Connect Limited. Policies are arranged and administered by BDML Connect Limited (registered no. 2785540). Registered at 45 Westerham Road, Sevenoaks, Kent TN13 2QB, however for all correspondence please write to: The Connect Centre, Kingston Crescent PO2 8QL. BDML Connect Limited act on behalf of the insurers in the administration of this policy of insurance. BDML Connect Limited is authorised and regulated by the Financial Conduct Authority (Financial Services Register number 309140). These details can be checked on the Financial Services Register at www.fca.org.uk or by calling the Financial Conduct Authority on 0800 111 6768.

Pet Travel Scheme (PETS): The Government scheme allowing **you** to take **your pet** abroad to certain specified countries and re-enter the **United Kingdom** without the need for **your pet** to go into quarantine, provided certain criteria have been adhered to.

Policy: **Your policy wording** and most recent **policy schedule**.

Policy wording: This booklet, which contains the terms and conditions of **your pet** insurance.

Policy schedule: This is a document issued by **us** to **you** with **your policy wording**. The **policy schedule** contains details about **you**, **your pet**, **policy** limits and excesses that apply to the specific cover that **you** have purchased.

Pre-existing condition: Any **injury** or complication directly resulting from an **injury** or **illness**, whether diagnosed or undiagnosed that has been identified or investigated by a **vet** or is otherwise known to **you** prior to the start of the insurance or within the first 72 hours in the case of **injury**.

Terrorism: Means an act, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public, or any section of the public, in fear.

Treatment: Any examination, consultation, advice, tests, x-rays, ultrasound, CT scan, MRI scan, drugs, or medication administered or prescribed surgery, nursing, or care; provided by, or under the direction of, a **vet**.

Unattended: Any occasion where **your pet** is left alone or out of sight.

United Kingdom/UK: England, Scotland, Wales, Northern Ireland, and the Isle of Man.

Variable excess/co-insurance: The percentage amount **you** are required to pay towards the costs of the **veterinary** fees in addition to the **fixed excess**. This amount will be deducted from the claims settlement.

*Example of how to calculate the amount **you** will have to pay in the event of a claim.*

A valid claim arises for **veterinary** fees totalling £300

Amount Claimed		£300
Less fixed excess	£75	£225
Less variable excess	10% = £22.50	£202.50
Total excess paid by you	£97.50	
Total paid by us		£202.50

Vet/Veterinary/Veterinary Surgeon: A member of the Royal College of Veterinary Surgeons actively working as a **veterinary surgeon** in the **UK** or **veterinary surgeon** registered and actively working outside the **UK** in countries covered by the **Pet Travel Scheme (PETS)**.

We/Us/Our: BDML Connect Limited acting as administrators for Zenith Insurance plc, registered in Gibraltar No 84085. Registered Office: 846-848, Europort, Gibraltar. Regulated by the Gibraltar Financial Services Commission and subject to limited regulation by the Financial Conduct Authority and the Prudential Regulation Authority in respect of underwriting insurance business in the **UK** (Financial Services Register Number 211787). These details can be checked on the Financial Services Register at www.fca.org.uk or by calling the Financial Conduct Authority on 0800 111 6768, or the Prudential Regulation Authority on 020 7601 4444. Zenith Insurance plc. is a member of the Association of British Insurers.

You/Your: The person named on the **policy schedule** who is the owner and carer for the **pet**.

Consumer Insurance (Disclosure and Representations) Act 2012

In entering into this contract **you** are under a duty to take all care in answering all questions in relation to this insurance honestly and to the best of **your** knowledge. This includes anything that appears within **your policy schedule** as well as any information relating to **your pet's** medical history. **Your** failure to take reasonable care to avoid misrepresentation in relation to the information provided could result in **your policy** being cancelled or **your** claim being rejected or not fully paid. If **you** are in any doubt about **your** duty to take reasonable care not to make a misrepresentation please contact **our** Customer Services Department on 033 234 0605.

Introduction

This is an **accident only pet** insurance **policy** that lasts for a year and **you** must pay the full year's premium in one payment or by monthly instalments. **Accident** only policies do not cover **illness**. Please refer to the "definitions" section of this document for what is defined as an **accident** and what is defined as an **illness**. **Your** insurance contract is made up of this **policy wording, your policy schedule** and the information **you** gave when arranging this insurance or at any time after. To know exactly what is covered by **your** insurance contract **you** need to read **your policy wording** together with **your policy schedule**.

In return for having accepted **your** premium, **we** will in the event of **injury**, loss or damage happening within the **period of insurance** provide insurance cover as described in the following pages and referred to in **your policy schedule**.

Who provides your insurance?

PDSA pet insurance is arranged and administered by BDML Connect Limited, registered at Westerham Road, Sevenoaks, Kent TN13 2QB and the insurance is underwritten by Zenith Insurance plc. Registered in Gibraltar No 84085. Registered Office: 846-848, Europort, Gibraltar. Regulated by the Gibraltar Financial Services Commission and subject to limited regulation by the

Financial Conduct Authority and the Prudential Regulation Authority in respect of underwriting Insurance business in the **UK** (Financial services Register Number 211787).

The law applicable to this policy

You and **we** are free to choose the law applicable to the **policy**, but in the absence of agreement, to the contrary the law of the country in which **you** are resident at the time of the contract will apply. If **you** are not resident in the **United Kingdom**, the law which will apply will be the law of England and Wales and by purchasing this **policy** **you** have agreed to this.

Data consent

By accepting the **policy** terms, **you** are giving **us** permission to obtain information from **your vet**, former **vets** or specialist to assist **us** with **your** claim. **You** agree to obtain any documents that **we** require to assess **your** claim from **your vet**, specialist, or third party that **we** request at **your** own expense.

Territorial limits

This **policy** is valid in the **UK** and includes cover while **you** travel on **holiday** with **your pet** in the **UK** and Republic of Ireland for up to 30 days in each **period of insurance**. It also provides cover while **you** travel on **holiday** with **your pet** in the European Union States and Territories included in the Government's **Pet Travel Scheme (PETS)** for 30 days within in **each period of insurance**.

Renewal terms

If **we** offer further **periods of insurance**, **we** may change the premium and the **policy** terms and conditions as **your pet** gets older and to allow for future increases in **treatment** costs.

We will write to **you** by email or post where more appropriate at least 14 days before the anniversary date of **your policy**. **We** will inform **you** about any changes to the premium and/or **policy** terms and conditions for the next **policy** period.

If **you** pay **your** premium by Direct Debit there is no need for **you** to take further action, **your policy** will automatically continue at the end of the 12 month period, subject to **policy** terms and conditions. A further 12 equal monthly payments will be taken, reflecting the premiums stated within **your** renewal documentation.

We will email the last email address given to **us** by **you**. **We** are unable to prevent these from going into **your** spam or junk folders so please check these folders as well as **your** current inbox. If **your** email address changes between the commencement date and renewal date please inform **us** so that **we** can keep **your** record up to date.

If **you** pay by debit or credit card **you** need to contact **us** to make payment before the renewal date.

If **you** do not wish **your policy** to renew at the end of the **policy** period **you** should inform **us** immediately and before the date of renewal at the latest.

You should also cancel **your** Direct Debit.

Mid-term policy changes

In the event of a change in **your pet** details or **your** details **we** will amend the premium for the rest of the **period of insurance**.

Upgrades or downgrades in cover level

We do not allow changes in cover level in the **policy** year, should **you** decide to change the level of cover this can only be done at renewal. If **you** transfer **your pet** to a plan with additional or higher benefit limits, the additional or higher benefit limits will not apply if the **condition** signs or symptoms started before the transfer date. If **you** transfer **your pet** to a plan with lower benefit limits, the higher benefit limit will no longer apply to any claims **you** are currently making.

In cases where the cover is increased any **illness** or **injury** in existence prior to the change in cover level will be covered under the terms applicable when the **condition** first started. Should **you** choose to decrease **your** cover level all existing **conditions** will be subject to the new lower **policy** terms.

Dual insurance

If at the time of any **incident** which results in a claim under this **policy**, there is another insurance covering the same **injury**, bodily **injury**, death, damage, destruction, expense, or liability **we** will not pay compensation unless that cover has been exhausted.

Financial Services Compensation Scheme (FSCS)

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme in the unlikely event we cannot meet our obligations to you. This depends on the type of insurance and circumstances of the claim. Further information about the compensation scheme arrangements is available from the FSCS (www.fscs.org.uk).

General conditions applicable to all policy sections

You must comply with and agree to the following conditions to have the full protection of your policy. If you do not follow these conditions we may cancel your policy; refuse to deal with your claim; or reduce the amount of any claim payment.

Should your circumstances change in the policy year please contact us to confirm that your cover remains in force.

1. To the best of your knowledge and belief that at the start of this insurance your pet is in good health and free from any injury, illness or physical disability and where you are aware of any health problem with your pet you agree to inform us of that condition and accept that the condition will be treated as a pre-existing condition.
2. Your pet has never shown aggressive tendencies and has not been trained to attack.
3. You must be the owner of the pet and your pet must be a minimum of eight weeks old and no older than the age set out in the policy schedule on the start date of the policy.
4. Your pet must be named on the policy schedule.
5. Your pet must live with you at the UK address given in the policy schedule. Your cover will cease immediately if your pet is sold or where any financial interest whatsoever is parted with by you, whether temporarily or permanently or if your pet is no longer ordinarily resident in your home.
6. You must contact us as soon as you become aware of any circumstances that could result in a claim.
7. You must take your pet for regular annual check-ups and keep your pet vaccinated:
DOGS; against distemper, hepatitis, leptospirosis and parvovirus.
CATS; against feline infectious enteritis, feline influenza, feline herpes virus, feline calicivirus and feline leukaemia
OR:
As advised by your vet due to the particular needs or circumstances of your pet. All vaccinations must be administered under vet supervision.
8. Furthermore there is no cover provided for these diseases in the event that the required vaccinations have not been administered to your pet by a vet.
9. Homeopathic vaccines are not acceptable.
10. You must provide proper care and attention to your pet at all times and pay to have any treatment normally recommended by a vet to prevent illness, injury, or disease.
11. You must provide and pay for all information, documents, and assistance that we request including vet certificates and records, details of any other relevant insurance that may apply, and supporting evidence of any claim and the circumstances around the claim.
12. You agree that your current and/or previous vet may release all information or records regarding your pet to us or our agent and that we may release information about your policy to any vet who has either treated your pet or is about to treat your pet. If the vet charges you for this information you will be responsible for the costs.
13. If there is a disagreement between your vet and our vet, an independent vet mutually agreed upon by both sides will be appointed and act as arbiter, whose decision both you and we must keep to.
14. You agree that we may take over any claim and deal with it in your name.
15. We will not make any payment for any claim covered by other insurance until that cover has been exhausted.
16. You agree to observe the terms of the Animal Welfare Act 2006, and Control of Dogs Order 1992. Any dog in a public place must wear a collar with the name and address of the owner engraved on it, or engraved on a tag. Your telephone number is also advisable.

General exclusions applicable to all policy sections

We will have no liability for:

1. Any claims for a pet not named in the policy schedule.
2. Any claims made for any event, accident, illness, incident or injury that happens outside of the period of insurance.
3. Any death or destruction of your pet as a result of illness.
4. Any claims for a pet under the age of eight weeks.

5. Any claims under any section of cover where the premium has not been paid.
6. Any claims arising outside the territorial limits of the United Kingdom and the Member Countries of the Pet Travel Scheme (PETS) (excluding long haul countries as defined by DEFRA).
7. Claims arising due to war, invasion, act of foreign enemy, hostilities (whether war declared or not), civil war, rebellion, terrorism, revolution, insurrection or military or usurped power.
8. Claims arising due to ionising radiations or contamination by radioactivity from any fuel or from any nuclear waste from the combustion of nuclear fuel.
9. Claims arising due to the radioactive, toxic, explosive or other hazardous properties of any nuclear assembly or nuclear component of such assembly.
10. The confiscation or destruction of your pet by Government or Public Authorities, or under the Animals Act 1971 United Kingdom and the Control of Dogs Act 1986 and Control of Dogs (amendment) Act 1992 Republic of Ireland or Contravention of the Dogs (Protection of Livestock) Act 1953.
11. The cost and compensation for euthanasia of your pet under a court order or the Contagious Diseases Act. Claims arising due to the intentional slaughter, irrespective of any order by Government, Local Authority or any person having jurisdiction in the matter.
12. You breaking the United Kingdom or Republic of Ireland laws, or regulations, including those relating to animal health or importation.
13. Malicious or wilful injury or gross negligence to your pet caused by you, your agents, employees or members of your family.
14. Any medication or treatment not recommended by a vet.
15. Any dog that is an, American Pit Bull Terrier, Dogo Argentino, Fila Brasileiro, Japanese Tosa, Perro de Presa Canario, Pit Bull, Pit Bull Terrier, wolf or wolf hybrid, or a dog crossed with these, or any animal registered under the Dangerous Dogs Act 1991 and The Dangerous Dogs (Northern Ireland) order 1991 or Dangerous Dogs (amendment) Act 1997 or any subsequent amendments or a dog crossed with any of these.
16. The recurrence or continuation of any injury from which your pet previously suffered arising prior to or within 72 hours of the start of this insurance.
17. Your pet being used for commercial breeding purposes, guarding, track racing, coursing or used in connection with any business, trade, profession or occupation.
18. Any loss due to variations in exchange rates of any and every description.
19. Where fraud has been committed against us or where false information has been provided to us.
20. Any liability where you are entitled to cover or benefit under any other insurance.
21. Any infringement of UK animal health and importation legislation.
22. Any pet sold or where any financial interest whatsoever is parted with by you, whether temporarily or permanently.
23. Liability in respect of pollution or contamination of buildings or other structures or of water or land or the atmosphere unless directly caused by a sudden identifiable unintended and unexpected occurrence which takes place in its entirety at a specific moment in time and place during the period of insurance provided that:
(a) All pollution or contamination which arises out of one occurrence will be deemed to have occurred at the time such occurrence takes place;
(b) Our liability for all damages and claimants costs and expenses payable in respect of all pollution or contamination which is deemed to have occurred during the period of insurance shall not exceed £1,000,000 in the aggregate.

Section 1: Veterinary fees

What is covered?

Accident only cover

We will pay you for all customary charges made for treatment carried out by a vet. Cover is provided for an accident or injury occurring to your pet, subject to the policy vet fees limit shown on your policy schedule. The limit of cover, is on a per accident or injury basis and is for the maximum amount of shown in your policy schedule.

The fixed excess and variable excess are on a per incident, per period of insurance basis.

This policy level provides an amount for each injury and that is the maximum we will pay for a condition. The amount available for each condition is reduced after each claim and does not revert to the maximum cover level when you renew each year.

Cover is continuous for each separate **incident** up to the limit of the **policy** for that **incident**. Should the treatment required span two **policy** years, continuous **treatment** is subject to the **policy** remaining in force, being continuously renewed at each anniversary and premiums paid up to date.

We cover fees for any **alternative** or **complementary medicine** which the **vet** recommends and as approved by **us**, including up to five sessions of hydrotherapy provided by hydrotherapy pool operators who are members of the CHA (Canine Hydrotherapy Association) or NARCH (National Association of Registered Canine Hydro-therapists).

Dental Cover - **we** will pay fees for **dental treatment** as a result of an **accident** only.

There is no cover for **treatment** for **behavioural illness**, **behavioural modification treatment** or any forms of training.

Fees for putting **your pet** to sleep (euthanasia) - it is a condition of this **policy** that **we** provide cover or benefit in respect of euthanasia up to a maximum of £100 and only if it is recommended by **your vet** to alleviate incurable and inhumane suffering resulting from an **injury**.

This insurance also extends to cover **your pet** under the **PETS Travel Scheme (PETS)** whilst temporarily located in any European member country of the **PETS Travel Scheme (PETS)** (EU countries only as defined by DEFRA), but only for a maximum stay of 30 days during the **policy** period.

What is not covered?

1. **Policy** excess, this is shown on **your policy schedule**.

- i. The **fixed excess** is a fixed amount payable once per **injury** per **period of insurance**, each separate **injury** will require a separate **fixed excess**.
 - ii. Depending on the age and breed of **your pet** there may also be a **variable excess** - this will be detailed in **your policy schedule**.
 - iii. If **treatment** is received at the same time for a number of **injuries** or including **treatment** carried out under one anaesthetic a **fixed excess** will apply and depending upon the age and breed of **your pet**, a **variable excess** will also apply to the **treatment** received for each **injury**.
 - iv. Where **treatment** for different **injuries** is carried out at the same time and the cost of **treatment** cannot be identified, the cost of **treatment** will be split equally between each **injury** and the **fixed excess** and depending upon the age and breed of **your pet** a **variable excess** applied to each part.
2. Any **treatment** where the **policy** limit per **injury** has been reached. See the maximum amount shown on **your policy schedule**.
 3. Any **treatment** as a result of an **illness**.
 4. Any **treatment** after the **policy** has lapsed/expired.
 5. Any **accident, injury, or incident** arising prior to or within the first 72 hours of the inception date of the insurance.
 6. More than the number of hydrotherapy sessions stated in **your policy schedule** per **injury**, or hydrotherapy as an aid to weight loss.
 7. For any cost of spaying, or partial cost of **treatment** that includes ovarian hysterectomy as a preventative, or **treatment** solution for any **injury**, including (but not limited to) false pregnancy, or mammary tumours.
 8. Preventative or elective **treatments**, routine examinations and **treatment** including but not limited to:
 - i. Killing and controlling fleas
 - ii. Routine spaying or castration
 - iii. Whelping or kitting
 - iv. Routine removal of dewclaws
 - v. Routine worming
 - vi. Routine blood tests
 - vii. Any **treatment** in connection with pregnancy or parturition
 - viii. Or any cost as a result of failure to carry out these procedures.
 9. For any cost of castration or partial cost of any **treatment** that includes orchietomy as a preventative or **treatment** solution for any **injury**, including (but not limited to) retained testicles (cryptorchidism), testicular growths, behavioural disorders, and diseases of the prostate.
 10. The cost of bathing, grooming or de-matting **your pet**, regardless of **your** personal circumstances.
 11. The cost of spay or castrate as a **treatment** of a behavioural **condition**.
 12. Sex hormonal problems unless directly resulting from a valid claim.
 13. Any cost of pheromone products including DAP diffusers and Feliway and/or similar feline facial pheromone products used in either a spray or an electric diffuser format.

14. The cost of **any treatment** outside normal surgery hours except for **treatment** that a **vet** considers cannot wait until normal surgery hours (necessary **treatment**) because it would seriously endanger **your pet's** health regardless of **your** personal circumstances. The **vet** that treated **your pet** must also confirm this in writing when **your veterinary** claim is submitted for necessary **treatment**. Outside of normal hours the additional charge is limited to a maximum of £100.
15. Non-essential hospitalisation and/or ambulance charges and/or house calls unless the **vet** declares that to move **your pet** would seriously endanger its health.
16. Travelling expenses incurred by **your vet** unless the **vet** deems that to move **your pet** would seriously endanger its health.
17. Any charges in excess of £100 in respect of euthanasia even in the case of **your vet** putting **your pet** to sleep to alleviate incurable and inhumane suffering following an **accident**.
18. Any claim for any form of housing or bedding needed for the **treatment** or wellbeing of **your pet**.
19. Every claim will be reviewed by an internal **pet** claims assessor and compared to charges for the same or similar **treatment** within the same area to ensure that the **treatment** and **veterinary** fees are reasonable, necessary, essential and not excessive. **We** will only pay up to a maximum of 100% mark up on the manufacturer's or wholesaler's price of **veterinary** medicines. This will include any dispensing fees.
20. Any charge for surgical equipment that can be used more than once.
21. Any fee charged by **your vet** to complete the claim form or any ancillary administration fees including but not limited to dispensing fees, late payment fees, claim form completion fees, administration referral fees to specialist **vet**s or referral fees and x-ray referral fees.
22. Prescription foods or diets of any type including obesity and weight control prescription food.
23. Nutritional supplements and vitamins unless prescribed by a **vet** to take the place of medication and if they have a proven effect upon an **injury** or something directly caused by an **injury**.
24. Any **treatment** administered outside the **period of insurance**.
25. Fees for unapproved **alternative medicine** or **complementary medicine** (including but not limited to pulsed magnetic field therapy, matrix energy field therapy, the Bowen technique, Reiki massage and faith healing).
26. The cost of any **treatment** or **complementary therapy** connected to or resulting from organ transplants and fitting full or partial artificial limbs (prosthesis) with the exception of costs relating to replacement hip, elbow and or knee joints including pre and post-operative care.
27. The cost of any **treatment**, or complications arising from **treatment**, that **you** choose to have carried out that is not directly related to an **injury**, including cosmetic dentistry or surgery.
28. Any overseas **treatment** costs where the journey abroad was specifically made to obtain **treatment** or where the **vet** confirms **treatment** can be delayed safely until **your** return home.
29. **Complementary treatments** that are not carried out under the direction of a **vet** or listed therapist and previously authorised by **us**.
30. The cost of routine or investigative tests or diagnostic procedures, unless these are being undertaken specifically to diagnose an **injury** due to specific existing symptoms or clinical signs and where such a diagnosis will potentially alter the course of **treatment**.
31. The cost of any procedures involved in the **diagnosis** of an **injury** that are carried out again when **your pet** is referred to another **vet**.
32. The cost of routine blood tests including blood tests carried out before surgery, or before anaesthetic for surgery or routine blood tests before any other procedure if **your pet** is less than eight years old. Unless there is something in **your pet's** medical history to suggest **your pet's** health may be at risk from the anaesthetic, surgery or procedure.
33. Fees resulting from an **injury** that is excluded on **your policy schedule**.
34. The cost of dentistry except as a result of an **accident**.
35. Any claim as a result of a 'notifiable' disease (as defined by DEFRA) e.g. rabies.
36. Any post mortem costs.
37. Any charges in respect of disposal, cremation or burial of **your pet**.
38. Incremental costs caused as a result of the late submission of **your** claim.

Signs of injury

You must arrange for a **vet** to examine and treat **your pet** as soon as possible after it shows clinical signs of an **injury**. If **we** decide this may not be the case **we** may refer the case to an independent **vet**. If it can be established that the delay in arranging **treatment** has or is likely to result in additional costs or expenses being incurred **we** reserve the right to either refuse to admit the claim or make a deduction from any settlement to reflect these increased costs or expenses.

Second Opinion Vets

There may be times when **you** wish to take **your pet** to a different **vet** as **you** are unhappy with their diagnosis or **treatment** suggestions. All requests for second opinions must be agreed by **us** in advance of **treatment**, however should the second opinion **vet** agree with the first diagnosis or **treatment** then **we** shall only pay for one claim.

Cover Overseas

Cover overseas is subject to the limit shown in **your policy schedule** and only applicable to cats and dogs.

In the event that **your pet** requires **veterinary treatment** whilst temporarily in a European Member Country of the **PETS Travel Scheme (PETS)**, payment of any **treatment** will be made by **you** to the **vet** whilst **you** are there. Upon return home, **you** should telephone **us** immediately and report the claim – 0330 234 0599.

We will forward to **you** a claim form for completion. This form must be returned complete with all paid **veterinary** receipts. Settlement of eligible claims will be made to **you**, after any applicable deductions have been made, in sterling at the date the **treatment** invoice was paid, such payments discharging **us** from all further liability connected with such claim.

Claims Information

Before **your pet** is treated check that **your vet** is willing to complete the claim form, provide medical history and supply **us** with the supporting invoices. **We** will not pay for the **vet** to do this.

The claim form and invoices along with a full clinical history must be returned to **us** within 60 days of the **pet** receiving the **treatment** or as soon as possible thereafter. Please make sure that the form is signed by both **you** and **your vet** and that it is indicated to whom **we** should make the payment.

If **you** are submitting a claim for an on-going **injury your vet** must still complete a claim form and supply **us** with the supporting invoices on each occasion that **treatment** is provided.

If **your pet** is referred to a specialist please make sure that the **vet** who normally treats **your pet** has completed a separate claim form for the initial costs. **We** will not be able to assess the claim form and supporting invoices from the referral practice until **we** have processed the initial **treatment** from **your own vet**.

With **your** authority **we** will pay **your** claim settlement directly to the **vet** on **your** behalf.

If **you** have asked **us** to pay **your vet** **we** will send payment directly to the practice and if there is any amount other than the **fixed excess** or **variable excess** that **we** cannot pay because the costs are not covered **we** will tell **you** in writing. **You** must settle with **your vet** any amount **we** cannot pay.

Policyholders who are veterinary surgeons or staff

If **you** are a **veterinary surgeon**, **you** may treat **your own pet** but another **vet** must countersign the claim form confirming the **treatment** has gone ahead. The same applies if **you** are a **vet nurse**, **you** cannot complete **your own** claim form.

Section 2: Third party legal liability (dogs only)

What is covered?

We will pay up to the third party liability limit of indemnity, dependent on the cover level shown on **your policy schedule** sums which **you** become legally liable to pay in the **UK** courts as damages (including costs) during the **period of insurance** for any claim or series of claims arising from any one event or multiple events and in respect of all and any incidents occurring during the **period of insurance** involving **your dog** causing:

1. Bodily injury, death, sickness, or disease to any person who is not in **your** employment or who is not a member of **your** family or household.
2. Loss of or damage to property that does not belong to and is neither in the charge of or under the control of **you**, anyone in **your** employment or any member of **your** family or household within:
 - a) the **United Kingdom** or
 - b) whilst temporarily in a member state of the European Union provided that **your dog** complies with all the relevant legislation relating to movement across international borders, but only for a maximum stay of 30 days during the **policy** period.

The most **we** will pay under this section of the **policy** for all incidents occurring within the **period of insurance** will be £1,000,000.

If someone else is looking after **your dog** when the injury or damage happens, **we** will still pay as long as:

1. **You** asked them to look after **your dog**.
2. **You** did not agree to pay them to look after **your dog**.
3. The injury or damage was not to them or their property.

What is not covered?

1. **Policy** excess, this is shown on **your policy schedule**.
2. **You** must pay any **policy** excess due under this section of the **policy**, as shown on **your policy schedule**, when **we** request it following an incident that may give rise to a claim. Failure to pay the excess when requested may result in **us** refusing to pay additional costs incurred or in **us** refusing to deal with any third party claim.
3. Claims where no legal liability is established.
4. Claims within 72 hours of the commencement of **your policy**.
5. Compensation or legal costs if the injured person is part of **your** family, lives in **your** home, works for **you**, or is looking after **your pet** or is paid to look after **your pet**.
6. Compensation or legal costs if the damaged property belongs to **you** or a person who is part of **your** family, lives in **your** home, works for **you**, is looking after **your pet** or is paid to look after **your pet**.
7. Compensation or legal costs if **you** or someone listed above is looking after the property or holding it in trust or any liability when **your pet** is under the control or custody of a professional dog sitter, walker, groomer or other similar professional caring for **your dog** where payment is made.
8. Any claim resulting from a period when **your pet** was left **unattended**.
9. Cover is not in force at any place where **you** or members of **your** family are subject to a contract of employment carry out self-employed or voluntary work.
10. Cover is not provided at any event of confirmation show, agility event, working trial or Schutzhund competition.
11. Cover is not provided at any organised shooting or sporting event.
12. Any liability arising from an agreement which imposes a liability on **you** which **you** would not be under in the absence of such an agreement.
13. Compensation or legal costs where the injury or damage was caused by the deliberate acts or omissions of **you** or members of **your** family.
14. Any claim if **your pet** is a cat.
15. Any claim resulting from **your pet** passing on any disease or virus.
16. Any claim where **you** have not followed advice given to **you** by previous owners of **your dog** or by any rehoming organisation about **your dog's** behavioural traits.
17. Any claim whilst **your pet** is being transported in a motorised vehicle.
18. Fines, penalties or **your** breach of quarantine restrictions or import or export regulations.
19. Any damages, costs or expenses if **you** are insured under any other liability **policy** (including **your** household insurance) unless that cover has been exhausted.
20. Any claim costs in excess of the **policy** limit under this section of **your policy**.
21. Any amount in excess of £1,000,000 in respect of all incidents occurring during the **period of insurance**.

Special conditions that apply to this policy section.

1. **You** must contact **us** as soon as there is an incident that could give rise to a claim.
2. **You** must not admit to anyone that **your pet** was at fault, offer any compensation, make a payment, or try to negotiate.
3. **You** must forward on to **us** any letters, writs, summons, or other legal documents **you** receive, without delay, and **you** must not answer them.
4. **You** must tell **us** or assist **us** to establish the full circumstances of an incident, provide written statements and go to court if necessary.
5. **We** may pay a reasonable amount for the compensation and costs which will release **us** from any more payments under this **policy**.
6. **We** will have complete control of any claim or the defence of any legal proceedings.
7. **You** must not give anybody information or anything that could help them claim against **you other than** disclosing **your policy** number and name and address of **us**.

In relation to any third party liability claims, **we** may pay up to the limit of **your** stated **policy** cover or lesser amounts for which any claim can be settled (after deduction of any sum or sums already paid as compensation) and shall be released from any further liability under this **policy** (except for costs and

expenses of litigation recoverable or incurred with **our** consent prior to the date of such payment).

Section 3: Death of your pet (illness)

There is no cover for the death of **your pet** where the cause of death is an **illness**.

Section 4: Death of your pet (injury)

What is covered?

If **your pet** dies because of an **injury** or as a result of **your vet** putting **your pet** to sleep, if recommended by a **vet** as necessary to alleviate incurable and inhumane suffering of **your pet**, due to **injury** during the **period of insurance**.

We will pay the purchase price **you** paid for **your pet** as declared by **you** and detailed on the **policy schedule** up to the maximum shown in **your** benefit table. This payment is subject to the maximum policy limit shown on **your policy schedule**.

If **you** are unable to provide **us** with formal proof of the amount paid for **your pet** **we** will pay a current **market value** based on average prices at the time of **your pet's** death.

What is not covered?

1. If **your pet** dies from an **illness**.
2. If the death is a result of any **injury** that happens prior to or within 72 hours of **your pet's** insurance first starting.
3. If **your pet** is put to sleep due to aggression unless this can be attributed to an **injury**.
4. Any claim if a **vet** believes it is more humane to keep **your pet** alive rather than put it to sleep, but despite this **you** still have **your pet** put to sleep.
5. If **you** are not able to provide **us** with confirmation from **your vet** or statement from an independent witness.

Section 5: Advertising costs

What is covered?

There is no cover available for advertising costs.

Section 6: Reward costs

What is covered?

There is no cover available for reward costs.

Section 7: Theft and straying

What is covered?

There is no cover available for theft and straying.

Section 8: Boarding fees

What is covered?

There is no cover available for boarding fees.

Section 9: Holiday cancellation/curtailment

What is covered?

We will reimburse **you** up to the amount shown on **your policy schedule** (in any one **period of insurance**) for the non-recoverable cancellation and curtailment costs incurred by **you** if during the **period of insurance**:

1. **You** cancel **your holiday** within 7 days prior to departure or;
2. **You** come home early because **your vet** believes **your pet** needs lifesaving **treatment** or lifesaving surgery.

What is not covered?

1. Claims within the first 14 days of the commencement of **your policy**.
2. Any amount if **your pet** does not have lifesaving **treatment** or lifesaving surgery.
3. Any claim where the **veterinary treatment** is not covered by a **vet** fee claim.

4. Any amount as a result of an **injury** that first showed clinical signs or happened more than 7 days before the start date of **your holiday**.
5. Costs for anyone else who is on **holiday** or who is going to be on **holiday** with **you**. Unless they are under 18 years of age and no other adult is able to take care of them.
6. If **you** booked **your holiday** less than 28 days before **you** were due to leave.
7. If **you** cancel **your holiday** or come home early as a result of any **pre-existing condition**.
8. If **you** knew about the **injury** before going on **holiday** and the **injury** was likely to necessitate emergency **treatment** and/or surgery.
9. Any additional costs which are incurred, e.g. if **you** fail to arrive on time at the airport/ferry port.
10. If **you** can get these expenses back from anywhere else, for example, from **your** travel insurance.
11. Any cost for food for **you** or **your pet**.
12. Any additional cancellation charges incurred because **you** did not tell the company providing **your** transport or accommodation, their agents or any person acting for **you**, as soon as **you** knew **you** had to cancel **your holiday**.
13. Any amount for a **holiday** that does not start and finish in the **period of insurance**.
14. Any claim more than one year after **your** return.

Claims conditions.

Forward to **us** all receipts for the expenses **you** are claiming, along with a booking invoice for the **holiday** detailing any cancellation charges. **You** must provide **us** with confirmation that **you** are unable to claim these costs back from **your** travel providers.

Section 10: Quarantine costs

What is covered?

We will pay up to the limit shown in **your policy schedule** per trip for:

1. Quarantine kennelling costs and costs incurred in obtaining a replacement health certificate for **your pet** should a microchip of ISO Standard 11784 or Annex A to ISO Standard 11785 fail to operate as intended.
2. Quarantine kennelling costs should, despite compliance with the relevant regulations, **your pet** be placed in quarantine due to **injury**.

All claims under this section of the **policy** must be supported with all relevant receipts and documentary evidence that **your pet** was micro-chipped prior to **your** journey with a microchip of ISO Standard 11784 or Annex A to ISO Standard 11785.

What is not covered?

We will not pay for:

1. Any costs incurred where it was established that the microchip was not functioning prior to departure.
2. Any costs incurred where it can be established that **your pet** was suffering from an **injury** prior to departure.

Section 11: Loss of PETS Passport

What is covered?

We will pay up to the level shown in **your policy schedule** the cost of a replacement health certificate should the original become lost during the trip. This includes any quarantine costs incurred as a direct result of such a loss.

All claims under this section of the **policy** must be supported by all relevant receipts and evidence of expenditure.

Section 12: Emergency expenses cover abroad

What is covered?

We will pay up to the level shown in **your policy** per trip in reimbursement for emergency expenses incurred by **you**.

Cover is provided for:

1. Additional accommodation for up to 14 days and repatriation fees incurred by **you** should **your pet** require emergency **veterinary treatment** as a result of an **injury** which results in **you** missing **your** return journey.
2. Reimbursement of accommodation and transportation costs incurred by **you** up to the limit shown on **your policy schedule** following **your pet** becoming lost during a journey, whilst **you** endeavour to find **your pet** prior to **your** due return date to the **UK**.

3. Reimbursement of additional accommodation and transportation costs incurred by **you** up to the limit shown on **your policy schedule**, for up to 4 days, should **your pet** become lost or stray prior to **your** return journey to the **UK** resulting in **you** remaining abroad whilst endeavouring to locate **your pet**.

All claims under this section of the **policy** must be supported by all relevant receipts and evidence of expenditure. Additionally, **you** must notify the Police or relevant transport operator within 24 hours of the **incident** and obtain, at **your own expense**, a written report should **you** wish to claim following the loss or theft of **your pet**.

Cancellation

You may cancel this **policy** within 14 days of receipt of the **policy** documents (new business) or the renewal date by writing to **us** at the address given below. Any premium already paid by **you** will be refunded to **you** providing no claim has been made or is intended to be made and no **incident** likely to give rise to a claim has occurred. If **you** do not exercise **your** rights during the 14 day period **your policy** will continue as normal.

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If **you** make a claim within the first 14 days of the **policy** start date then this will be taken as accepting the **policy cover**, no refund would then be available.

The **policy** is an annual contract of insurance that can be paid monthly. If the premium is paid under a monthly instalment option and a claim has been settled during the **period of insurance**, **you** must continue with the instalment payments. Alternatively **we** will deduct outstanding instalments from any claim payment that may be due to **you**.

If the annual payment option is chosen and a claim is paid, no premium will be refunded if the **policy** is cancelled during the same **period of insurance**.

Provided there has been no claim or **incident** likely to give rise to a claim during the current **period of insurance** and **you** cancel **your policy**, **we** will calculate the proportionate premium for the period **you** have been insured and refund any balance.

If a claim has been submitted or there has been any **incident** likely to give rise to a claim during the current **period of insurance** no premium refund will be given.

We can cancel this **policy** if there are serious grounds to do so, for example:

1. Where **we** have been unable to collect a premium payment (payment terms including the procedures in the event of non-payment of the premium will have been agreed between **you** and **us** when **you** took out this **policy**); or
2. **You** have failed to take reasonable care in providing information in relation to this insurance as required by General Condition 1 of this **policy**; or
3. **You** have failed to co-operate or provide information and assistance in relation to any claim under this **policy** or with regards to the administration or operation of this **policy**; or
4. Where **you** fail to take **your pet** for annual check-ups and keep **your pet** vaccinated against distemper, hepatitis, leptospirosis and parvovirus in the case of dogs; against feline infectious enteritis, feline influenza, feline herpes virus, feline calicivirus and feline leukemia in the case of cats and as advised by **your vet** in accordance with General Condition 7 of this **policy**; or
5. Where **we** have grounds to suspect fraud; or
6. Where **you** use threatening or abusive behaviour towards a member of **our** staff or a member of staff of **your vet** or **our** supplier.

We will do this by giving **you** notice in writing to **your** last address notified to **us**.

We have the right to terminate this **policy** with immediate effect in the event that **your** premium is not received ten days after the due date.

Claims

If **your vet** and **our vet** disagree about any **veterinary** issues connected to **your** claim **we** may appoint another **vet** as an independent expert that **we** both agree to use and whose decision **we** both agree to accept.

In the event of any possible claim under any sections of this insurance **you** must notify **us** as soon as possible and no later than 60 days after discovery of any possible **incident** likely to result in a claim.

Telephone: 0330 234 0599.

If **you** do not contact **us** within 60 days of discovery of the **incident** and this prejudices **our** ability to verify the claim then, other than in exceptional circumstances, **we** will be unable to deal with **your** claim.

You do not need to contact **us** before any **treatment** begins except for **alternative medicine** or **complementary treatment**. **We** will require **your policy** number when **you** call so please have this ready.

Please note that calls may be monitored or recorded to assist with training and for quality control purposes.

Claim form completion

We will never guarantee payment of a claim over the telephone. If **you** want to make a claim **you** must complete **your** sections of the claim form and for **veterinary** fees, arrange for **your vet** to fill in their part along with a full medical history and return to **us** within 60 days of the **pet** receiving the **treatment** or as soon as possible thereafter.

For death claims **we** will additionally require the original purchase receipt, **vet's** death confirmation or independent witness statement.

We only accept invoices that are on a **veterinary** practice headed paper and contain VAT amounts and a VAT number if **your vet** is VAT registered. Financial and **treatment** histories headed "Insurance Report" or similar are not acceptable.

You will be responsible for any costs charged for the completion of the form. If all or part of **your** claim cannot be paid **we** will tell **you** in writing.

Send **your** claim form and supporting documents to:

PDSA Petsurance
The Connect Centre
Kingston Crescent
Portsmouth
PO2 8QL

Subject to **policy** terms and conditions **we** will pay **your** claim if the claim form is correct and complete:

1. When **we** have all the information **we** need to support the claim.
2. When **we** are sure that the claim is valid.
3. When any legal action or other action has been settled.

If it is more convenient and **your vet** agrees, **we** can pay claims directly to **your vet**, after deductions. **You** can tell **us** to do this when **you** make a claim. **We** will not pay **veterinary** fees directly to anyone who is not a **vet**.

If **you** have asked **us** to pay **your vet** **we** will send payment directly to **your vet** and if there is any amount other than the **fixed excess** and **variable excess** that **we** cannot pay because the costs are not covered **we** will tell **you** in writing.

You must settle with **your vet** any amount not covered under this **policy**.

If **we** have made any overpayment regarding claim settlements, this will be requested back in full and/or deducted from any future claims.

If any liability under this insurance is covered by any other insurance policy **we** will not pay any claims until that cover is exhausted.

Following a claim **we** shall be entitled to take over and exercise any rights in **your** name against any other party for **our** own benefit and at **our** own expense to recover any payment **we** have made under this **policy**.

Fraud

It is unfortunate that with all types of insurance, fraud and attempted fraud can occur. **We** employ sophisticated fraud detection and prevention techniques to ensure **we** only pay out on genuine claims. By doing this **we** are protecting the interest of all policyholders and are able to offer a comprehensive **policy** with competitive premiums.

You must not act in a fraudulent manner. If **you** or anyone acting for **you**:

- Make a claim under the **policy** knowing the claim to be false or fraudulently exaggerated in any respect.
- Make a statement in support of a claim knowing the statement to be false in any respect.
- Submit a document in support of a claim knowing the document to be forged or false in any respect.
- Make a claim in respect of any loss or damage caused by **your** wilful act or with **your** connivance.

Then:

- **We** shall not pay the claim.
- **We** shall not pay any other claim which has been or will be made under the **policy**.
- **We** may at **our** option declare the **policy** void.
- **We** shall be entitled to recover from **you** the amount of any claim already paid under the **policy** since the last renewal date.
- **We** shall not make any refund of premium already paid.
- **We** may inform the Police of the circumstances.

Preventing fraud

We and/or **our** agents, along with other insurers pass information to fraud prevention and credit reference agencies. **We** may pass **your** details to the Claims and Underwriting Exchange Register run by the Motor Insurers' Bureau and Insurance Hunter, a central insurance anti-fraud system and other databases, to which other insurers may have access.

Complaints procedure

We are committed to providing **you** with an exceptional level of service and customer care. **We** realise, however, that things can go wrong and there may be occasions when **you** feel that **we** have not provided the service **you** expect. When this happens **we** want to hear about it so that **we** can try to put things right. Although it can help to make complaints in writing **we** are happy to receive complaints communications in whatever form or medium is appropriate for **your** circumstances.

Who to contact

The most important factors in getting **your** complaint dealt with as quickly and efficiently as possible are to be sure **you** are talking to the right person, and that **you** are giving them the right information.

When **you** contact **them** please give **them your** name and a contact telephone number. Please quote **your policy** and/or claim number and the type of **policy you** hold.

Please explain clearly and concisely the reason for **your** complaint.

Step one – Initiating your complaint:

Does **your** complaint relate to:

A: **your policy**?

B: a claim on **your policy**?

If A, **you** need to contact the Customer Service team on 0333 234 0605 and state **your** complaint.

If B, **you** need to contact whoever is currently dealing with **your** claim by calling the Claims team on 0333 234 0599 and state **your** complaint. In either case, if **you** wish to provide written details, the following checklist has been prepared for **you** to use when drafting **your** letter.

1. Head **your** letter 'Pet insurance COMPLAINT'.
2. Give **your** full name, post code and contact telephone number(s).
3. Advise them that **you** have a **PDSA Petsurance policy** and quote **your policy** and/or claim number.
4. Explain clearly and concisely the reason(s) for **your** complaint.

The letter should be sent to the Complaints Manager at the following address:

PDSA Petsurance
The Connect Centre
Kingston Crescent
Portsmouth
PO2 8QL

We will acknowledge **your** complaint promptly, normally within five days unless exceptional circumstances apply. The Complaints department will investigate **your** complaint impartially taking into account all relevant factors and will provide **you** with a written response to **your** complaint within eight weeks.

It is expected that the majority of complaints will be quickly and satisfactorily resolved at this stage, but if **you** are not satisfied, or if **you** have not heard from **us** within 8 weeks, **you** can take the issue further:

Step two - The Financial Ombudsman Service

If **we** have given **you our** final response, or if **you** have not heard from **us** within 8 weeks, or if **you** are still not satisfied **you** may refer **your** case to the Financial Ombudsman Service (FOS).

The Ombudsman is an independent body that arbitrates on complaints about general insurance products and other financial services. It will only consider complaints after **you** have been provided with written confirmation that all internal complaints procedures have been exhausted.

Insurance Division
Financial Ombudsman Service
Exchange Tower
Harbour exchange square
London
E14 9SR
Tel: 0300 123 9123
Fax: 020 7964 1001

Please note that **you** have six months from the date of the final response in which to refer **your** complaint to the Ombudsman. Referral to the Ombudsman will not affect **your** right to take legal action.

Our promise to you:

We will acknowledge all complaints promptly.

We will investigate quickly and thoroughly.

We will keep **you** informed of progress.

We will do everything possible to resolve **your** complaint.

We will learn from **our** mistakes.

We will use the information from complaints to continuously improve **our** service.

To help **us** improve **our** service, **we** may record or monitor telephone calls.

Data protection

The information **you** have provided to **us** will be held and used by **us** and **our** agents to provide the insurance services **you** asked for and for statistical analysis. **We** may share information about **you** and **your policy** with other insurers, regulatory authorities, or agents providing services on **our** behalf. They may contact **you** by post, email, phone, or SMS to keep **you** informed about other products and services provided by PDSA for market research purposes, unless **you** have chosen not to receive such communications. If **you** would prefer them not to contact **you**, and have not previously told **PDSA Petsurance**, please write to:-

The Data Protection Officer
The Connect Centre
Kingston Crescent
Portsmouth
PO2 8QL

Please make sure **you** include:

- **Your** full name, address and date of birth.
- **You** have the right to ask **us** for a copy of the information **we** hold about **you** in **our** records.

You should write to The Data Protection Officer at the address above. **You** will need to pay a small administration fee to cover the cost of providing this information. **You** have the right to ask **us** to correct any inaccuracies in **your** information.

Helplines

All policies include access to the following help lines (calls may be monitored or recorded):

Find a Vet

If you or your pet are away from home whilst in the United Kingdom, Northern Ireland and the Isle of Man and your pet needs urgent veterinary care, this policy gives you access to our help lines so we can identify the nearest vet for you.

Telephone 0333 234 0599

(Telephone lines are open from 8.00am to 6.00pm weekdays and 9.00am to 2.00pm Saturdays)

Bereavement Counselling

An understanding, confidential and professional service enabling you to talk for as long as you need about the death or illness of your pet. Help and advice to address the symptoms brought about by bereavement is available 24 hours a day, 365 days a year.

Telephone 0333 003 2258

(Telephone lines are open 24 hours a day, 365 days a year)

Pet Legal

Lawyers are available to provide advice and explain legal issues in plain English and in a friendly and helpful way - available 24 hours a day, 365 days a year.

Telephone 0333 003 2258

(Telephone lines are open 24 hours a day, 365 days a year)

Pet Minders

This enables you to locate a registered pet minder (on a national basis) for either a few minutes or indeed weeks, in order to look after your pet while you are away.

Telephone 0333 234 0599

(Telephone lines are open from 8.00am to 6.00pm weekdays and 9.00am to 2.00pm Saturdays)

PDSA petanswer™

This helpline provides advice on common illnesses, including vomiting, diarrhoea and skin problems. Help with minor issues including, fleas, exercise and diet. Advice on specific events such as going abroad, disease and poisoning. The helpline provides out of hours support when your local vet is closed.

Telephone 0303 334 0611

(Lines are open 24 hours a day 365 days a year. Calls are free from a BT Landline only. Calls from other networks and from your mobile may incur a cost).