

# How to claim in 2 easy steps

**Step 1:** Please complete the claim form on the following page.

**Step 2:** Send the form with all necessary documentation via email to [petclaims@covermy.co.uk](mailto:petclaims@covermy.co.uk). To expedite your claim, we recommend sending us all documents electronically.

## How your claim will be paid

▶ If you wish for us to pay you, the policyholder direct, please add your bank details in the payment options section of the claim form. Please note, we can only pay benefits to the policyholder(s).

## Contact us

If you have any questions about your claim please call us on **0208 626 9454** (between 9:00 - 17:00 Mon - Fri) or email us at [petclaims@covermy.co.uk](mailto:petclaims@covermy.co.uk)

**Note:** We reserve the right to request additional information or original documents for submitted claims. We will advise you if we need this once we receive your claim form.

**Tip:** Should you not have access to a scanner then we are happy for you to simply take a picture with your mobile phone camera or ask your vet to directly send to us the invoice(s) and supporting document(s) via email. All documents need to be submitted in a legible resolution.

## Claim checklist

*Before sending in your claim form, please ensure the following:*

You have fully completed all relevant sections on this claim form.

You have attached the required evidence and/or fully itemised invoice(s) listed below.

*Please also provide for the applicable section:*

Item(s) Being Claimed for	Evidence and/or invoice(s) required
Holiday cancellation <i>(Please complete sections 1, 2 and 4)</i>	Travel operator (or similar) confirmation letter, invoice and evidence of costs charged. <i>The invoices must show the booking date, dates of the journey, cancellation date and total cost of the holiday and any expenses that cannot be recovered.</i>
Loss by theft or straying <i>(Please complete sections 1, 3 and 4)</i>	Purchase receipt for your pet, original or signed copy of pedigree certificate (if qualified), missing pet report from an appropriate authority and information of all local vets, rescue centres, police stations, dog wardens you have contacted.

# Non-Veterinary Fees Claim Form

Claim received on  
(Petcover use only):

Please complete the claim form and forward to us with the relevant documents to [petclaims@covermy.co.uk](mailto:petclaims@covermy.co.uk)

## Section 1. Your details

Policy no. : Your name:  
Contact no. : Email:  
Address: Postcode:  
Pet's name: Pet's date of birth:  
Is this pet insured with any other company? Yes No  
If yes, what is the name of the insurance company?

## Section 2. Please complete this section for holiday cancellation

Holiday dates: From: To:

Reasons for cancellation:

*If you require more space for explanation, you may attach additional pages.*

Details of irrecoverable expenses	Amount claimed
	£
	£
	£
	£

## Section 3. Please complete this section for loss by theft or straying

Address where loss occurred (if different from above):

### Details of loss

Where and when was your pet last seen? Date: Place:

Where and when was your pet recovered? Date: Place:

Full circumstances of loss (please continue on a separate sheet if necessary):

## Section 4. Payment and declaration

### Payment

#### Payment into bank account.

Please note: If you elected to pay your premium via direct debit, your benefits will be paid directly into your nominated bank account. If your bank details have changed, please complete the fields below. If you leave the payment section blank, we may elect to issue a bank cheque.

Account holder name:

Sort code:

Account number:

### Declaration

I authorise Cover My Pet and Petcover to provide the veterinary practice with information about my policy in respect of this claim and the veterinary practice to provide Cover My Pet and Petcover with all information relating to my pet. I also confirm that I am the policyholder and I have checked the information given on this form and that it is correct to the best of my knowledge.

Please tick here, if you have read and acknowledged the above declaration.

Date: