

Please ensure you read this document thoroughly.

Claiming direct to the vet: **Chantry Vets must agree and confirm this first.** You, the client, pay your policy excess to us and any items not covered by your insurer and complete a claim form. The vet then claims the treatment costs from your insurer. If your insurer accepts your claim payment is sent to the vets.

Claiming to yourself: You pay in full for treatment, provide us with a claim form, which we complete and send to your insurer. Your insurer will then assess the claim and if accepted, pay any monies due to the policyholder.

**If you are wishing to direct claim, please complete all pages of the handout.
For claims to client, only page one is required.**

If you wish to claim on your pet insurance the below must be completed for both claiming back to yourselves or claiming direct

- We collect and use your personal data for a number of reasons, such as for our legitimate interest (or those of a third party) where your interests and fundamental rights do not override those interests.
- In order to process your claim either via the Vet or direct with your insurer we will collect/share personal data about you and your pet with the insurer/other vets (such as, client name, address, pets name, clinical history and costs).
- We will be required to contact you at any point and require a timely response in order to not delay the processing and payment of your claim.
- I have read and agree to the above terms.
- This instruction will be applied to all of your pets on our records unless instructed by yourselves in writing.

****THIS FORM MUST BE SIGNED BY ALL PARTIES IF YOUR PETS RECORDS ARE IN JOINT NAMES
(INCLUDING THE POLICYHOLDER)****

Full Name (Person1): _____

Full Name (Person 2): _____

Address: _____

Postcode: _____

Preferred Email: _____

Please note we are unable to process a claim direct request without an email address

Signed (Person 1): _____

Signed (Person 2): _____

Date: ___ / ___ / ___

REQUESTING A CLAIM DIRECT

At Chantry Vets we look to offer our clients our direct claim facility wherever possible with insurance (limitations permitting).

**Chantry Vets must agree to offer a direct claim in advance of treatment.
No direct claim will be agreed until our Insurance Co-ordinators have carried out various checks, contacted your insurer
and reviewed full clinical history.**

To enable us to assess a direct claim we require the following information.

1. Please contact your insurer and give them authority to discuss your policy with Chantry Vets.
Date & Time Contacted _____
If you do not complete this step and we contact your insurer and no authority is in place to discuss your policy we will not offer a direct claim.
2. Please provide us with:
Insurance Company: _____
Insurance Company Telephone number: _____
Policy Number: _____
Policyholders Name & Address (if different from the name & address with Chantry)
Policyholders Name _____
Address _____
Postcode _____
3. Please contact any previous vets which your pet has attended and request for the clinical history to be sent to insurance@chantryvets.co.uk. **Without a full clinical history, we will be unable to assess a direct claim.**

**Our insurance co-ordinators will then confirm whether we are able to offer a claim direct for your pet's treatment
via email or text message.**

**Without direct confirmation from ourselves there will be no direct claim in place and payment will be required in full
for any treatment or services provided.**

Please refer to our insurance terms and conditions overleaf.

OUR CLAIM DIRECT TERMS & CONDITIONS

- Insurance terms, conditions and cover levels differ greatly; you must read your policy documents in full and contact your insurer before making a claim.
- Claiming direct is not a guarantee that your insurer will settle your claim. Chantry Vets is not liable for any declined or unsettled claims. If your insurance company do not settle your claim full payment must be paid to Chantry within 48 hours of notice.
- Our claim direct facility is offered at our discretion and as a good will gesture to our clients.
- Claim directs are assessed on a case by case basis with insurance limitations permitting. All conditions are assessed individually. On occasion we may not be able to offer a claim direct for all conditions.
- We reserve the right to decline and reject this facility at any point and request payment at the time of treatment. For all routine claim directs these must be arranged within a minimum of 48 hours of treatment (excluding bank holidays, weekends and festive periods).
- You will need to provide a completed claim form on the day of treatment. If you do not provide this payment in full will be required. Please ensure all claim forms are completed fully and accurately.
- Further claim forms will be needed for all subsequent treatments as payment. If you cannot provide a claim form, you will need to settle the balance in full on the day and claim the monies back to you from your insurer. For Petplan electronic claims, a new e-claim form must be completed for all new conditions on the day of treatment.
- Your insurer may not provide cover for all costs. These may include prescription diets, flea or worm, euthanasia, hospitalisation, cremation, dentistry, and complimentary therapies. Please see your policy booklet for further information.
- Any deduction, shortfalls or declined claims remain your responsibility. These costs must be settled to Chantry Vets within 48 hours of notification/invoice. If you do not settle within 48 hours our claim direct facility will be withdrawn for all future claims.
- Unlike many practices, we do not charge a fee at this time for insurance direct claims and the processing of claim forms. We reserve the right to charge an appropriate fee for complex claims and accounts breakdown.
- If your claim has not been settled by your insurer within 3 months of treatment date and our Insurance Coordinators have had to chase the outstanding claim without your cooperation/help a claim direct late payment fee will be chargeable to yourselves for our admin time. Should a further month pass and payment has not been forthcoming you must settle the account within 48 hours of notice including the late payment fee and we will instruct your insurer to pay you for your claim.
- Failure to pay your agreed insurance premiums or disclose all relevant information may affect the cover available and lead to claims being declined.
- I agree to the disclosure and transfer of my personal data and pet records as required to complete direct claim checks and processing of insurance claims.
- I agree to be contacted and will respond promptly to the Practice at any point during this process.
- **I have read and agree to the above terms.**

Full Name (Person 1): _____
 Full Name (Person 2); _____

Policyholder D.O.B: ____ / ____ / ____ (Please note this is mandatory for clients insured with MoreThan / Tesco)
 Address & Postcode : _____

Signed (Person 1): _____
 Signed (Person 2): _____

Date: ____ / ____ / ____

Insurance policies and claims can be complicated, and our team are here to help and guide you with our insurance processes.
 The practice and client relationship must be based on mutual trust and respect. Refusal to follow our terms or any uncivilised behaviour will not be tolerated.