



# CHANTRY VETS

*A passion for Pets and their People*



## **MAKING A CLAIM ON YOUR PET INSURANCE**

At Chantry vets we look to offer a claim direct facility to our clients wherever possible.

A claim direct is a good will gesture offered to clients by Chantry Vets.

DUE TO UNPRECEDENTED DEMAND FOR OUR CLAIM DIRECT SERVICE, REQUESTS CAN TAKE UP TO 10 DAYS (EXCLUDES WEEKENDS) PRIORITY WILL BE GIVEN FOR EMERGENCIES, HOSPITAL ADMISSIONS AND OPERATIONS. UNTIL A DIRECT CLAIM HAS BEEN ASSESSED BY OUR INSURANCE DEPARTMENT YOU MAY BE ASKED TO PAY IN FULL ON ADMISSION OF YOUR PET.

## **IF YOU WOULD LIKE TO CLAIM DIRECT**

**1-**Please contact your insurance company and give Chantry Vets authority to speak on your behalf and discuss your policy. (Without this we are unable to assess your direct claim).

Date Contacted: .....

Time Contacted: .....

Insurance Company: .....

Policy Type: .....

Policy Number: .....

Client Name & Address held with insurance company:

.....  
.....

Client Name & Address (If differs from insurance):

.....  
.....

**2-**Email Address: .....

Mobile Number: .....

Pet Name: .....

**3-** Please contact any vets your pet has visited previously and request this to be sent to [insurance@chantryvets.co.uk](mailto:insurance@chantryvets.co.uk) (Without a full clinical history we are unable to proceed with your request)

Previous Vets Attended:.....

.....  
.....

Once we have received this information, we will then commence enquires to confirm if we are able to offer a claim direct for your pet's treatment.

This form is not a guarantee that a claim direct will be offered and that your insurance company will pay your pet's claim.

Please refer to our insurance terms and conditions for any queries' relating to claims.



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## **MAKING A CLAIM ON YOUR PT INSURANCE / GDPR CONSENT**

At Chantry Vets we look to offer our clients a claim direct facility wherever possible.

**\*\*\*Please ensure you complete both pages of the handout\*\*\***

Claiming direct to the vet: 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 direct from your insurer. If the claim is accepted, your insurer will send payment to the vets. Any items declined by your insurer must be paid by you within 5 days.

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.

- I agree to the disclosure and transfer of my personal data and pet records as required to complete insurance claims.
- I agree to the processing of my insurance claim form and the transfer of information between Chantry Vets Premises (Claim forms are administered by our Alverthorpe Head Office).
- Once completed, I agree for my insurance claim form to be transferred to the insurance company via postal or electronic means as appropriate.
- I agree to be contacted, and will respond to the Practice, at any point during this process.
- I have read and agree to the above terms.

Full Name: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

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

Signed: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Do you wish this instruction to be applied to all pets on your record? YES  NO

### **IF YOU WOULD LIKE TO CLAIM DIRECT**

- 1) Please contact your insurer and give them authority to discuss your policy with Chantry Vets.
- 2) Contact our insurance team on 01924 362464 and provide us with:
  - a. Insurance company, policy number & level of cover
  - b. The date your policy was first taken out
  - c. Policyholders name & address (if different)
  - d. Details of any previous vets which your vet has attended

We will then confirm whether we are able to offer a claim direct for your pet's treatment.  
Please refer to our insurance terms and conditions overleaf.



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## OUR CLAIM DIRECT TERMS & CONDITIONS

- Insurance terms, conditions and cover levels can differ greatly; please 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. If your insurance company do not settle your claim full payment must be paid to Chantry within 5 days.
- Our claim direct facility is offered at our discretion. We reserve the right to decline and reject this facility and request payment at the time of treatment.
- You will need to provide a completed claim form on the day of treatment. Further claim forms will be needed for all subsequent treatments. If you cannot provide a claim form, you will need to settle the balance and claim the monies back from your insurer. For electronic claims, a new claim form must be completed for all new conditions.
- Your insurer may not provide cover for some costs, which may include prescription diets, flea or worm treatments, dentistry and complimentary therapies.
- Any deduction, shortfalls or declined claims remain your responsibility. These costs must be settled to Chantry Vets within 5 days of invoice.
- If your claim has not been settled by your insurer within 4 weeks of treatment date, we reserve the right to ask you to settle the account within 5 days and we will instruct your insurer to pay you.
- Failure to pay your agreed insurance premiums may affect the cover available and lead to claims being declined. You must ensure that all scheduled insurance premiums are made when due.
- I agree to the disclosure and transfer of my personal data and pet records as required to complete direct claim checks and insurance claims.
- I agree to the processing of my insurance claim form and the transfer of information between Chantry Vets Premises (claim forms are administered by our Alverthorpe Head Office).
- Once completed, I agree for my insurance claim form to be transferred to the insurance company via postal or electronic means as appropriate.
- I agree to be contacted, and will respond to the Practice at any point during this process.
- I have read and agree to the above terms.

Full Name: \_\_\_\_\_

Policyholder D.O.B: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

*Please note this is mandatory for clients insured with MoreThan*

Address: \_\_\_\_\_

Email: \_\_\_\_\_

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

Signed: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Chantry Vets is a trading name of VetPartners Practices Limited Registered Office: Spitfire House, Aviator Court, York YO30 4UZ Registered in England: 10084952 VAT Registration No: GB 228 9288 65 Tel: +44 (0)1924 362464 · Fax: +44 (0)1924 330934 · Email: reception@chantryvets.co.uk · Web: www.chantryvets.co.uk Alverthorpe Veterinary Hospital: 180 Batley Road, Alverthorpe, Wakefield WF2 0AJ