
























What You Need to Do

-  All claims must be submitted and received by PetSure within sixty (60) days of the Veterinary expense being incurred.
-  All claims must be submitted on a **paws24** claim form that is on the website at www.paws24.co.za
-  A claim consists of a **fully completed Claim Form, full detailed Vet Invoice and Proof of Payment.**
-  **A FULL Veterinary History Report is required on your FIRST claim for your pet.**
-  Both you and the attending Veterinarian must sign the claim form.
-  The attending Veterinarian must complete the section on the Claim form so designated.
-  **IMPORTANT:**
 -  **Please ensure that the FULL diagnosis is written clearly on the claim form and/or on the Vet invoice.**
 -  **Incomplete claim forms will be returned to you and this will result in delays in processing your claim.**
 -  **Please ensure that your current details on the claim form are completed in full including your email address for emailing purposes.**
-  A completed claim form with supporting documentation can be:
 -  **E-mailed to:** claims@petsure.co.za
 -  **Faxed to:** 086 661 0989 **ONLY**
 -  **Posted to:** PO Box 87419, Houghton, 2041
-  You must take all reasonable precautions to protect the Insured Pet from aggravation of illness or injury during the post-operative or recuperation period.
-  You must allow us access to all Veterinary medical records to support the claim. You may be asked to provide this information.

What We Will Do

-  We will deal directly with you regarding settlement of the claim.
-  We will reimburse you, not the Veterinarian.
-  If the claim resulted from the wrongful actions of a third party, upon payment of benefits, we will exercise our rights of subrogation in respect of recovery action against that party. This may entail legal proceedings being issued in your name.
-  We will process claims daily to provide the best possible service.
-  Claims payments are done every two weeks. We will send you a letter regarding the settlement of your claim and that letter will provide details of how your claim has been dealt with.
-  Our claims assistance telephone numbers are 011 481 1900 / 0860 paws24 (0860 729 724) and we are available between 8.00am and 4.00pm Monday to Friday.
-  The money will be refunded into your account within three weeks of claims submission

Administered by

Underwriting Manager and Administrator
PetSure (Pty) Ltd ("PetSure")
Reg. No. 1991/007261/07
Authorised Financial Services Provider
Licence Number 9846
© Copyright 2015 PetSure (Pty) Ltd

24 Wellington Rd, Parktown, 2193
PO Box 87419, Houghton, 2041
Tel: 0860 738 787
Fax: 086 661 0990 / 086 661 0992
E-mail: info@petsure.co.za
www.petsure.co.za

The Hollard Insurance Company
Reg. No. 1952/003004/06
Authorised Financial Services Provider
PO Box 87419, Houghton, 2041
Tel: (011) 351 1000