

paws24 Information

paws24 - Protecting a healthy future for your pet!

Like any member of your family your pet can unfortunately and unexpectedly become ill or suffer an accident and expenses can come as quite a shock.

Imagine knowing your pet can be treated, but that it will cost hundreds or thousands of Rand. With **paws24**, you needn't worry as we may be able to assist with the cost of the very best Veterinary treatment, which your pet deserves.

Facts:

- 2 out of 3 pets require Veterinary attention each year
- 66% of all Veterinary visits each year are due to sudden illness
- Accidents and serious illness can affect your pet at any time, no matter what their age

Why paws24?

paws24 is the ideal plan for protecting your Pet's Health

- administered by PetSure - providing pet insurance since 1992
- brought to you by The Hollard Insurance Company Ltd, one of South Africa's largest insurance underwriters
- 14 day money back guarantee
- claims settled promptly and fairly
- the choice to utilise any licensed Veterinarian countrywide

Responsible pet ownership means providing your pet with the best care you can. **paws24** means you don't have to worry about the cost of unexpected Vets bills.

Frequently asked questions

Q: What is paws24?

A: **paws24** is peace of mind for pet owners who want assistance in reducing the cost of Veterinary bills over the life of their pets.

Q: What benefits does paws24 offer?

A: **paws24** covers Veterinary treatments and surgeries for accidental injury and illnesses ranging from minor problems such as ear infections and bee stings to major conditions such as broken bones, diabetes and cancer and routine care.

Q: How does paws24 work?

A: Once your Vet has treated your Pet, simply send in a **paws24** claim form along with your Vet's detailed account. PetSure then calculates the benefit and value and sends payment directly to you. It is as simple as that. **Note:** Benefits are paid according to the PetSure tariff rate which was based on the South African Veterinary Council Guideline of Fees.

Q: What is not covered?

A: Like most insurance policies, we have some exclusions to keep your premiums low. These include: pregnancy, elective procedures, foods/diets, grooming, behavioural problems, tick paralysis, hereditary and congenital defects, and pre-existing conditions that showed clinical signs before taking out the insurance.

Q: Can my pet visit any Vet I choose?

A: Yes, you can use any Veterinarian who is licenced to practice in South Africa.

Q: Are there any age limits for the insurance?

A: There is no upper age limit for **Paws Accident** cover but only pets between the age of 8 weeks and 8 years can enrol on the **Paws 100** or **Paws 70** options. Once enrolled, cover may be kept for life.

Q: When will my policy start?

A: Your membership will start on the first day of a month after your application has been accepted by us.

Q: When can I claim?

A: You may make a claim for conditions which arise one calendar month after your pet's start date.

Q: What is an Accidental Injury?

A: A physical or bodily injury that happens accidentally to your pet as a result of external, violent and visible means for example: broken bones, snake bite, dog/cat fight.

Q: What is an Illness?

A: An Illness means an unexpected sickness or disease or any change to your pet's normal healthy state, which is not caused by injury to your pet. For example: upset stomach, skin conditions, ear infection.

Q: What is Routine Care?

A: **paws24** includes a Routine Care benefit on **Paws 100** and **Paws 70**. options where up to R1 000 per year can be utilised towards any of the following, if rendered and provided by a registered vet: Annual vaccinations, Deworming, Tick and flea control, Dental scaling/polishing and Sterilization.

Q: Does my pet have to have a microchip or tattoo to claim?

A: Yes, this provides permanent identification and acts as your pet's Medical Insurance Card, allowing you to utilise any Vet countrywide.

Q: What if I change my mind after signing up with paws24?

A: You have a 14 day money back guarantee period from the start date of your policy to review and cancel with no obligation. If you would like to cancel your policy after this period we require one calendar month's written notice to cancel.

Q: How can I find out more information about paws24 and the costs?

A: Please refer to the Schedule of Benefits document for current benefits or contact **paws24** for further details on 0860 729 724 or visit our web site www.paws24.co.za

Administered by



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