

Information and application form

PetSure Pet Insurance - 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. Even expenses for annual routine care like vaccinations, flea, tick and worm control can come as quite a shock.

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

Actual Claim Examples

- Dog Fight Lacerations R4,202.10 **reduced by** R3,656.85
- Tumour R4,917.44 **reduced by** R3,886.75
- Gastric Torsion R8,447.80 **reduced by** R6,281.85
- Snake Bite R5,468.27 **reduced by** R4,159.15
- 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 PetSure?

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

- we are a dedicated pet insurer insuring pets since 1992
- underwritten and backed by The Hollard Insurance Company Ltd, one of South Africa's largest insurance underwriters
- offers a comprehensive choice of cover - to suit your pet's needs
- no upper age limit for Accidental Injury Cover
- benefits for preventative Routine Care
- claims settled promptly and fairly
- multi pet discount - insure more than one pet to qualify for discount
- 14 day money back guarantee
- the choice to utilise any licensed veterinarian countrywide

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

Frequently asked questions

Q: What is PetSure?

A: PetSure 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 PetSure offer?

A: PetSure 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. We also provide

cover towards preventative care such as vaccinations, spaying, flea, tick and worm control and teeth cleaning **when you choose the PetSure Routine Care Cover Option.**

Q: How does PetSure Work?

A: Once your vet has treated your Pet, simply send in a PetSure 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 Benefit Schedule which is 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 age limit for Accidental Injury Cover but no pet under the age of 8 weeks or older than 8 years can enrol on the Plan 100 or Plan 80. Once enrolled, cover may be kept for life.

Q: When will my policy start and when can I claim?

A: Your membership will start on the first day of the month after your application has been accepted by us. You may make a claim for conditions which arise 30 days after this 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: Does PetSure offer benefits towards preventative treatment?

A: Yes, we recommend and encourage responsible pet ownership. This includes spaying your pet, annual vaccination etc. **Benefits are available towards these services when choosing the Routine Care Cover option.**

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 Aid Card, allowing you to utilise any vet countrywide.

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

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 month's written notice to cancel.

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

A: Please refer to the Rates and Benefits Table insert accompanying this brochure for current rates and benefits or contact PetSure for further details on 0860 738 787 or visit our web site www.petsure.co.za.

Application form

Post to The Hollard Insurance Company Ltd, PetSure
PO Box 62229, Marshalltown, 2107 or fax to 086 661 0990

Owner details

Title: _____ Full Initials: _____
 First Name: _____
 Surname: _____
 I.D. No: _____
 Postal Address: _____
 _____ Code: _____
 Physical Address: _____
 _____ Code: _____
 Tel (h): (____) _____ Tel (w): (____) _____
 Fax: _____
 Cell: _____
 e-mail address: _____

Pets details	pet no 1	pet no 2
Choice of cover	<input type="checkbox"/> Plan 100 <input type="checkbox"/> Plan 80 <input type="checkbox"/> Accident <input type="checkbox"/> Routine Add On	<input type="checkbox"/> Plan 100 <input type="checkbox"/> Plan 80 <input type="checkbox"/> Accident <input type="checkbox"/> Routine Add On
Pets name		
Dog / Cat		
Breed		
Colour		
Birth date of pet		
Sex	<input type="checkbox"/> M <input type="checkbox"/> F	<input type="checkbox"/> M <input type="checkbox"/> F
Microchip / tattoo number (essential for claiming)		
Sterilised (spayed/neutered)	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N
Any Veterinary treatment other than vaccinations	* <input type="checkbox"/> Y <input type="checkbox"/> N	* <input type="checkbox"/> Y <input type="checkbox"/> N
Has the pet been treated in the last 90 days?	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N
Date of last vaccination		

If you have more than 2 pets please give details on a separate sheet.

*If yes, please provide details on a separate sheet or attach a medical history printout from your vet.

Vet's details

Name of Practice _____
 Tel: (____) _____

Where did you hear about PetSure?

	Vet	Practice	
	Magazine	Name	
	Existing members	Name	
	Word of mouth	Source	
	Broker	Name Br. No	
	Other	Details	

Payment methods - All premiums are inclusive of VAT

- Cheque (annual payments only)
 Please note cheques are accepted for annual payment only and must be sent with your application. Cheques should be made payable to PetSure (Pty) Ltd.
- Credit Card
 Please debit my: VISA MASTERCARD
 AMERICAN EXPRESS DINERS CLUB

Cardholders name: _____

Card number:

Expiry date: CVV:

If paying by credit card, please supply banking details below for claims refunds.

Debit order details

Payment must be made on or before the 15th of each month. If two or more debit orders are returned, PetSure will not be held liable should the policy be automatically terminated or if claims incurred during this period are not paid.

Tick appropriate bank account:

- Nedbank FNB Standard ABSA

Other Bank used (if not mentioned above)/Other means of payment: _____

Account number: _____

Account holder: _____ Name of Branch: _____

Acc Type (Chq/Trsm/Savings): _____ Bank Branch Code: _____

Month of 1st Debit Order: _____

- 26th (for the next month) 1st 4th

I hereby authorise The Hollard Insurance Company Ltd to draw from my account the monthly subscription due in terms of the cover I have chosen, including VAT at the ruling rate. I may cancel this Debit Authorisation by giving **one calendar month's written notice**.

Signature: _____ Date: _____

I authorise any veterinary surgeon who has treated my pet to provide the Insurer with any details regarding my pet's health they may require.

Do you warrant that all the particulars and statements above are true and correct, and contain all the information known to you affecting the risks under the Sections to be insured, and that these statements and particulars, and any other statement, written or oral, for the purpose of the proposed insurance shall be the basis of, and incorporated in, the contract between yourself and PetSure / The Hollard Insurance Company Limited.

Signature: _____ Date: _____

Underwriter's Agent and Administrator
PetSure (Pty) Ltd
 ("PetSure")
 Reg. No. 1991/007261/07
Authorised financial services provider
licence number 9846

15 Wellington Rd, Parktown, 2193
 PO Box 62229, Marshalltown, 2107
 Tel: 0860 738 787
 Fax: 086 661 0990
 E-mail: info@petsure.co.za
www.petsure.co.za

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 Reg.No. 1952/003004/06
 PO Box 87419, Houghton, 2041
 Tel: (011) 351 1000
 Fax: (011) 351 5001
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Underwritten by The Hollard
 Insurance Company Ltd

 (Reg.No 1952/003004/06)

Other products available from PetSure



PetSure Equine offers Veterinary fee cover for your Horses.

Contact us about your Equine insurance needs.

Call 0860 738 787 or visit www.petsure.co.za



Lifetime Lost and Found Pet Identification Tag Service.

Purchase a PetDetective Tag for your Dog or Cat and enjoy the benefits of a unique form of visible identification.

Each tag provides:

- 10 different contact numbers
- A private security code - no engraving required
- Your new contact details updated free - you never need to purchase another tag if your details change
- Guarantees emergency veterinary treatment

Contact Sherlock Bones on 0860 738 787



"The South African Veterinary Association recommends the principal of independent pet health insurance".

Important notices:

We recommend the products we distribute. In doing so, we do not consider whether the product is appropriate for your own personal objectives, financial situation or needs. This Insurance is subject to limitations, conditions and exclusions. For full details of the protection provided by the policy, please read the Policy Document, Rates and Benefits Table, Schedule of Benefits and Certificate of Insurance carefully.

A comprehensive policy pack containing the above will be forwarded to you on our acceptance of your proposal or on request. This proposal is subject to underwriting guidelines. Acceptance of this insurance for any pet is at the discretion of the underwriters. We reserve the right to decline acceptance of a pet, to vary the conditions on which the insurance is accepted and to vary the conditions and premiums printed on this brochure at any time.

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