

Pet Accident Benefit



Claim form

(Please use one form per pet)

PET OWNER'S DETAILS

Pool Club Loyalty Program Membership number					
Member's name & surname					
Member's identity number					
Residential address			Code		
Cell		Tel. Home		Tel. Work	
Email address					

PET'S DETAILS

Pet's name					
Please tick appropriate box		Dog <input type="checkbox"/>	Cat <input type="checkbox"/>	Female <input type="checkbox"/>	Male <input type="checkbox"/>
Breed		Pet's date of birth			

ACCIDENT DETAILS

Date of accident		Description of injury	
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RECORD OF VETERINARY SERVICES (To be completed by the attending veterinarian)

Date of treatment	Veterinary Practice / Service Provider	Diagnosis (Details of your pet's injury)	Date first showed clinical signs	Total charged

YOUR BANKING DETAILS

If your claim is accepted, the refund will show in your account within 14 working days after we have received all the required information.

Account holder name	
Bank name	
Branch name	
Account number	

YOUR PERSONAL INFORMATION

Pet Pool & Home cares about the safety of your personal information. We will treat your personal information with caution and we have put reasonable security measures in place to protect it. We will share the personal information you provide by completing this form with third party providers for the sole purpose of providing a benefit to you.

IMPORTANT NOTES

- Submit your claim to petclaims@petandpool.co.za within **60 days** of the date of treatment.
- Please include **all** the below information when you submit your claim:
 - A completed claim form
 - Proof of payment
 - A detailed invoice from your Vet
- Incomplete information will result in a delay in processing your claim.
- There is a R300 excess which is the amount that you are responsible for on each and every claim, but it will be deducted from your refund.
 - For example: If the total amount for the treatment of an accidental injury is R900, then you will only receive R600 (R900 less R300). And if the total amount for the treatment is R3 500, then you will only receive R2 700 because the maximum amount per cover year is R3 000 (R3 000 less R300).
 - Should you wish, you may redeem the cash-back amount on your loyalty card for cash at any Pet Pool & Home store, in order to off-set your excess amount but only up to a maximum of R300.

DECLARATION BY PET OWNER

- I confirm that all the information provided in this claim form is true and correct.
- I confirm that I do not have pet insurance in place which covers the veterinary costs in respect of the pet claimed for on this claim form.
- I authorise the Veterinarian whose details are on this form to provide Pet Pool & Home or a third party provider with any details they may require.

Signature of Member		Date		Vet Stamp:
Signature of attending Veterinarian		Date		
Name & Surname of attending Veterinarian				