

# British Pet Insurance

Services



## Your Policy Wording for your Dog or Cat

### 6 Weeks Free Introductory Cover Breeder

**This booklet contains your Policy Terms and Conditions.**

Please read in conjunction with your Certificate of Insurance and Product Information Document (IPID) to understand the cover for your pet.

Version 1  
Effective from 1st November 2021



# Hello and thank you for choosing **British Pet Insurance Services** for your pet

British Pet Insurance Services is a trading name of Petcover EU Limited. We specialise in pet insurance and offer cover for pets, to ensure we really understand and cater for your needs.

British Pet Insurance Services was formed by and has brought together people with many years' experience in pet insurance to offer you a great insurance cover and has a team of people who love pets offering you the customer service you deserve.

Having a pet is rewarding, from the love they provide when being there to greet you to the challenges of the sleepless nights when they are not 100%. We are here to support you and your pet throughout all of this, whether it be with your insurance cover, claiming or just a little advice along the way.

We understand how stressful it can be when you need to make a claim. We aim to make claiming a smooth, quick and easy process so you can concentrate on your pet, so if you need anything at all please let us know.

This booklet contains the cover your policy provides. If there is anything you don't understand please let us know, or if you have any questions, problems or any feedback please contact us.

This Insurance is underwritten by ETU Forsikring A/S.

This Insurance is issued by Petcover EU Limited trading as British Pet Insurance in accordance with the authorisation granted to them under the Binding Authority Agreement with ETU Forsikring A/S.

ETU Forsikring A/S, Registered Office: Hærvejen 8, DK-6230 Røddekro, Danmark are authorised and regulated by the Finanstilsynet (the Danish Financial Regulator).

Their Finanstilsynet authorisation reference is 108873. As an Insurance Company authorised within the European Union, ETU Forsikring A/S is permitted to conduct business within the United Kingdom and is authorised by the Financial Conduct Authority. Their UK Financial Conduct Authority authorisation number is 807534.

Petcover EU Limited trading as British Pet Insurance Services is authorised and regulated by the Financial Conduct Authority (FCA) under reference number: 747757. Registered Office: 75 Western Road, Southall, England, UB2 5HQ. Trading Office: 4 Bridge Road Business Park, Haywards Heath, West Sussex, RH16 1TX.

# Contents

<b>Policy Terms and Conditions</b>	5
Demands and Needs – who is this product suitable for?	5
<b>Definitions</b>	5
<b>General Conditions</b>	8
<b>General Exclusions</b>	8
<b>Veterinary Fees &amp; Alternative or Complementary Treatment Cover</b>	10
What We will pay for Veterinary Fees	11
What You pay for Veterinary Fees	11
What We will pay for Alternative or Complementary Treatment	11
What You pay for Alternative or Complementary Treatment	11
What We will not pay for Veterinary Fees and Alternative or Complementary Treatment	11
What We will not pay for Veterinary Fees only	13
What We will not pay for Alternative or Complementary Treatment only	13
<b>Theft or Straying &amp; Advertising and Reward Cover</b>	14
What We will pay for Theft or Straying	14
What You pay for Theft or Straying	14
What We will pay for Advertising and Reward	14
What You pay for Advertising and Reward	14
What We will not pay for Theft or Straying & Advertising and Reward	14
What We will not pay for Theft or Straying only	14
What We will not pay for Advertising and Reward only	14
Conditions applying to Theft or Straying & Advertising and Reward	14
<b>Death from Injury &amp; Death from Illness Cover</b>	15
What We will pay for Death from Injury	15
What You pay for Death from Injury	15
What We will pay for Death from Illness	15
What You pay for Death from Illness	15
What We will not pay for Death from Injury & Death from Illness	15
What We will not pay for Death from Injury only	15
What We will not pay for Death from Illness only	15
<b>Claiming</b>	16
<b>Making a Complaint</b>	17
<b>Compensation</b>	17
<b>Data Privacy Notice</b>	17
<b>Data Privacy Notice - ETU Forsikringv A/S</b>	18
Data controller	18
Our processing of your personal data	18
Retention / deletion periods	18
Your rights according to the General Data Protection Regulation	19
Information we share	19
Technical and organizational security measures	20
Compliance and cooperation with regulators	20
Changes	20

# Policy Terms and Conditions

British Pet Insurance Services does not provide advice or any personal recommendation about the insurance products offered.

## Demands and Needs – who is this product suitable for?

This product meets the demands and needs of a pet owner who wants introductory cover for six (6) weeks for the costs of veterinary treatment.

## Definitions

If **We** explain what a word means, that word has the same meaning wherever it appears in the **Policy**. For ease, **You** will see that these words appear in bold throughout.

<b>Accident</b>	means a sudden, unexpected, unusual, specific event, which occurs fortuitously at an identifiable time and place and is unforeseen or unintended. All <b>Accidents</b> consequent upon or attributable to one source or original cause are treated by <b>Us</b> as one <b>Accident</b> . This does not include any physical damage or trauma that is of a gradual nature or that happens over a period of time. For the sake of clarity, the following <b>Conditions</b> are not considered <b>Accidents</b> : luxating patella; a rupture or strain of one or both cruciate ligaments; degenerative joint disease; hip dysplasia and hyperextending hocks; Juvenile Pubis Symphysiodesis (JPS).
<b>Alternative or Complementary Treatment</b>	means the cost of any examination, consultation, advice, test and legally prescribed medication for the following procedures where they treat an <b>Illness</b> or <b>Injury</b> . This includes any <b>Veterinary Treatment</b> specifically needed to carry out the procedure: <ul style="list-style-type: none"><li>• Acupuncture or homeopathy carried out by or herbal medicine prescribed by member of a veterinary practice.</li><li>• Chiropractic manipulation carried out by a member of a veterinary practice, providing the member is a qualified animal chiropractor.</li><li>• Hydrotherapy carried out by a member of a veterinary practice providing the member is a qualified animal hydrotherapist.</li><li>• Osteopathy carried out by a member of a veterinary practice providing the member is a qualified animal osteopath.</li><li>• Physiotherapy carried out by a member of a veterinary practice providing the member is a qualified animal physiotherapist.</li><li>• <b>Treatment</b> of a <b>Behavioural Illness</b> carried out by a member of a veterinary practice providing the member is a certified clinical animal behaviourist.</li></ul>
<b>Behavioural Illness</b>	means any change to <b>Your Pet's</b> normal behaviour, resulting from a mental or emotional disorder diagnosed by a <b>Vet</b> .
<b>Bilateral Condition</b>	means any <b>Condition</b> affecting body parts of which the pet has at least two, including, but not limited to eyes, ears, patella's (knees), cruciate ligaments. When applying an exclusion, <b>Bilateral Conditions</b> are considered the one <b>Condition</b> .
<b>Breeder</b>	means a person who practices the vocation of breeding selected specimens of the same breed, either as a hobby or for profit, and is the <b>Breeder</b> of <b>Your Pet</b> named on the <b>Certificate of Insurance</b> .
<b>Certificate of Insurance</b>	means the current <b>Certificate of Insurance We</b> issue containing details of the cover provided under the <b>Policy</b> , including any exclusions and other specific insurance details that <b>We</b> have applied to <b>Your</b> cover.

<b>Clinical Sign(s)</b>	means a change(s) in <b>Your Pet's</b> normal healthy state, its bodily functions or behaviour.
<b>Condition</b>	means any <b>Condition</b> that causes discomfort, dysfunction, distress, including <b>Injuries, Illness</b> , disabilities, disorders, <b>Clinical Sign(s)</b> , syndromes, infections, isolated symptoms, deviant behaviour, and atypical variations of structure and function and/or death to the pet afflicted.
<b>Elective Treatment</b>	means a <b>Treatment</b> that is, but not limited to, de-sexing, spaying or castration; micro-chipping; grooming and de-matting, cosmetic or aesthetic procedures or surgery, or elective surgery including but not limited to dew-claw removal, prescription diet foods, and any <b>Treatment</b> not related to an <b>Injury, Illness</b> , or trauma. Elective surgery or <b>Treatment</b> that is beneficial to the pet but is not essential for <b>Your Pet's</b> survival or does not form part of a <b>Treatment</b> for an <b>Injury</b> or <b>Illness</b> , or any <b>Treatment</b> , diagnostic or procedure <b>You</b> request, which the <b>Vet</b> confirms is not necessary to treat an <b>Injury</b> or <b>Illness</b> .
<b>Excess</b>	means the amount(s) shown on <b>Your Certificate of Insurance</b> that <b>You</b> must pay for each unrelated <b>Condition</b> claim made under <b>Your Policy</b> .
<b>Family</b>	means <b>Your Immediate Family</b> and, grandparents, brothers, sisters, grandsons, and/or granddaughters including <b>Family</b> of step relationships.
<b>Illness(es)</b>	means any change(s) to a normal healthy state, sickness, disease, defects and abnormalities, including defects and abnormalities <b>Your Pet</b> was born with or were passed on by its parents.
<b>Immediate Family</b>	means spouse, civil partner, life partner, partner, parents, sons and daughters, including <b>Family</b> of step relationships.
<b>Injury / Injuries / Injured</b>	means a physical <b>Injury</b> or trauma caused immediately, solely and directly from an <b>Accident</b> . This does not include any physical <b>Injury</b> or trauma that happens over a period of time or is of a gradual nature.
<b>Insurers</b>	means ETU Forsikring A/S, Registered Office: Hærvejen 8, DK-6230 Røddekro, Danmark are authorised and regulated by the Finanstilsynet (the Danish Financial Regulator). Their Finanstilsynet authorisation reference is 108873. As an Insurance Company authorised within the European Union, ETU Forsikring A/S is permitted to conduct business within the United Kingdom and is authorised by the Financial Conduct Authority. Their <b>UK</b> Financial Conduct Authority authorisation number is 807534.
<b>Market Value</b>	means the price generally paid for an animal of the same age, breed, pedigree, sex and breeding ability at the time <b>You</b> took ownership of <b>Your Pet</b> as determined by <b>Us</b> .
<b>Maximum Benefit(s)</b>	means the most <b>We</b> will pay for the relevant level of cover <b>You</b> have chosen during the <b>Period of Insurance</b> as set out in the <b>Certificate of Insurance</b> .
<b>Our Vet</b>	means any <b>Vet</b> appointed or engaged by <b>Us</b> to carry out <b>Treatment to Your Pet</b> or discuss <b>Your Pet's Treatment</b> with <b>Your Vet</b> .
<b>Period of Insurance</b>	means the time during which <b>We</b> give cover as shown on <b>Your Certificate of Insurance</b> . This is normally six (6) weeks.
<b>Personal Circumstances</b>	means circumstances about <b>You, Your Family</b> or <b>Your Pet</b> which <b>You</b> have limited or no control over. Examples of <b>Personal Circumstances</b> are (but not limited to) a lack of transport, <b>Your Pet's</b> size or behaviour, <b>Your</b> home environment, <b>You</b> or <b>Your Family's</b> working hours, <b>Your</b> child-care arrangements, <b>Your Family's</b> other commitments etc.

<b>Policy</b>	means this document and the <b>Certificate of Insurance</b> and any other documents <b>We</b> issue to <b>You</b> which are expressed to form part of the <b>Policy</b> terms and conditions, which set out the cover <b>We</b> provide during the <b>Period of Insurance</b> .
<b>Pre-Existing Condition(s)</b>	means any <b>Condition(s)</b> or symptoms or signs of that <b>Condition</b> occurring or existing in any form prior to the <b>Policy</b> commencement date, or any <b>Injury</b> or <b>Illness</b> or symptoms or signs of that <b>Injury</b> or <b>Illness</b> occurring or existing in any form during the <b>Waiting Period</b> . When referring to <b>Pre-Existing Conditions</b> , and <b>Conditions</b> affecting a part of <b>Your Pet's</b> body of which it has two, will be deemed to be a <b>Bilateral Condition</b> and both will be excluded from cover.
<b>Routine or Preventative Treatment</b>	means care or <b>Treatment</b> such as check-ups and procedures that are designed to prevent future <b>Illnesses</b> from occurring rather than treating existing <b>Illnesses</b> . These include, but are not limited to annual physical examinations and check-ups, vaccinations, worm prevention medication, flea and other internal/external parasite prevention, nail/claw clipping, maintaining a healthy diet, removal of misaligned or retained deciduous teeth.
<b>Treatment</b>	means <b>Veterinary Treatment</b> or <b>Alternative or Complementary Treatment</b> .
<b>UK</b>	means the United Kingdom, the Isle of Man and the Channel Islands.
<b>Vet(s)</b>	means a veterinarian, specialist veterinarian, veterinary practice, clinic, hospital, centre including referral hospitals, who/which in the <b>UK</b> is registered with the RCVS (Royal College of Veterinary Surgeons).
<b>Veterinary Fees</b>	means the amount <b>Vets</b> in general or referral practices usually charge.
<b>Veterinary Treatment</b>	means the cost of the following when required to treat an <b>Illness</b> or <b>Injury</b> : <ul style="list-style-type: none"> <li>• Any examination, consultation, advice, tests, X-rays, diagnostic procedure, surgery and nursing carried out by a <b>Vet</b>, a veterinary nurse or another member of a veterinary practice under the supervision of a <b>Vet</b>, and</li> <li>• any medication legally prescribed by a <b>Vet</b>.</li> </ul>
<b>Waiting Period</b>	means a period of time starting from the commencement date of the <b>Policy</b> , during which an <b>Injury</b> or <b>Illness</b> , which first occurs or shows <b>Clinical Sign(s)</b> will be excluded from cover unless otherwise stated on <b>Your Certificate of Insurance</b> . <b>Your Policy</b> has a <b>Waiting Period</b> of three (3) days for an <b>Injury</b> and seven (7) days for an <b>Illness</b> . Cover for an <b>Injury</b> will commence at 00.01 on the fourth (4th) day of cover. Cover for an <b>Illness</b> will commence at 00.01 on the eight (8th) day of cover.
<b>We, Us, Our</b>	means British Pet Insurance Services, a trading name of Petcover EU Limited acting on behalf of <b>Insurers</b> . Petcover EU Limited is registered in England and Wales under number 10001319, and is authorised and regulated by the Financial Conduct Authority under reference number 747757.
<b>You, Your</b>	means the person(s) named as the insured on the <b>Certificate of Insurance</b> as the new owner, whose details were given to <b>Us</b> by the <b>Breeder</b> of <b>Your Pet</b> during the phone call or on the website application, to arrange insurance for <b>Your Pet</b> .
<b>Your Pet</b>	means the puppy or kitten named on the <b>Certificate of Insurance</b> , whose name, date of birth, breed and sex were given to <b>Us</b> by the <b>Breeder</b> when arranging the insurance.

# General Conditions

1. Throughout the **Period of Insurance You** must take all reasonable steps to maintain **Your Pet's** health and to prevent **Injury, Illness** and loss.
  - **You** must provide **Routine** or **Preventative Treatment** normally recommended by a **Vet** to prevent **Illness** or **Injury**. If there is a disagreement between **You** and **Us** as to what reasonable steps are, the details will be referred to an independent national welfare body or an independent **Vet** mutually agreed upon.
  - **You** must arrange and pay for **Your Pet** to have a yearly dental examination and to receive any oral **Treatment** normally recommended by a **Vet** to prevent **Illness** or **Injury**. Any **Treatment** recommended as a result of the dental examination must be carried out as soon as possible. If **You** do not comply with this obligation then any claims which relate to dental **We** may refuse or reduce the amount **We** pay under the claim.
  - **You** must keep **Your Pet** vaccinated against the following:
    - Dogs - Distemper, hepatitis, parvovirus, kennel cough and leptospirosis (in areas where it is prevalent and **Vets** recommend vaccination) and any other vaccination recommended to **You** by a **Vet**.
    - Cats - Feline infectious enteritis, feline leukaemia and cat flu and any other vaccination recommended to **You** by a **Vet**.If **You** do not keep **Your Pet** vaccinated, **We** may refuse or reduce the amount **We** pay under the claim that result from any of the above **Illnesses**.
  - **You** must arrange for a **Vet** to examine and treat **Your Pet** as soon as possible after it shows **Clinical Sign(s)** of an **Injury** or **Illness**. **You** must follow the advice and recommendations of the treating **Vet**; so as not to prolong or aggravate the **Illness** or **Injury**. If **You** do not follow the **Vet's** advice **We** may refuse or reduce the amount **We** pay relating to that **Injury** or **Illness**. And if **We** decide, **You** must also take **Your Pet** to **Our Vet**.
2. If there is any other insurance under which **You** are entitled to make a claim **You** must report the incident to that insurance company and tell **Us** their name and address and **Your Policy** and claim number with them. To the extent permitted by law, **We** will only pay **Our** share of the claim.

If **You** have any legal rights against another person in relation to **Your** claim, **We** may take legal action against them in **Your** name at **Our** expense. **You** must give **Us** all the help **You** can and provide any documents **We** ask for.
3. If **You** have provided false information or make a false or exaggerated claim, or any claim involving **Your** dishonesty, **We** have the right to cancel the **Policy** following which **We** will not make any further payments.
4. If **You** submit a fraudulent claim, or solicit **Your Vet** to behave in a fraudulent manner or persuade them to falsify or change information regarding a claim, then the claim may be denied and **We** may cancel the **Policy**. **We** may also be entitled to reclaim any payments already made to **You** in respect to such claims.
5. **You** can cancel **Your Policy** at any time by contacting **Us**. Please telephone **Us** on 01444 708840 between the hours of Monday to Friday from 9am to 5pm or send written confirmation by email to [info@petcover.uk.com](mailto:info@petcover.uk.com) or by post to British Pet Insurance Services, 4 Bridge Road Business Park, Haywards Heath, West Sussex, RH16 1TX.
6. You agree that any **Vet** or therapist has **Your** permission to release any information **We** ask for about **Your Pet**. If the **Vet** or therapist makes a charge for this, **You** must pay the charge.
7. If **We** agree for a claim payment to be paid directly to **Your Vet** and **You** allow this, then if the **Vet**, who has treated **Your Pet** or is about to treat **Your Pet**, asks for information about Your insurance that relates to a claim, **We** will tell the **Vet** what the **Policy** covers, what **We** will not pay for, how the amount **We** pay is calculated and if the premiums are paid to date.



8. When **We** offer further **Period(s) of Insurance**, **We** may change the premium, **Excesses** and the **Policy** Terms and Conditions, and place exclusions because of **Your Pet's** claims and veterinary history.
9. **We** will not guarantee on the phone if **We** will pay a claim. **You** must send **Us** a claim form that has been fully completed and **We** will then write to **You** with **Our** decision.
10. When **You** make a claim **You** agree to give **Us** any information **We** may reasonably ask for. If **You** incur any charge for this, **You** must pay the charge.
11. If **We** consider the **Veterinary Treatment** or **Alternative or Complementary Treatment Your Pet** receives may not be required, may be excessive, or for an excessive cost, when compared with the **Treatment** normally recommended to treat the same **Illness** or **Injury** by general or referral practices, **We** reserve the right to request a second opinion from **Our Vet**. If **Our Vet** does not agree that the **Veterinary Treatment** or **Alternative or Complementary Treatment** provided is reasonably required, **We** may decide to pay only the cost of the **Veterinary Treatment** or **Alternative or Complementary Treatment** that was necessary to treat the **Injury** or **Illness**, as advised by **Our Vet** from whom **We** have requested the second opinion.

## General Exclusions

**We** will not pay any benefit under the **Policy** for any costs or expenses incurred by **You** that are caused by, arise out of, or are in any way related to or connected with:

1. A **Condition, Injury** or **Illness** specifically excluded on **Your Certificate of Insurance**.
2. Any pet that is less than eight (8) weeks old or more than six (36) weeks old at the commencement of cover.
3. Dogs used for security, guarding, track racing or coursing.
4. Any breed of dog that is banned by any **UK** Government, Public or Local Authority or any dog that is, or is crossed with, a Pit Bull Terrier, Dogo Argentino, Perro De Presa Canario, Dogo Canario, Dingo, Japanese Tosa, Fila Brasileiro, Czechoslovakian Wolfdog, Saarloos Wolfhound / Wolfdog or any wolf hybrid.
5. Any dog declared as a dangerous dog by a Government authority.
6. Any dog that must be registered under the relevant legislation dealing with dangerous dogs or any further amendments to such legislation, or the Dangerous Dog Act 1991, the Dangerous Dog (Amendment) Act 1997, or any further amendments to this Act.
7. **Your Pet** being confiscated or destroyed by any Government or Public or Local Authority or any person or body having the jurisdiction to do so.
8. Any Government or Public or Local Authority or any person or body having the jurisdiction to do so, having put restrictions on **Your Pet**.
9. **You** breaking the **UK** laws or regulations of England and Wales, including those relating to animal health or importation regulations.
10. Legal expenses, fines and penalties connected with or resulting from a Criminal Court Case or an Act of Parliament.
11. An act of force or violence for political, religious or ideological reasons, war, acts of terrorism, riot, revolution or any similar event, including any chemical or biological terrorism.
12. Cost of treating any **Injury** or **Illness** or other bodily **Injury** or **Illness** caused by, arising out of, or in any way connected with a malicious act, deliberate **Injury** or bodily **Injury** or gross negligence caused by **You** or a member of **Your Immediate Family** or anyone living with **You** or acting with **Your** express or implied consent.
13. Any **Illness** that **Your Pet** contracted while outside the **UK**, that it would not normally have contracted in the **UK**.
14. A disease transmitted from animals to humans.
15. Any pandemic disease that causes widespread **Illness**, death or destruction affecting dogs and cats.
16. Any dog not being vaccinated against distemper, hepatitis, kennel cough, leptospirosis (in areas where it is prevalent and **Vets** recommend vaccination) and parvovirus. Any cat not being vaccinated against feline infectious enteritis, feline leukaemia and cat flu, or other disease that there is a known vaccine and **Vets** recommend vaccination.
17. **Your** failure to take all reasonable precautions to protect **Your Pet** from or by aggravating or prolonging an **Injury** or **Illness**.
18. Any costs from outside of the **UK**.
19. Any amount if **Your Pet** lives permanently outside of the **UK**.

# Veterinary Fees & Alternative or Complementary Treatment Cover

## What We will pay for Veterinary Fee

The cost of **Veterinary Fees** incurred by **You** during the **Period of Insurance** for the **Veterinary Treatment Your Pet** has received to treat an **Injury** and/or **Illness**, up to the **Maximum Benefit**.

## What You pay for Veterinary Fees

For each **Illness** or **Injury** that is treated during the **Period of Insurance** and is not related to any other **Illness** or **Injury** treated during the same **Period of Insurance**, **You** must pay the **Excess** shown on **Your Certificate of Insurance**.

## What We will pay for Alternative or Complementary Treatment

When referred and endorsed by **Your Vet**, **Alternative or Complementary Treatment**, **Your Pet** has received during the **Period of Insurance** to treat an **Injury** and/or **Illness**, up to the **Maximum Benefit**.

## What You pay for Alternative or Complementary Treatment

For each **Illness** or **Injury** that is treated during the **Period of Insurance** and is not related to any other **Illness** or **Injury** treated during the same **Period of Insurance**, **You** must pay the **Excess** shown on **Your Certificate of Insurance**.

Separate **Excesses** apply for **Veterinary Fees** and **Alternative or Complimentary Treatment** which means if **You** claim under both benefits for the same **Injury** or **Illness**, **You** will pay an **Excess** for each benefit.

## What We will not pay for Veterinary Fees & Alternative or Complementary Treatment

1. More than the **Maximum Benefit**.
2. To the extent permitted by law, costs of any **Treatment** for:
  - An **Injury** that happened or an **Illness** that first showed **Clinical Signs** before **Your Pet's** cover started (**Pre-Existing Condition**), or
  - an **Injury** or **Illness** that is the same as, or has the same diagnosis or **Clinical Sign(s)** as an **Injury**, **Illness** or **Clinical Sign(s)** **Your Pet** had before its cover started (**Pre-Existing Condition**); or,
  - an **Injury** or **Illness** that is caused by, relates to or results from an **Injury**, **Illness** or **Clinical Signs** **Your Pet** had before its cover started (**Pre-Existing Condition**), no matter where the **Injury**, **Illness** or **Clinical Sign(s)** occurred or happened in, or on **Your Pet's** body.
3. To the extent permitted by law, for the costs of any **Treatment** of:
  - An **Injury** that showed **Clinical Sign(s)** within three (3) days or an **Illness** that first showed **Clinical Sign(s)** within seven (7) days of **Your Pet's** cover starting (**Waiting Period**), or
  - an **Injury** which is the same as, or has the same diagnosis or **Clinical Sign(s)** as an **Injury** that first showed **Clinical Sign(s)** within three (3) days of **Your Pet's** cover starting (**Waiting Period**), or
  - an **Illness** which is the same as, or has the same diagnosis or **Clinical Sign(s)** as an **Illness** that first showed **Clinical Sign(s)** within seven (7) days of **Your Pet's** cover starting (**Waiting Period**), or
  - an **Injury** or **Illness** that is caused by, relates to or results from a **Clinical Sign(s)** that first occurred, or an **Injury** that first showed **Clinical Sign(s)** within three (3) days of **Your Pet's** cover starting (**Waiting Period**), no matter where the **Injury**, **Illness** or **Clinical Sign(s)** occurred or happened in, or on **Your Pet's** body.
  - an **Injury** or **Illness** that is caused by, relates to or results from a **Clinical Sign(s)** that first occurred, or an **Illness** that first showed **Clinical Sign(s)** within seven (7) days of **Your Pet's** cover starting (**Waiting Period**), no matter where the **Injury**, **Illness** or **Clinical Sign(s)** occurred or happened in, or on **Your Pet's** body.

4. For the cost of any **Treatment** to prevent an **Injury** or **Illness (Routine or Preventative Treatment)**.
5. The cost of any **Treatment**, or complications arising from **Treatment**, that **You** choose to have carried out that is not directly related to an **Injury** or **Illness**, including cosmetic dentistry (**Elective Treatment**).
6. The cost of periodontics, dental check-ups, Comprehensive Oral Health Assessment and Treatment (COHAT), dental x-rays, dental prophylaxis, dental scale and polish or teeth cleaning, gingival curettes, gingival hyperplasia, removal of plaque or calculus or periodontal surgery.
7. The cost of prosthodontics, the removal or repair of misaligned or retained deciduous teeth, orthodontic appliances, crowns, caps or splints, luxation, horizontal bone loss, impacted teeth or embedded teeth.
8. Any cost relating to orthodontics, malocclusion, wry bite, supernumerary teeth, reverse scissor bite, posterior cross bite, anterior crossbite, overbite, brachygnathia, open bite or level bite.
9. Any cost of **Treatment** for dental and/or dental disease, if an annual dental examination has not been undertaken within the twelve (12) months preceding the problem requiring **Treatment a Vet** recommended, resulting from the examination that had not been carried out. Evidence will need to be provided to **Us** if **Your Vet** has carried out an annual dental examination.
10. The cost of nasal fold, skin fold, stenotic nares and soft palate resections, enlarged tongue (macroglossia), everted laryngeal saccules, Gastrointestinal Tract and Brachycephalic Airway Obstruction (BOAS).
11. For the cost of killing and controlling fleas, general health improvers and any **Treatment** in connection with breeding, pregnancy, giving birth or false pregnancy.
12. For the cost of any vaccinations, spaying and castration other than the cost of treating any complications arising from these procedures.
13. For the cost of treating any **Injury** or **Illness** deliberately caused by **You** or anyone living with **You**.
14. For the costs of having **Your Pet** put to sleep, including any veterinary consultation/visit or prescribed medication specifically needed to carry out this procedure; or cremated, buried or otherwise disposed of.
15. The cost of a house call unless the **Vet** or therapist confirms that **Your Pet** is suffering from a serious **Injury** or **Illness** and that moving **Your Pet** would either endanger its life or significantly worsen the serious **Injury/Illness**, regardless of **Your Personal Circumstances**.
16. For the extra costs for treating **Your Pet** outside usual surgery hours, unless the **Vet** or therapist confirms an emergency consultation is essential, regardless of **Your Personal Circumstances**.
17. For the cost of hospitalisation and any associated **Treatment**, unless the **Vet** or therapist confirms **Your Pet** must be hospitalised for essential **Treatment**, regardless of **Your Personal Circumstances**.
18. For the cost of any surgical items that can be used more than once.
19. For the cost of buying or hiring equipment or machinery or any form of housing, including cages.
20. For the cost of hiring a swimming pool, hydrotherapy pool or any other pool or hydrotherapy equipment.
21. The cost of, bathing, grooming, clipping or de-matting **Your Pet**, other than bathing when a substance is being used which, according to manufacturer's guidelines, can only be administered by a member of a veterinary practice, regardless of **Your Personal Circumstances**.
22. For any costs for treating an **Illness** or **Injury** after the last day of the **Period of Insurance**, unless a further **Period of Insurance** has been entered into by **You** and **Us** in which case the costs may be paid under the new **Policy** entered into with **You**.
23. For the cost of a post mortem examination or voluntary euthanasia.
24. For the cost of any transplant surgery, or stem cell transplants, including any pre and post- operative care.
25. For the cost of any **Treatment** outside of the **UK**.

26. The cost of the following procedures; experimental **Treatments**, or therapies; prosthetics or orthopaedic supports or braces, open heart surgeries, cancer vaccinations, therapeutic antibody for dog and cat cancers, stem cell therapy, organ transplants, gene therapies, probiotics, dental vaccines, cold laser **Treatments**, 3D printing, Juvenile Pubic Symphysiodesis (JPS), any drugs not used in accordance with the manufacturers recommendations.
27. Any costs for **Treatment** that does not improve the health or wellbeing of **Your Pet**.
28. The cost for **Your Vet** or therapist to write a prescription or charge a dispensing fee.
29. Any medicines that have not been approved by The Veterinary Medicines Regulations (VMR) or where there is no evidence to support the usage of this medicine for this **Condition**.
30. The cost of any ongoing **Treatment** that will require more than six (6) visits, without the letter from **Your Vet** setting out a **Treatment** plan for permanent cure of the **Condition**. Any further consultations and **Treatments** will require pre authorisation by **Us**.
31. Any claim where the full medical history is not provided when requested.
32. The cost of transporting **Your Pet**, including any costs to get **Your Pet** to, or from, any veterinary practice.

### What We will not pay for Veterinary Fees only

1. For the cost of any food, including food prescribed by a **Vet**, unless it is:
  - Used to dissolve existing bladder stones and crystals in urine, which is limited to a maximum of 40% of the cost of food for up to six (6) months. A diagnostic test must be carried out to confirm the presence of the stones/crystals.
  - Liquid food, used for up to five (5) days while **Your Pet** is hospitalised at a veterinary practice, providing the **Vet** confirms the use of the liquid food is essential to keep **Your Pet** alive.
2. For the cost of pheromone products, including DAP diffusers and Feliway (animal behavioural / mood modification products).
3. For the cost of **Alternative or Complementary Treatment**. This includes any **Veterinary Treatment** specifically needed to carry out the particular **Alternative or Complementary Treatment**.
4. For the cost of any prosthesis, including any **Veterinary Treatment** needed to fit the prosthesis, other than hip, knee and/or elbow replacement(s).
5. Any bulk purchase of medicines that can't be used in full by the end of the current **Period of Insurance**.

### What We will not pay for Alternative or Complementary Treatment only

1. The cost of any food, including food prescribed by a **Vet**.
2. For the cost of **Alternative or Complementary Treatment** for a **Behavioural Illness** if **Your Pet's** behaviour is caused by **You** failing to provide training.

# Theft of Straying & Advertising and Reward Cover

## What We will pay for Theft or Straying

The price **You** paid for **Your Pet**, up to the **Maximum Benefit**, if it is stolen or goes missing during the **Period of Insurance** and is not recovered or does not return, within thirty (30) days. If **You** have no formal proof of how much **You** paid for **Your Pet**, **We** will pay the **Market Value** or purchase price, whichever is less.

## What You pay for Theft or Straying

The **Excess** shown on **Your Certificate of Insurance**.

## What We will pay for Advertising and Reward

If **Your Pet** is stolen or goes missing during the **Period of Insurance**, **We** will pay:

- The cost of advertising, and
- the reward **You** have offered and paid to get **Your Pet** back.

## What you pay for Advertising and Reward

The **Excess** shown on **Your Certificate of Insurance**.

## What We will not pay for Theft or Straying & Advertising and Reward

1. More than the **Maximum Benefit**.

## What We will not pay for Theft or Straying only

1. Any amount if **You** or the person looking after **Your Pet** has freely parted with it, even if tricked into doing so, unless anyone was looking after or transporting **Your Pet** in return for money, goods or services.

## What We will not pay for Advertising and Reward only

1. More than £25 towards sundries to make **Your** own posters and advertising material.
2. For any reward that **We** have not agreed to before **You** advertised it.
3. For any reward not supported by a signed receipt giving the full name, address and telephone number of the person who found **Your Pet**.
4. For any reward paid to:
  - A member of **Your Family** or any person living with **You** or employed by **You**.
  - The person who was caring for **Your Pet** when it was lost or stolen.
  - The person who stole **Your Pet** or any person who is in collusion with the person who stole **Your Pet**.

## Conditions applying to Theft or Straying & Advertising and Reward Cover

1. If **Your Pet** is found or returns, **You** must repay the full amount **We** have paid **You**.
2. **You** must take the following steps:
  - Within twenty-four (24) hours of **You** discovering **Your Pet** is stolen or lost, **You** must tell the appropriate authority and obtain written confirmation of **Your** report. Depending on where **You** live the appropriate authority may be **Your** local Council or the police.
  - Tell all the **Vets** and local rescue centres within a reasonable distance of the area where **Your Pet** was last seen, within five (5) days of **Your Pet** going missing.
  - If **Your Pet** is microchipped, **You** must notify **Your** microchip provider within five (5) days of finding out **Your Pet** missing.
  - If **Your Pet** has not been found within thirty (30) days, fill in a claim form and return it to **Us** as soon as possible.

# Death from Injury or Death from Illness Cover

## What We will pay for Death from Injury

The price **You** paid for **Your Pet**, up to the **Maximum Benefit**, if it either dies or has to be put to sleep by a **Vet** during the **Period of Insurance** as a result of an **Injury** caused by an **Accident**. If **You** have no formal proof of how much **You** paid for **Your Pet**, **We** will pay the **Market Value** or purchase price, whichever is less.

## What You pay for Death from Injury

The **Excess** shown on **Your Certificate of Insurance**.

## What We will pay for Death from Illness

The price **You** paid for **Your Pet**, up to the **Maximum Benefit**, if it either dies or has to be put to sleep by a **Vet** during the **Period of Insurance** as a result of an **Illness**. If **You** have no formal proof of how much **You** paid for **Your Pet**, **We** will pay the **Market Value** or purchase price, whichever is less.

## What You pay for Death from Illness

The **Excess** shown on **Your Certificate of Insurance**.

## What We will not pay for Death from Injury & Death from Illness

1. More than the **Maximum Benefit**.
2. To the extent permitted by law, if the death results from an **Injury** or **Illness** that happened prior to the **Period of Insurance (Pre-Existing Condition)**.
3. Any amount unless **Your Vet** confirms it was not humane to keep **Your Pet** alive because it was suffering from an **Injury** that could not be treated or an incurable **Illness**.

## What We will not pay for Death from Injury only

1. If **Your Pet's** death results from an **Injury** which occurred in the first three (3) days of cover (**Waiting Period**).

## What We will not pay for Death from Illness only

1. If **Your Pet's** death results from an **Illness** which starts in the first seven (7) days of cover (**Waiting Period**).
2. Any amount if the death results from obesity, breeding, pregnancy or giving birth.

## Claiming

Notify **Us** of a potential claim as soon as possible by:

1. Downloading and completing a claim form from **Our** website: [www.britishpetinsurance.co.uk/claims](http://www.britishpetinsurance.co.uk/claims); or
2. Contact **Us** by telephone if **You** would like **Us** to send **You** a claim form.
3. Claims must be submitted to **Us** no later than one (1) year after the **Treatment** date; **Your Pet** being lost, stolen, or going missing; or the date of **Your Pet's** death.
4. Claims for **Advertising and Reward**, **You** must phone **Us** on 01444 708840 and talk to **Our** claims team, for the approval of any reward before **You** advertise it.

Please send **Us** the following supporting documentation related to **Your** claim:

<b>Veterinary Fees &amp; Alternative or Complementary Treatment</b>	<p>For both <b>Veterinary Fees &amp; Alternative or Complementary Treatment</b> cover:</p> <ul style="list-style-type: none"><li>• A fully completed claim form by <b>You</b>.</li><li>• The original full itemised invoices from the veterinary practice or therapist, which shows what <b>You</b> are claiming for (Photocopies of fully itemised invoices are not acceptable).</li><li>• <b>Your Pet's</b> full clinical history. When <b>You</b> make the first claim for <b>Your Pet</b>, <b>We</b> will obtain its full clinical history. The full clinical history is a record of all visits <b>Your Pet</b> has made to a <b>Vet</b> and this information will be obtained from each veterinary practice <b>Your Pet</b> has attended.</li></ul>
<b>Theft or Straying</b>	<ul style="list-style-type: none"><li>• A fully completed claim form by <b>You</b>.</li><li>• Evidence of the advertising carried out to try and find <b>Your Pet</b>.</li><li>• Confirmation and if applicable the report of <b>You</b> advising the appropriate authority, for example <b>Your local</b> Council or the police.</li><li>• Evidence of <b>You</b> notifying <b>Your</b> microchip provider within five (5) days of finding out <b>Your Pet</b> is missing.</li><li>• The purchase receipt from when <b>You</b> bought <b>Your Pet</b>. If the claim is paid the purchase receipt will not be returned to <b>You</b>.</li><li>• If <b>Your Pet</b> is a pedigree, the original pedigree certificate. If the claim is paid the original pedigree certificate will not be returned to <b>You</b>.</li></ul>
<b>Advertising and Reward</b>	<ul style="list-style-type: none"><li>• A fully completed claim form by <b>You</b>.</li><li>• The original invoices and receipts to show the costs involved, including a receipt for any reward paid.</li><li>• Confirmation and if applicable the report of <b>You</b> advising the appropriate authority for example <b>Your</b> local Council or the police.</li><li>• Evidence of <b>You</b> notifying <b>Your</b> microchip provider within five (5) days of finding out <b>Your Pet</b> is missing.</li><li>• If applicable the police report.</li></ul>
<b>Death from Illness or Injury</b>	<ul style="list-style-type: none"><li>• A fully completed claim form by <b>You</b>.</li><li>• The death certificate from <b>Your Vet</b>.</li><li>• The purchase receipt from when <b>You</b> bought <b>Your Pet</b>. If the claim is paid the purchase receipt will not be returned to <b>You</b>.</li><li>• If <b>Your Pet</b> is a pedigree, the original pedigree certificate. If the claim is paid the original pedigree certificate will not be returned to <b>You</b>.</li></ul>



## Making a complaint

Our aim is to ensure that all aspects of your insurance are dealt with promptly, efficiently and fairly. At all times we are committed to providing you with the highest standard of service.

If you wish to make a complaint, you can do so at any time by referring the matter in the first instance to us.

The address is:

### **British Pet Insurance Services**

4 Bridge Road Business Park, Haywards Heath, West Sussex, RH16 1TX

Telephone: 01444 708840

Email: [info@petcover.uk.com](mailto:info@petcover.uk.com)

Website: [www.britishpetinsurance.co.uk](http://www.britishpetinsurance.co.uk)

Please note:

You must refer your complaint to the Financial Ombudsman Service within six (6) months of the date of our final response.

The FOS is an independent service in the UK for settling disputes between consumers and businesses providing financial services. You can find more information on the FOS at:

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

If you have bought a product or service online you can also make a complaint via the European Commission's online dispute resolution (ODR) platform. The ODR platform will redirect your complaint to the appropriate alternative dispute resolution body. For further details visit [www.ec.europa.eu/odr](http://www.ec.europa.eu/odr).

## Compensation

ETU Forsikring A/S are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the Scheme if ETU Forsikring A/S is unable to meet its obligations to you under this insurance.

If you were entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of this insurance. Further information about the Scheme is available from the Financial Services Compensation Scheme (10th Floor, Beaufort House, 15 St. Botolph Street, London EC3A 7QU) and on their website: [www.fscs.org.uk](http://www.fscs.org.uk).

## Data Privacy Notice – Petcover EU Limited

Your information has been, or will be, collected or received by Petcover EU Limited. We will manage personal data in accordance with data protection law and data protection principles. We require personal data in order to provide good-quality insurance and ancillary services and will collect the personal data required to do this. This may be personal information such as name, address, contact details, identification details, financial information and risk details.

The full Data Privacy Notice can be found at [www.britishpetinsurance.co.uk](http://www.britishpetinsurance.co.uk).

A paper copy of the Data Privacy Notice can be obtained by contacting us by email ([info@petcover.uk.com](mailto:info@petcover.uk.com)) or at this address:

### **Petcover EU Limited**

4 Bridge Road Business Park, Haywards Heath, West Sussex, RH16 1TX.

## Data Privacy Notice – ETU Forsikring A/S

By using Our services, you entrust us with your information. Our Privacy policy is intended to help you understand what data we collect, why we collect it, and what we use it for. This is important information so we hope you will take the time to read it. Also remember that as a customer on “Mine sider” (“My pages”) you access a lot of the information we have registered about you, including your master data, claims, insurance policies, etc.

We have a statutory duty of confidentiality under the Danish Financial Business Act (“Lov om finansiel virksomhed”) and therefore treat your personal information confidentially.

Our Privacy policy describes:

- What information We collect.
- How We use this information.
- The options we give you to enable and deselect data sharing and how to access and update the information.
- Your rights.
- Your redress options.
- Contact information for Our Data Protection Officer.

### Data controller

#### ETU Forsikring A/S

Hærvejen 8

6230 Rødekro

CVR nr. 30072855

Data Protection Officer

Our Data Protection Officer can be contacted at [dpo@etuforsikring.dk](mailto:dpo@etuforsikring.dk).

### Our processing of your personal data

We collect information about you and possibly the injured party to the extent necessary to purchase and manage insurance products and other related services as well as claims processing. This may include information such as names, addresses, social security number (“CPR-number”) and e-mail address, insurance information, payment information or information related to damages.

In addition to the information you provide yourself, we collect information, for example, from the Central Person Register (for the purpose of updating address information) as well as from other publicly available sources and registers. We may obtain information from organizations, associations, etc., whose membership of the organization, association, etc. is a prerequisite for you to buy or keep your insurance with us. We may also obtain information from others if you have given your consent or based on the law.

We store and use your personal data for administration, providing you advice about insurance products and for marketing purposes. We may also use the information for surveys and analysis in order to improve our products, consultancy and technical solutions. We often combine personal data from one service with information from other parts of the group – for example in order to provide you with the most relevant offers.

Whenever possible, we have tried to strike a balance between being fully transparent and detailed while still keeping information concise and understandable, when describing what information we collect, but some of our services and apps also use technologies such as cookies, pixel tags and device fingerprinting to handle sessions and perform web audience measurements, so we can improve our electronic services based on how you use them and in some cases integrate them with social media.

Among other things, we use Google Analytics to help us analyze traffic to our services. When used with our advertising services, e.g. those that use the Google DoubleClick cookie, information from us as well as from Google will be linked to information about visits to multiple websites using Google technology.

We work continuously to maintain a balance between developing our business and protecting your personal data.

If there is anything regarding privacy you have questions or comments about, you are most welcome to contact our Data Protection Officer.

## Retention / deletion periods

We intend to delete (or anonymize) your personal data as soon as it is irrelevant, however, we always retain personal data related to financial transactions for a minimum of 5 years + current financial year for the purposes of the Accounting Act (“bogføringsloven”) and often we store information to the extent necessary longer for the sake of legal requirements regarding, among vet other things, provisions under the Financial Business Act (“Lov om finansiel virksomhed”).

## Your rights according to the General Data Protection Regulations

In connection with our processing of your personal data, you have several rights:

- The right to receive information about the processing of your personal data (“disclosure obligation”).
- The right to access your personal data.
- The right to correct incorrect personal data.
- The right to have your personal data deleted.
- The right to object to the use of personal data for direct marketing purposes.
- The right to object to automatic individual decisions, including profiling.
- The right to move your personal data (“data portability”).

All the above rights are handled manually by contacting us. When contacting us, remember to provide the customer number and insurance policy number.

We may reject requests that are unreasonably repetitive, require excessive technical intervention (such as developing a new system or substantially changing an existing process), affecting the protection of others' personal information, or anything that would be extremely impractical.

If we can correct information, we do this for free, except if it requires a disproportionate amount of effort. We strive to maintain our services in a way that protect information from accidental or harmful destruction. Therefore, when we delete your personal information from our services, we may not always be able to delete associated copies from our archive servers immediately, and the information may not be removed from our backup systems prior to expiration of the retention period.

You have the right to appeal to the Danish supervisory authority at any time (“Datatilsynet”) (<https://www.datatilsynet.dk/borger/klage-til-datatilsynet/>)

## Information we share

We do not disclose personal data to companies, organizations and individuals outside the Group, except in these cases:

- When necessary.
- We disclose personal information to others under the Financial Business Act and other applicable law, for example, if it is necessary to execute or administer an agreement with you or to handle your insurance claim. For example, we may disclose personal data to business partners for administrative purposes or to organizations, associations, etc., whose membership of the organization, association, etc. is a prerequisite for you to buy or keep your insurance us.
- If we need to pay you through the “Nemkonto”, have your insurance payments processed through BetalingsService or MobilePay, we will pass on your CPR-number or bank registration and account number to our payment service providers, including Nets Denmark A/S and MobilePay A/S.
- With your consent.
- We share your personal data to companies, organizations or individuals outside the group, if we have your consent to do so.

- We always require use of consent before sharing sensitive personal data.
- For external data processing.
- We disclose personal data to our data processors and other companies, providing us with administrative services, based on our instructions and in accordance with our privacy policy and other applicable privacy and security measures, such as our data processing agreement.
- For legal reasons.

We disclose personal information to companies, organizations or individuals outside the group if we believe in good faith that access, use, preservation or disclosure of the information is necessary to:

- Comply with applicable laws, regulations, legal proceedings or legal requests from public authorities.
- Enforce applicable terms of service, including investigation of potential violations.
- Register, prevent or otherwise protect against fraud, security or technical issues.
- Damage the group, our customers or the rights, property or security of the public, as required or permitted by law. If you breach your obligations to us, we may report you to credit reporting agencies and / or other warning records in accordance with applicable rules.

We may share anonymous information with the public and our partners - such as publishers, advertisers, and affiliate websites.

## **Technical and organizational security measures**

We work hard to protect the group and our customers from unauthorized access, alteration, disclosure or destruction of personal data that we store. Therefore, we have implemented the following organizational and technical measures in general:

- We use strong encryption on our internet facing services.
- We apply antivirus / antimalware technologies to all IT systems that process personal data.
- We back up all IT systems that process personal data.
- We regularly review our procedures for gathering, storing and processing information, e.g. physical security measures to protect against unauthorized access to the systems.
- We have entered into data processing agreements with the suppliers who process personal data on our behalf and regularly carry out risk assessment and evaluation of them, including their level of security.
- We have conducted risk assessment and documentation of all systems that process personal data to ensure an informed basis for the level of security of the personal data processing, and we regularly review this.
- We restrict access to personal information to employees, subcontractors and representatives who need to know this information in order to process it for us. These individuals are subject to contractual confidentiality requirements and, if not complied with, may face sanctions or be fired.

## **Compliance and cooperation with regulators**

We regularly review our own compliance with our Privacy policy. We also adhere to several self-regulatory security policies. When we receive formal written complaints, we contact the sender to follow up on the complaint. We cooperate with the relevant authorities, e.g. the Danish supervisory authority, to resolve complaints regarding the processing of personal data that we cannot resolve directly with our customers.

## **Changes**

Our Privacy policy may change from time to time. Any changes to this Privacy policy are indicated on this page, and if significant changes occur, we will make them more noticeable (for some services we will, among other things, inform you about changes by email).

Last updated May 9th, 2018.







# British Pet Insurance

Services

**01444 708840**

**info@petcover.uk.com**

**britishpetinsurance.co.uk**



**4 Bridge Road Business Park,  
Bridge Road, Haywards Heath,  
West Sussex, RH16 1TX**

British Pet Insurance Services is a trading name of Petcover EU Limited who is registered in England and Wales under number 10001319. Petcover EU Limited is authorised and regulated by the Financial Conduct Authority under reference number 747757.

BPIS-PW-DC-IBP-13092021