

# How to claim in 2 easy steps

**Step 1:** Please complete the claim form on the following page.

**Step 2:** Send the form with all necessary documentation via email to [info@petcover.uk.com](mailto:info@petcover.uk.com). To expedite your claim, we recommend sending us all documents electronically.

## Claim checklist

*Before sending in your claim form, please ensure the following:*

You have fully completed all relevant sections on this claim form.

For any item valued over £400, the purchase receipt showing the make, model and date of purchase or saddlers valuation.

### **If the item has been stolen:**

The crime report.

Two quotations to replace the item with a new equivalent item.

Photographs showing any damage to the place where the items were stolen from.

### **If the item is damaged and repairable:**

Two estimates for repair.

Photographs showing the damage to the item.

### **If the item is damaged and not repairable:**

Written confirmation from a saddler stating the item is damaged beyond repair and stating the current salvage value.

Two quotations to replace the item with a brand-new equivalent item.

Photographs showing the damage.

## How your claim will be paid

- ▶ If you have elected to pay your premium by direct debit, your benefits will be paid directly into your nominated bank account.
- ▶ If you pay your policy other than by Direct Debit, please add your bank account details in the payment options section on this claim form. If you leave the payment section blank, we may elect to issue a bank cheque. Please note, we can only pay benefits to the policyholder(s).
- ▶ If you want us to pay your vet, please nominate this in the section 'payment options'. Please note, this option is only available, if all parties involved consent to this payment option.

## Contact us

If you have any questions about your claim please call us on **01444 708840**

(between 9:00 - 17:00 Mon - Fri)

or email us at [info@petcover.uk.com](mailto:info@petcover.uk.com)

**Note:** We reserve the right to request additional information or original documents for submitted claims. We will advise you if we need this once we receive your claim form.

**Tip:** Should you not have access to a scanner then we are happy for you to simply take a picture with your mobile phone camera or ask your vet to directly send to us the invoice(s) and supporting document(s) via email. All documents need to be submitted in a legible resolution.

# Saddlery & Tack Claim Form

British Pet Insurance

Services

Claim received on  
(British Pet Insurance Services use only):

Please complete the claim form and forward to us with the relevant documents to [info@petcover.uk.com](mailto:info@petcover.uk.com)

## Section 1. Your details

Policy no. :

Your name:

Contact no. :

Email:

Address:

Postcode:

*Please tick here if the above is different to the address on your certificate of insurance. Your policy records will be updated with these details.*

Address where insured items were stored:

Address where loss occurred (if different):

Are any of these items insured under your household contents insurance?    Yes    No

If Yes, name of insurer:

## Section 2. Summary and details of the stolen/missing/damaged items

What are you claiming for?	Damage	Missing	Stolen	If damaged, are the items repairable?			Yes	No
Item/s being claimed				Purchased new/used?	Date of purchase	Purchase price £	Replacement value £	
				New    Used				
				New    Used				
				New    Used				
				New    Used				
						Claim total	£	£

When did the theft/  
loss or damage occur?

Date:

Time:

When were the item/s  
last seen by you?

Date:

Time:

Full details of how, when and where the theft/loss/damage occurred, and in case of theft how entry was gained etc.:

Name/s of any witness/es:

Precautions taken to prevent the theft/loss/damage, including details of locks on doors and windows if theft was from a building:

What steps have been taken to recover the lost items?:

Were the police informed? Date: Time: Did you receive a crime report? Yes No

Station name/location: Contact no.: Report no.:

**Please retain any damaged items, they may be required as salvage** - if some or all of your stolen items are recovered by police you must advise us immediately. If we have already paid your claim prior to police recovering your stolen items you must immediately advise us by emailing [info@petcover.uk.com](mailto:info@petcover.uk.com) or calling **01444 708840** The recovered items are the legal property of Petcover and is required as salvage.

## Section 3: Payment and declaration

### Payment

#### Payment into bank account.

Please note: If you elected to pay your premium via direct debit, your benefits will be paid directly into your nominated bank account. If your bank details have changed, please complete the fields below. If you leave the payment section blank, we may elect to issue a bank cheque. Please note, we can only pay benefits to the policyholder(s).

Account holder name: Sort code: Account number:

### Declaration

I authorise British Pet Insurance Services to provide organisations with information about my policy in respect of this claim and the organisations to provide British Pet Insurance Services with all information relating to my pet. I also confirm that I am the policyholder and I have checked the information given on this form and that it is correct to the best of my knowledge and the loss is not covered by any other insurance.

Please tick here, if you have read and acknowledged the above declaration. Date:

**British Pet Insurance Services | [info@petcover.uk.com](mailto:info@petcover.uk.com) | 01444 708840**

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