

Insurance Product Information Document

Company: British Pet Insurance Services Product: Safety Net (Catastrophe 1 / Catastrophe)

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, Bridge Road, Haywards Heath, West Sussex, RH16 1TX.

Petcover EU Limited trading as British Pet Insurance Services is acting on behalf of ETU Forsikring A/S.

This document provides key information about your insurance policy. You can find full information by reading your Certificates of Insurance and the Terms and Conditions.

What is this type of insurance?

This is an insurance policy for cats which provides veterinary fee cover if your cat is injured or becomes ill.



What is insured?

(your cover depends on your plan chosen)

- ✓ **Veterinary Fees** - Up to £6,000 per year for the cost of vet fees incurred for the vet treatment your cat has received to treat an injury and/or illness, throughout your cat's lifetime.

Within your vet fee benefit, cover is reduced to

- Up to £3,000 per condition, per year for any treatment costs involving the cruciate ligament, hip dysplasia, luxating patella, osteochondritis dissecans (OCD) or cancer
- Up to £4,000 for brachycephalic airway obstruction (BOAS)
- Up to £400 per year for vet consults or the treatment of skin conditions
- Paralysis tick costs, up to £1,000 for the first occurrence and then up to £500 thereafter



What is not insured?

We will not cover costs for:

- × Any pre-existing condition(s).
- × Any illness which starts in the first twenty eight days of cover.
- × Any cruciate ligament illness or condition in the first six months of cover.
- × Any nasal or skin fold, enlarged tongue, everted laryngeal sacculles, gastrointestinal tract conditions and brachycephalic airway obstructions (BOAS) including stenotic nares and soft palate resections; that occurs in the first twelve months of cover
- × Physiotherapy or treatment of a behavioural illness
- × Any treatment relating to a dental illness.
- × Any treatment to prevent an injury or illness.
- × Post-mortem examinations and/or reports.
- × Anything in connection with breeding, pregnancy or giving birth.
- × Any charges made for the submission of claim(s) or the cost of any supporting documentation needed as part of your claim.



Are there any restrictions on cover?

- ! Claims must be submitted no later than twelve months after your cat received treatment.
- ! Your cat must have had a dental examination by a vet in the twelve months before the first clinical signs of a dental injury was seen, and any treatment recommended as a result of the last dental examination was carried out within two months of the examination taking place.
- ! If a diagnostic test shows your cat has stones and/or crystals in urine we will pay for the cost of food to dissolve these. We will cover 40% of the cost of the food for up to six consecutive months.
- ! If your cat needs liquid food while hospitalised at a veterinary practice, we will cover the cost of this for five days providing the vet confirms it is essential to keep your cat alive.



Where am I covered?

- ✓ Your cover applies in the United Kingdom, the Isle of Man and the Channel Islands and any journey within any country within the European Union for up to a maximum of 90 days for all journeys in each policy year.



What are my obligations?

This part explains what we believe are the most significant policy holder obligations. There are also other obligations and you need to read the Terms and Conditions to understand these.

- Caring for your cat
 - Dental Care - Your cat must have a yearly dental examination and to receive any oral treatment normally recommended by a vet to prevent illness or injury.
 - Routine or Preventative Treatment - You must provide routine or preventative treatment normally recommended by a vet to prevent illness or injury.
 - Vaccinations - You must keep your cat vaccinated against feline infectious enteritis, feline leukaemia and cat flu and any other vaccination recommended to you by a vet.
 - Immediate Treatment - You must arrange for a vet to examine and treat your cat as soon as possible after it shows clinical sign(s) of an injury or illness.
 - Follow Advice - You must follow the advice and recommendations of the treating vet so as not to prolong or aggravate the illness or injury
- Providing Information - You agree:
 - To give us any information we may reasonably ask for to start your insurance cover and process your claim.
 - That any vet or therapist has your permission to release any information we ask for about your cat.

If you incur any charge for this, you must pay the charge.

- Keeping us informed - Throughout your policy you need to tell us about certain information. The things you need to tell us about are detailed in your Certificate of Insurance and in the 'Your Duty to Disclose to Us' in the policy Terms and Conditions. If you do not provide us with the full and accurate information it can result in a claim not being paid or affect the cover we provide.



When and how do I pay?

You can pay annually or monthly, for full details please contact us.



When does the cover start and end?

This insurance covers a twelve month period and the dates of cover are specified on your Certificate of Insurance.

Every twelve months you need to renew this insurance contract to continue with your cover.

If you pay your premium by Direct Debit instalments, when your policy is due for renewal we will renew it for you automatically. If you do not want to renew your policy you need to let us know before your renewal date. If you pay by any other means, you need to contact us to confirm you want to renew your policy and to pay your premium.



How do I cancel the contract?

You can cancel your policy at any time by writing to us at info@petcover.uk.com or British Pet Insurance Services, 4 Bridge Road Business Park, Bridge Road, Haywards Heath, West Sussex RH16 1TX, United Kingdom or calling us on 01444 708840.

If you cancel this policy:

- In the first 14 days of your first policy year – we will refund all of the premium paid, unless you have made a claim or there has been an event that could result in a claim being made
- In the first 14 days after your renewal date – we will refund any premium you have paid for cover after that renewal date, unless you have made a claim or there has been an event that could result in a claim being made in the first 14 days after your renewal date.
- At any other time- we will refund any amount you have paid for cover after the cancellation date, provided you have not made a claim, or there has not been an event that could result in a claim.

Full cancellation rights can be found in your Terms and Conditions.