



MyPet Pet Accident Cover TERMS & CONDITIONS

DEFINITIONS:

Accident, accidental or accidentally	Means a sudden, unforeseen, and unintended event causing injury to your pet.
Excess	Is the amount shown on your Certificate of Insurance that you must pay towards a claim.

1. What We Will Pay For:

Cover is provided as a result of Accidental injuries where the Accident must be a direct consequence of at least one of the following:

1. Motor vehicle accident
2. Burn or electrocution
3. Fall from an elevated position
4. The actions of another animal
5. Swallowing a foreign object requiring surgical or endoscopic removal
6. Snake bite
7. Allergic reaction to an insect bite other than tick or flea bites
8. A fracture
9. A broken bone
10. A traumatic ligament or tendon injury
11. Lacerations, abrasions or wounds.

2. What We Will Pay:

We will reimburse 100% of eligible vet expenses (provided by a registered vet) less a R200 excess per claim. **Standard Cover** is limited to a maximum of R2 000 (incl. VAT) per household registered (irrespective of the number of cats and dogs in the household), per 12 calendar month period from the date of initial registration or qualification.

3. This Policy Does Not Cover:

- a) Voluntary euthanasia, disposal, burial or cremation of a deceased Pet
- b) A malicious act, deliberate injury or gross negligence caused by you or anyone living with you
- c) Treatment for an accident that occurred before you registered with MyPet Pet Accident Cover or within the first two calendar months after registration
- d) Treatment of your pet should you not meet the requirements to qualify for cover (see point 5)
- e) Treatment your Pet has received after the offer has ended

Please Note: This policy is not transferable to another Pet owner.

4. How To Claim

What you need to do:

All claims should be submitted and received by PetSure within sixty (60) days of the vet treatment being provided.

1. Print out your claim form (available at www.petsure.co.za) and take it with you to the vet.
2. Pay the vet.
3. Fill out your claim form and have it signed by your vet.
4. Send:
 - a. **A Claim Form**
 - b. **A Detailed Vet Invoice**
 - c. **Proof of Payment**

 **Fax to:** 086 661 0989

 **E-mail to:** claims@petsure.co.za

 **Post to:** The Hollard Insurance Company Ltd, PetSure PO Box 87419, Houghton, 2041

5. Terms Of Cover:

- a) Your account must be **Active**. ("Active" is defined as a minimum of 1 food order in the past 2 full calendar months).
- b) Your **Account** with MyPet must be in good standing. (No outstanding payments, except if on a valid debit order).
- c) Each pet must be **registered** with MyPet in order for it to qualify for cover. (waiting period is 60 days for a new pet).

Administered by

Underwriting Manager and Administrator
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