



Exotic, Rare and Unusual Claim Form for Veterinary fees

Please note there are items that are not claimable under your Policy, including, but not limited to: routine and preventative healthcare (nail/claw clipping, beak trimming, worm prevention and vaccinations), any illness that occurred within your waiting period and/or were a pre-existing condition. If in doubt, please refer to your PDS and Certificate of Insurance. Please also check the excess amount on your policy before completing this form.

How to make a claim:

Step 1 Please complete and sign Section 1 of this claim form

Step 2 Take the claim form to your Vet and ask them to complete Section 2 and sign

Step 3 Attach the original invoices and receipts to the completed claim form and post, fax or email to Petcover Australia:
Petcover Customer Care, 1-3 Smolic Crt, Tullamarine, VIC 3043 Fax: 03 9339 3377 Email: info@petcover.com.au

Section 1. You and your pet's details

Are you completing this form for a: New illness or injury or; Continuation illness or injury

Policy number _____ Your Name _____

Day phone _____ Home phone _____ Mobile phone _____

Email _____

Postal address _____ State _____ Postcode _____

Please tick here if this is different to the address on your Certificate of Insurance. Your policy records will be updated with these details.

Address where Pet resides (if different to above) _____

Address where loss occurred (if different to above) _____

Pet's name _____ Species _____ Pet's hatch/birth date _____

Pet's Microchip or Ring number _____ When did you take ownership of your pet? _____

Is this pet insured with any other company? Yes No If Yes, what is the name of the insurance company _____

Have you, or are you intending to lodge a claim for this illness/injury with them? Yes No

Details of your pet's illness

What condition are you claiming for? _____

When did you notice the first clinical signs of the condition you are claiming? Date _____ Time _____ AM/PM

Please tell us the names and addresses of all the vet practices where the pet has attended. **Please use a separate sheet of paper for more than one.*

Practice Name _____ Phone _____

Treatment date: From _____ To _____

Please include any health information you have from the person/charity you obtained your pet from. **If necessary, please use a separate sheet of paper.*

Payee details

PLEASE COMPLETE **ONE** OF THE FOLLOWING *Please understand that we will not pay your vet unless it has been previously agreed with them to do so. Please check with your vet prior to selecting your payment option below.*

Pay Vet. I/We have arranged with my/our vet and would like this claim paid directly to them, less my excess and any other non-claimable items.

Name of the vet practice _____

Pay Policyholder(s). I/We wish the claim to be paid to the policyholder(s) name on the Certificate of Insurance.

Electronic payment into policyholder's bank account

Account name _____ BSB _____ Account number _____

Declaration By Policyholder

By signing this form, I authorise Petcover to provide the veterinary practice with information about my policy in respect of this claim and the veterinary practice to provide Petcover 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 all correct to the best of my knowledge.

Signature X _____ Date _____

INCOMPLETE CLAIM FORMS WILL BE RETURNED TO THE POLICYHOLDER AND THIS WILL DELAY YOUR CLAIM

Section 2. Please ask your vet to complete this section

General information

When was this pet first registered at your practice? _____

If this pet has been referred please give the name, address and telephone number of the practice which referred it.

Name _____ Phone _____

Postal address _____ State _____ Postcode _____

Was a house visit or out of hours treatment provided? Yes No

If Yes, why? _____

Is any part of this claim for dental treatment? Yes No

If Yes, you must enclose a full clinical history over the last 2 years. If this is not attached, this will delay the clients claim.

Is any part of this claim for an MRI, NMRI, CT or CAT scan? Yes No

If Yes, please detail type of scan and cost _____

About the illness or injury

Condition

Name of the illness or injury (if no diagnosis has been made, please give clinical signs) _____

_____ Treatment date: From _____ To _____

According to your notes, when did the pet owner first notice clinical signs of the condition?

Date _____ Time _____ AM/PM

Did **death or euthanasia** result from this illness or injury? Yes No If Yes, date of death _____

If the pet was put to sleep, did you recommend this? Yes No Is this claim a continuation of a previous claim? Yes No

To your knowledge, has this pet been seen before for:

This illness or injury Yes No Any similar or related illness or injury Yes No Any similar or related clinical signs Yes No

If Yes, please provide the history with dates _____ Date _____

_____ Date _____

Total amount being claimed (inc. GST) \$ _____

Declaration By Veterinary Practice

This practice has an Agreement to be paid direct by Petcover Yes No

If the policyholder(s) have requested payment to be made direct to the vet (section 1), provide the vet practice bank account details:

Practice name _____

Is your practice a specialist/referral practice? Yes No

Account name _____ BSB _____ Account number _____

I have checked the information on this claim form and confirm that it is all correct to the best of my knowledge and belief.

Name _____ Position in practice _____

Phone _____ Fax _____

Email _____

Signature 

(Vet practice stamp here)

(To be signed by consulting Vet) _____ Date _____

What happens next:

Once we receive the necessary documentation, your claim will be processed as quickly and easily as possible.

If you have any questions about your claim please call us on 1300 731 324 between 8:30am – 5:00pm (AEST) Monday to Friday.

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