

Dear Veterinarian,

We'd like to introduce Pawp, the digital health clinic for your pet. We provide our members 24/7 access to online veterinary professionals as well as a \$3,000 emergency fund available to use in a life-threatening emergency. We cover up to 6 pets for a flat \$19/month.

This letter is to help our members' veterinarians to better understand how our emergency fund works, and what steps the member should take in case of an emergency.

What Constitutes An Emergency?

The Pawp Emergency Fund covers unexpected pet emergencies. An emergency is considered any serious, unexpected, and life-threatening situation requiring immediate medical attention, at most within 4 hours. The emergency fund can be used for emergencies resulting from pre-existing conditions..

The emergency must be deemed as such by our online teletriage before the Pawp member gains access to the emergency fund.

What Isn't Covered?

The Pawp Emergency Fund provides coverage for unexpected, life-threatening emergencies. We do not provide coverage for any scheduled appointment or procedure, routine care, accidents, illnesses, or any preventive care. The member must bring their animal to the emergency clinic within 4 hours of their emergency fund being activated, otherwise coverage will be denied. The emergency fund does not cover anything that occurs after the pet leaves your clinic, such as follow-up visits or prescriptions. Please note, the Pawp member will not qualify for our emergency fund if a Pawp veterinary professional has previously recommended a physical evaluation and the member failed to comply. Waiting for medical care can result in an unnecessary emergency for the animal and we do not support medical negligence.

Please find all coverage-related information [here](#).

How Our Payment Process Works

Once a Pawp member's emergency fund has been activated, they're instructed to take their animal to the nearest clinic as soon as possible, at most within 4 hours of emergency fund activation. They have already been preapproved for their emergency funds upon arriving at your clinic. The emergency fund will provide payment for the final emergency invoice issued, up to \$3,000. If your clinic requires a deposit upon arrival, this is something the pet owner is responsible for providing, however, it would be reimbursed to the member upon our payment for the final invoice.

Upon completion of the emergency treatment for the pet, here are the steps you need to take:

1. Email a copy of the final invoice to emergency@pawp.com.
2. Please make sure to include the first and last name of the client as well as the pet being treated **within the subject line of the email**.
3. Please make sure the invoice has up-to-date contact information for your clinic. We'll be calling the phone number listed on the invoice in order to process the payment.
4. After receiving the invoice, we'll review it and call your clinic to process the payment with a credit card on behalf of the user. All invoices are reviewed within 30 minutes of receipt.

We don't need you to install any software, train any staff or take up any more of your time, other than for accepting payment over the phone from us on behalf of the pet parent. If you have any questions at all about our emergency fund, or if you'd like to talk to us about supplying the Pawp membership to your clients, please get in touch with us at [1-833-365-0001](tel:1-833-365-0001).

Finally, please help us put your clients' minds at rest by confirming to them that you will accept payment from us on their behalf, should their pet have an emergency that needs treating.

Many thanks,

Marc
Founder and CEO