

# Dear Veterinarian,



We'd like to introduce Pawp, the digital health clinic for your pet. We provide our members 24/7 access to online vets 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 Vet 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, either you or the pet owner should call our 24/7 hotline with the invoice information. You can find all of the information regarding contacting the hotline [here](#).

We'll provide payment for the emergency invoice up to \$3,000 with your preferred payment method within 30 minutes of receiving the invoice information.

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 customers, please get in touch with us at [support@pawp.com](mailto:support@pawp.com).

Finally, please help us put your customers' 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