

PET INSURANCE

**A QUICK
GUIDE
TO YOUR
POLICY**

WELCOME TO OUR PET INSURANCE

Thank you for choosing us to cover your pet. You can trust us to be here for you when it matters most. Whether you have a question or need to make a claim, we'll do everything we can to help you quickly and efficiently.

This handy guide is here to make your life a little easier. It outlines the support you can expect from us if your pet becomes ill or injured. You'll also find it useful if you need to make a claim.

Got a question?

Simply call **0330 102 2745** and our friendly team will be happy to help. You can also refer to your policy documents or visit johnlewisfinance.com/petpolicy

LET'S KEEP THAT TAIL WAGGING

It's much easier to prevent health problems than cure them. Simple things like regularly grooming your pet, keeping their vaccinations up to date and preventing fleas and lice can make all the difference.

By eating well and getting regular exercise, hopefully they'll stay fit and healthy. But if you have any concerns, we're here to help with a range of features and benefits:

24-HOUR SUPPORT FROM VETFONE™

We know how important your pet is to you and your family. That's why we offer a freephone pet helpline and video consultations.

Get expert advice from fully trained veterinary nurses on anything from grooming to dietary tips. If your pet is ill, a quick call could save you a trip to the vet. Call **0800 316 7119** for more information.

COVER FOR DIETARY COSTS

If your vet recommends a special diet in order to treat a condition, we could pay up to £250 in each period of insurance towards the cost of the food. Your policy doesn't cover obesity or oral hygiene diets, unless your vet has recommended it and we've agreed to pay.

REFERRAL VET NETWORK

If your pet requires non-emergency specialist treatment that's outside your normal vet's area of expertise, you can turn to a practice within our referral network. You'll get the highest standards of treatment and care at competitive prices, which means your annual vet fees limit goes further.

Find details of the vets in our network at johnlewisfinance.com/petclaims or for advice about which vet to visit, call our helpline on **0330 100 6483**. Your policy documents also include more information.

COMPLEMENTARY TREATMENTS

Your pet might need complementary treatments such as acupuncture, physiotherapy or therapy for behavioural problems. We could help cover the cost of the treatment as long as it's carried out by your vet or a specialist who's been recommended by a vet. Please refer to your schedule of cover for your chosen level of cover.

THIRD PARTY LIABILITY COVER

Sadly accidents can happen. So if your dog causes an accident or an injury, you could be covered if you become legally liable to pay compensation as a result. Refer to your schedule of cover for your chosen level of cover. Please note, this cover does not apply for cats.

ADVERTISING AND REWARDS

If your pet goes missing, we could help by offering a reward or covering the costs of producing your own posters and local advertising. Please refer to your schedule of cover for your chosen level of cover.

LIFETIME COVER

With us, your pet is covered for ongoing conditions as well as one-off mishaps. There's no limit to the length of treatment, as long as the policy is renewed and there's no break in cover.

The cost of looking after your pet's health doubles every four to five years. Renewal prices increase every year, your excess increases when your pet turns nine, and if a claim is paid the price you pay the next year can double. So it's a good idea to budget for the future.

HOW TO MAKE A CLAIM

1	Complete a claim form
	Visit johnlewisfinance.com/petclaims to download a claim form. Alternatively you can call us on 0330 102 2756 and we'll be happy to help. For our latest opening hours, please visit johnlewisfinance.com/petcontactus
2	Submit your claim
	Make sure you complete the claim form in full. Any missing information might mean a delay to your claim being paid. Please submit your completed form with any supporting documentation by emailing it to claims@johnlewis-petinsurance.com or by posting it to: John Lewis Pet Insurance Claims, PO Box 1359, Peterborough PE2 2QU.
3	Settling your claim
	Once you've returned all of the information requested, our claims handlers will assess your claim. We may be in touch if we need to discuss anything with you. If your claim is approved, the payment will be made to either you or your vet, depending on what you've agreed with them. To track your claim, just visit johnlewisfinance.com/petclaims

Claims help and information

claims@johnlewis-petinsurance.com

For our latest opening hours, visit

johnlewisfinance.com/petcontactus

0330 102 2756

Freephone vetfone™ helpline

Open 24 hours a day, 7 days a week.

0800 316 7119

Referral Vet Network Helpline

Open 9am to 5pm Monday to Friday.

0330 100 6483

WE DON'T JUST HELP KEEP TAILS WAGGING

We also offer a range of other carefully considered financial services – from Home and Car Insurance to Foreign Currency and our credit card, the Partnership Card. For more details, visit johnlewisfinance.com

Calls may be recorded and monitored.

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