

Dear Owners

Thank you for insuring your pet, in order to ensure swift processing we would like you to observe the Riverside Veterinary Practice insurance guidelines below. Once you are content we would like you to sign the document. This will be kept on your pets file.

1. We require a copy of your insurance certificate, this will confirm the details that we require from your insurance company and also advise us of the insurance excesses. \*
2. Staff at Riverside can only provide guidance on your insurance they cannot advise what you are and are not insured for. This is something you must discuss with your insurers.
3. Please advise the date of initial cover. If you have changed insurance companies and if so you will need to provide a new certificate.
4. All Excess payments are to be paid on first consult, this is per condition per year. (some insurers differ on this)
5. Forms are to be handed in 7 working days after the initial visit for that condition. If forms are not received, you will automatically receive Hastener letters for the outstanding bills.
6. Owners section of the forms must be completed in whole and forms received that are not fully completed will be returned thus causing a delay to your claim and to payment to the practice.
7. Any direct claims that are rejected by the insurance company are to be paid within 21 days.
8. Pets who have lifelong conditions, will need to submit a form 1-2mths for repeat claims.

Name:

Signature:

Date:

Pets Name:

\*Please read through your paperwork as excess amounts vary depending on insurance company and level of cover you have chosen.