

Pet Insurance

Insurance Product Information Document (IPID)

Company: Alwyn Insurance Company Limited

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Product: Cat Insurance Superior (Entry / Mid Point /Superior)

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This document provides key information about your insurance policy. You can find full information by reading your Certificates of Insurance and the Terms and Conditions.

What is this type of insurance?

This is an insurance policy for cats which provides veterinary fee and complementary treatment cover if your cat is injured or becomes ill; advertising and reward costs if your cat is stolen or goes missing; boarding fees while you are hospitalised; travel and accommodation costs if your cat needs vet treatment for an injury or illness, and quarantine costs if your cat is unable to return to the UK due to a new illness and costs due to documents being lost or stolen. With our Superior plan only, this insurance provides cover for the purchase price if your cat is stolen, goes missing or if your cat dies or has to be put to sleep by a vet as a result of an illness or injury.

Optional Extra Cover

With our Entry and Mid Point plans, this insurance can also provide cover for the purchase price if your cat is stolen, goes missing or if your cat dies or has to be put to sleep by a vet as a result of an illness or injury, if you select the options.



What is insured?

(your cover depends on your plan chosen)

- ✓ **Veterinary Fees & Complementary Treatment** - Up to £9,000 per year for the cost of vet fees incurred for the vet treatment your cat has received to treat an injury and/or illness, throughout your cat's lifetime. Also when referred and endorsed by your vet, the treatment of a behavioural illness and the cost of physiotherapy to treat an injury and/or illness. Up to £2,000 per year within your vet fee benefit for alternative or complementary treatment when referred and endorsed by your vet to treat an injury and/or illness.
- ✓ **Advertising and Reward** - Up to £2,000 per year for the cost of advertising and the reward you have offered and paid to get your cat back, if your cat is stolen or goes missing.
- ✓ **Boarding Fees** - Up to £1,500 per year for the cost of boarding your cat at a licensed boarding cattery or £10 a day towards the cost of someone looking after your cat while you are hospitalised.
- ✓ **Holiday Cancellation** - Up to £1,500 per year for the cost of travel and accommodation expenses if you have to cancel or cut short your journey because your cat needs immediate life-saving veterinary treatment for an injury, or new illness.
- ✓ **Emergency Repatriation** - Up to £500 per year for the extra costs to get your cat home, accommodation for you to stay, and the cost of returning your cat's body home or the cost of disposal overseas if your cat is injured or suffers from a new illness while on a journey.
- ✓ **Quarantine Expenses and Loss of Document** - Up to £1,500 for the cost to keep your cat in quarantine, the cost of getting a duplicate pet passport, the cost of temporary accommodation and extra costs to travel home if your cat is either unable to return to the UK or must be quarantined on return to the UK because of a new illness, the failure of the microchip, or the pet passport being lost or stolen.

Optional Extra Cover (with our Entry and Mid Point plans) - Included automatically on our Superior plan

Death from Injury or Illness (Cats aged up to 8 years old) - Up to £2,000 for the price you paid for your cat or the market value, if your cat dies due to an injury or illness, or has to be put to sleep by a vet due to an injury which that the vet believes cannot be treated, has to be put to sleep by a vet due to an illness which the vet believes is not curable.

Death from Injury (Cats aged 8 or over) - Up to £2,000 for the price you paid for your cat or the market value, if your cat dies due to an injury, or has to be put to sleep by a vet due to an injury which that the vet believes cannot be treated.

Theft or Straying - Up to £2,000 for the price you paid for your cat or the market value if your cat is stolen or goes missing and does not return within thirty days.



What is not insured?

We will not cover costs for:

- ✗ Any pre-existing condition(s).
- ✗ Any illness which starts in the first fourteen days of cover
- ✗ Any nasal or skin fold surgery, enlarged tongue, everted laryngeal sacculles, Brachycephalic Gastrointestinal Syndrome (BGS) and brachycephalic airway obstructions (BOAS) including stenotic nares and soft palate resections; that occurs in the first twelve months of cover.
- ✗ Any treatment to prevent an injury or illness.
- ✗ Routine or preventative treatment and elective surgery or treatment.
- ✗ Post-mortem examinations and/or reports.
- ✗ Anything in connection with breeding, pregnancy or giving birth.
- ✗ Any charges made for the submission of claim(s) or the cost of any supporting documentation needed as part of your claim.



Are there any restrictions on cover?

- ! We will pay for ten (10) sessions in total per year for acupuncture, homeopathy, herbal medicine, chiropractic manipulation, osteopathy or hydrotherapy.
- ! Claims must be submitted no later than twelve months after your cat received treatment.
- ! Your cat must have had a dental examination by a vet in the twelve months before the first clinical signs of a dental injury or illness were seen, and any treatment recommended as a result of the last dental examination was carried out within two months of the examination taking place.
- ! If a diagnostic test shows your cat has stones and/or crystals in urine we will pay for the cost of food to dissolve these. We will cover 40% of the cost of the food for up to six consecutive months.
- ! If your cat needs liquid food while hospitalised at a veterinary practice, we will cover the cost of this for five days providing the vet confirms it is essential to keep your cat alive.
- ! If your cat's cover includes death from illness, this cover will be automatically removed by us at the renewal following your cat's 8th birthday. At this time all cover for death from illness will stop.



Where am I covered?

- ✓ Your cover applies in the United Kingdom, the Isle of Man and the Channel Islands and any journey within any country within the European Union for up to a maximum of 90 days for all journeys in each policy year.



What are my obligations?

This part explains what we believe are the most significant policy holder obligations. There are also other obligations and you need to read the Terms and Conditions to understand these.

- Caring for your cat
 - Dental Care - Your cat must have a yearly dental examination and to receive any oral treatment normally recommended by a vet to prevent illness or injury.
 - Routine or Preventative Treatment - You must provide routine or preventative treatment normally recommended by a vet to prevent illness or injury.
 - Vaccinations - You must keep your cat vaccinated against feline infectious enteritis, feline leukaemia and cat flu and any other vaccination recommended to you by a vet.
 - Immediate Treatment - You must arrange for a vet to examine and treat your cat as soon as possible after it shows clinical sign(s) of an injury or illness.
 - Follow Advice - You must follow the advice and recommendations of the treating vet so as not to prolong or aggravate the illness or injury.
- Providing Information - You agree:
 - To give us any information we may reasonably ask for to start your insurance cover and process your claim.
 - That any vet or therapist has your permission to release any information we ask for about your cat.

If you incur any charge for this, you must pay the charge.

- Keeping us informed - Throughout your policy you need to tell us about certain information. The things you need to tell us about are detailed in your Certificate of Insurance and in the 'Your Duty to Disclose to Us' in the policy Terms and Conditions. If you do not provide us with the full and accurate information it can result in a claim not being paid or affect the cover we provide.



When and how do I pay?

You can pay annually or monthly, for full details please contact us.



When does the cover start and end?

This insurance covers a twelve month period and the dates of cover are specified on your Certificate of Insurance.

Every twelve months you need to renew this insurance contract to continue with your cover.

If you pay your premium by Direct Debit instalments, when your policy is due for renewal we will renew it for you automatically. If you do not want to renew your policy you need to let us know before your renewal date. If you pay by any other means, you need to contact us to confirm you want to renew your policy and to pay your premium.



How do I cancel the contract?

You can cancel your policy at any time by writing to us at info@petcover.uk.com or British Pet Insurance Services, 4 Bridge Road Business Park, Bridge Road, Haywards Heath, West Sussex RH16 1TX, United Kingdom or calling us on 01444 708840.

If you cancel this policy:

- In the first 14 days of your first policy year – we will refund all of the premium paid, unless you have made a claim or there has been an event that could result in a claim being made
- In the first 14 days after your renewal date – we will refund any premium you have paid for cover after that renewal date, unless you have made a claim or there has been an event that could result in a claim being made in the first 14 days after your renewal date
- At any other time- we will refund any amount you have paid for cover after the cancellation date, provided you have not made a claim, or there has not been an event that could result in a claim.

Full cancellation rights can be found in your Terms and Conditions.