

# Claim Form

mandspet.claims@uk.rsagroup.com

Once you and your vet have completed the form, the quickest way to get it to us is simply email it to the address above with the supporting documents. Alternatively you can send it by post to: **M&S Pet Insurance, Freepost – RSKZ-LTHJ-TZEG, PO Box 1361, Peterborough PE2 2QX.** Our Claims Helpline is **0800 980 8750.**

## A ABOUT YOU (THE POLICYHOLDER)

NAME, ADDRESS AND POSTCODE

  
  


If your name or address has changed, please tick  (Please note that changes to your address may affect your premium)

CONTACT DETAILS

Daytime tel

Mobile tel

Email

## B ABOUT YOUR PET

Your pet's name

Cat  Dog  Male  Female

Pet's date of birth

POLICY NUMBER

Breed

Your pet's microchip number:

How long have you owned your pet?

### IMPORTANT INFORMATION-PLEASE READ

Is this claim for a:

**New Condition**  
Please complete all sections

**Continuation Condition**  
Please complete sections A, B & E

If this claim is for a new condition please ensure that the pet's full medical history from all the vets that your pet has been registered with is submitted with the claim form.

If this claim is for a continuation condition then please ensure that the medical history since the last claimed date of treatment is submitted with the claim form.

**PLEASE NOTE THAT IF ANY SECTION OF THE CLAIM FORM IS NOT FILLED IN, OR THE SUPPORTING INFORMATION IS NOT SUBMITTED, THIS WILL DELAY YOUR CLAIM.**

If you are claiming for continuation treatment you must submit claims every 3-6 months. Therefore, in order to save paper, you do not need to submit a claim for every visit to your vet but you can batch the invoices up.

Your policy does not cover:

Any changes that you or your vet noticed in your pet's health or behaviour before the policy started or any condition that arose from those changes

Any condition that started within the first 14 days after the policy start date

## C ABOUT YOUR PET'S CONDITION

Please tell us when you noticed your pet was unwell or injured. If your pet has had the same or similar changes in health we require the first date.

A description of the changes to your pet's health that you noted.

Did you contact our 24 hour vetfone service for advice on your pet's condition before seeing your vet? Please call **0800 9805583** if required in the future.

Was your pet under your care at the time of the illness/injury/incident?

If no, please provide the name and address of any authorised third party looking after your pet at the time of the incident

If your pet's claim is for an injury, do you believe that another person was at fault? If so, please provide details separately Yes  No

### CONDITION 1

Date

Yes  No  Date

Yes  No

### CONDITION 2

Date

Yes  No  Date

Yes  No

## D YOUR PREVIOUS VETERINARY PRACTICES (Please tell us all vet(s) where your pet was previously registered)

Vet name	<input type="text"/>
Address	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
Postcode	<input type="text"/>
Phone number	<input type="text"/>
Date: from <input type="text" value="DD/MM/YYYY"/> to <input type="text" value="DD/MM/YYYY"/>	

Vet name	<input type="text"/>
Address	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
Postcode	<input type="text"/>
Phone number	<input type="text"/>
Date: from <input type="text" value="DD/MM/YYYY"/> to <input type="text" value="DD/MM/YYYY"/>	

Please tell us your address at that time, if it was different to the address in Section A.	
<input type="text"/>	
<input type="text"/>	
<input type="text"/>	
Postcode <input type="text"/>	

## E YOUR DECLARATION, WHO TO PAY AND DATA PROTECTION NOTICE (Please complete boxes a & b below to tell us who to pay)

I declare, to the best of my knowledge and belief, that all the information provided in this form is true and complete. I agree that **Royal & Sun Alliance Insurance Ltd** may seek any information it requires from any vet. I accept that the information provided may be released to other companies who provide a service to **Royal & Sun Alliance Insurance Ltd** in connection with managing and handling claims. Please ensure you provide us with your mobile number and email address so that we can keep you informed of the progress of your claim.

**a YOUR DECLARATION.** By ticking the following box, I confirm that I agree with the above statement:

My name is

I am the Policyholder:

I am the Joint policyholder:

Dated

**b WHO WOULD YOU LIKE US TO PAY:** Policyholder:  Joint policyholder:  Vet Practice/Organisation:

**c PAYMENT METHOD:** If we are not paying the Vet directly and you pay your premium by Direct Debit, we will automatically pay any due settlement into that account. Settlement will be by cheque if you pay your premium by any other payment method.

Please note: if we decide we cannot pay some or all of your claim, it is your responsibility to pay your vet.

**IF ANY REQUIRED INFORMATION IS NOT RECEIVED THEN THERE WILL BE A DELAY TO YOUR CLAIM.**

If the condition being claimed for is new please complete all sections and provide a full medical history for the pet.  
If the condition is ongoing please complete the sections with the grey box and enclose the medical history since the last claimed date of treatment.

## F THE VET MUST FILL IN THIS SECTION ABOUT EACH CONDITION

Please advise when the pet was registered at your practice

Date DD/MM/YYYY

If a house call was made, you must confirm below why it was absolutely essential.

If this pet was referred to you, please advise the name and address of the registered vet who referred the pet, and submit the referral letter/report with this claim.

Post code

If any part of this claim is for dental treatment please tell us the date prior to the claimed problem being noted that the pet had its teeth checked, and if treatment was recommended at this check up was this carried out?

Date DD/MM/YYYY Treatment recommended Yes  No   
Treatment was carried out Yes  No

If the pet was seen out of hours please confirm why this was and whether the treatment could have waited until normal surgery hours.

What is the diagnosis of the condition (if no diagnosis has been made please provide the main clinical signs).

### Condition 1

### Condition 2

Please tell us the treatment dates for this claim

From DD/MM/YYYY To DD/MM/YYYY

From DD/MM/YYYY To DD/MM/YYYY

Is this claim for a continuation of treatment?

Yes  No

Yes  No

If yes, please advise the previous dates of treatment.

From DD/MM/YYYY To DD/MM/YYYY

From DD/MM/YYYY To DD/MM/YYYY

Did the condition being claimed for result in the death or euthanasia of the pet?

Yes  No

Date of death DD/MM/YYYY

The body condition score for the pet.

Scale 1-5 (tick to complete)   
Scale 1-9 (tick to complete)

Body Score

If this claim is for a cruciate rupture, is this solely the result of a trauma  or is there any breed predisposition, underlying disease or conformational issue?

Please tell us the date that the clinical signs were first noticed (as noted on your clinical records).

Date DD/MM/YYYY

Date DD/MM/YYYY

Has this pet had this condition or clinical signs before, or any related condition or clinical signs before?

Yes  No

Yes  No

(If 'Yes' we will need the medical history to show the dates and full details)

### Condition 1

Please advise the cost of treatment incl. VAT

£

### Condition 2

£

## G THE ATTENDING VET OR A PERSON AUTHORISED BY THE VET MUST FILL IN THIS SECTION

I declare to the best of my knowledge and belief that all information provided in this claim form is true and complete. The fees I have charged are no more than the fees I would normally charge my clients.

Name: Position in the Practice:

Practice Address: Postcode:

Email Address: Phone Number:

Date: DD/MM/YYYY

**IMPORTANT: Please ensure that a dated and itemised breakdown of all treatment costs is attached to the claim form before you send it to us. The costs must be clearly apportioned between each condition being claimed for. Please do not use highlighter pen to apportion costs.**

**IF ANY REQUIRED INFORMATION IS NOT RECEIVED THEN THERE WILL BE A DELAY TO YOUR CLAIM.**

[bank.marksandspencer.com/insurance/pet-insurance/manage-your-policy/](http://bank.marksandspencer.com/insurance/pet-insurance/manage-your-policy/)

M&S Pet Insurance is arranged, administered and underwritten by Royal & Sun Alliance Insurance Ltd (No. 93792).  
Registered in England and Wales at St. Mark's Court, Chart Way, Horsham, West Sussex, RH12 1XL.  
Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.  
Calls may be recorded and monitored. Please note there can always be a risk in sending personal information via email.