

Pet Insurance

Insurance Product Information Document

Company: Allianz Insurance plc

Product: Time-limited 365Flex

CVS (UK) Limited (registered in England and Wales No. 03777473), registered office address: CVS House, Owen Road, Diss, Norfolk IP22 4ER. CVS (UK) Limited is an Introducer Appointed Representative of Allianz Insurance plc (details below). CVS (UK) Limited is not part of the Allianz (UK) Group. Introductions for MiPet Cover are made by CVS (UK) Limited. Allianz Insurance plc (registered in England and Wales No. 84638, Financial Services Register No. 121849), Registered office address: 57 Ladymead, Guildford, Surrey GU1 1DB. Allianz Insurance plc is the insurer that underwrites the cover for MiPet Cover. MiPet Cover is arranged and administered by Petcover EU Limited (registered in England and Wales No.10001319, Financial Services Register No. 747757), registered office address: Unit 4 Petcover, Bridge Road, Haywards Heath England, RH16 1TX. Allianz Insurance plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, Financial Services Register No. 121849. Petcover EU Limited is authorised and regulated by the Financial Conduct Authority, Financial Services Register No.747757 and is not part of the Allianz (UK) Group.

The details above can be checked on the Financial Services Register by visiting the Financial Conduct Authority website and searching by Firm Reference Number (FRN).

This document provides limited key information about the Time-limited pet insurance plans. You can find the full information about your policy by reading your Certificate of Insurance and the Terms and Conditions.

What is this type of insurance?

This is a pet insurance policy that provides cover for veterinary fees if your pet is injured or becomes ill. As long as you continue to pay your premiums, each injury and illness is covered for up to 12 months (further details can be found in 'What is insured?' below).

What is insured?

We believe these are the most important sections of cover to the majority of our customers. Your policy provides other sections of cover and details of these can be found in your Certificate of Insurance and Terms and Conditions.

✓ **Veterinary fees** – If your pet is unwell due to an illness or injury and needs veterinary treatment, we will pay the cost of the veterinary fees.

Each injury and illness is covered until the time limit or the monetary limit has been reached; whichever happens first. Once one of these limits has been reached all cover for that injury or illness stops.

- **The time limit** - your policy covers the treatment of each illness and injury for 12 months only. The 12 months start from when the injury happens or when the first symptoms of the illness are noticed.
- **The monetary limits** – your policy provide an amount of money for you to claim for each injury and illness. The maximum amount we will pay is shown on your Certificate of Insurance. Cover for the illness/injury ends when you reach this amount (no matter how far you are through your 12 month time limit).

It is likely your insurance will renew part way through your 12 months of cover. Do not worry, as long as you renew your policy, we will continue to cover the illness/injury until one of the limits shown above are reached.

- ✓ Within these limits, you can also claim:
- A limited amount for alternative medicine or complementary therapy. These are:
 - **Alternative medicine** – herbal or homeopathic medicine recommended by your vet and prescribed by a vet.
 - **Complementary therapy** – acupuncture, hydrotherapy, osteopathy, physiotherapy and chiropractic therapy recommended by your vet and carried out by a suitably qualified person that has been specifically recommended by your vet.

The amount you can claim up to is shown on your Certificate of Insurance.

- For prescription food to dissolve stones/crystals in urine. The maximum we will pay is £100 for up to 60 days in each period of insurance.
 - Up to £100 towards the cost of euthanasia (putting your pet to sleep) when it is recommended by your vet to alleviate incurable and inhumane suffering.
- ✓ **Third party legal liability (dogs only)** – if your dog causes damage or injury and you are legally responsible, we will cover the legal costs and expenses and the claimant's compensation. The maximum amount we will pay for all incidents in each period of insurance is shown on your Certificate of Insurance.

What is not insured?

We believe these are the most significant costs not covered by the policy. There are other costs not covered and you need to read the full Terms and Conditions to understand your cover.

We will not cover any costs for:

- ✗ Pre-existing conditions. These are any injuries that happened, or any illnesses that showed symptoms, before your cover started.
- ✗ Any claims related to an illness or injury if either the *time-limit* or *monetary limit* explained in 'What is insured?' has been reached.
- ✗ Any injury, illness or incident that falls under an exclusion shown in the 'Exclusions and Clauses' section of your Certificate of Insurance. Exclusions refer to a health condition(s), part of a pet's body or incident which is usually covered, but is not for your pet.
- ✗ Any injuries or illnesses that happen in your waiting period:
 - For any injuries – this is the first 24 hours of your first policy year.
 - For any illnesses – this is the first 14 days of your first policy year.

These timeframes do not apply to the start of a renewal year.

If your pet was previously covered by the 4 weeks free WalkawayCover and you extended to this policy without a break in cover, these waiting periods do not apply to your policy.

- ✗ Having your pet cremated or buried.
- ✗ Charges made for claims submission or supporting documentation.
- ✗ Third party legal liability when your dog is taken out to work with someone.

Are there any restrictions on cover?

We believe these are the most significant restrictions of the policy. There are other restrictions and you need to read the full Terms and Conditions to understand your cover.

- ! **Changes we can make at renewal** – we can change the premium, excesses and Terms and Conditions of your policy. We can also place exclusions and limit or remove a dog's 'Third party legal liability' cover.
- ! **The excesses you pay and how these can change** – the 'Veterinary fees' and 'Third party legal liability' sections have an excess you pay when you claim. We can change your excesses at the renewal of your policy. For Veterinary fees, a 10% excess (on top of the fixed excess) is applied at the renewal after a dog's 6th or cat's 8th birthday. If this 10% is already applied, this will stay on your policy and cannot be removed. The excesses you pay are shown on your Certificate of Insurance.
- ! **How your price can change** – every year, as pets get older they are more likely to need veterinary treatment. That is one of the reasons why your policy price will increase at each renewal. If you make a claim, you will see a significant increase in your renewal price.
- ! **Behavioural treatment** – we will cover behavioural treatment if your pet's change in behaviour was caused by an illness or injury which is covered under the 'Veterinary fees' section. The treatment must be carried out by a vet or a behaviorist who is a member of an approved association. This is restricted cover and we recommend you read the full details and examples in the Terms and Conditions in the section called 'Cover for behavioural treatment'.
- ! **Out of hours treatment** – we cover the cost of your pet being treated outside of normal surgery hours if a vet confirms it was essential, as not doing this would seriously endanger their health. The extra consultation charge is then limited to £150.
- ! **Hydrotherapy** – within the alternative medicine and complementary therapies limit, we cover up to 10 sessions of hydrotherapy for each separate illness or injury. Once this session limit has been reached, all cover for hydrotherapy for that illness/injury ends and the policy will never cover any further sessions.



Where am I covered?

- ✓ All sections of your policy cover your pet when he/she's in the UK.
- ✓ Cover under 'Veterinary fees' and 'Holiday cancellation/curtailment' is also in force when your pet travels with you in the EU for up to 30 days.



What are my obligations?

We believe these are the most significant policyholder obligations. There are other obligations and you need to read the Terms and Conditions to understand these.

- **Sending us your claim** – you must send us your Veterinary fees claims no later than 12 months after your pet received treatment. Any claims we get after this time will not be covered by the policy. If you are claiming for any other section of cover please check your Terms and Conditions for details of when you need to send us your claim.
- **Informing us if there is an incident with your dog involving a third party** – if there is an incident with your dog that could lead to a claim under the 'Third party legal liability' section, for example (but not limited to) your dog causing injury to a third party or damage to third party property, you must call our specialist liability team as soon as possible. For injury to a third party call 01483 218 781 and for damage to third party property (including a pet or another animal) call 01483 218 782.
- **Cover following the cancellation of a policy** – if your policy is cancelled or comes to an end for any reason, all cover for your pet will stop on the date the policy is cancelled/ends and no further claims will be paid. If you want us to continue to cover an illness or injury up to the limits on your policy, you must continue paying your premiums during this time.
- **Dental treatment** – we'll cover the treatment for a dental accident or injury. We'll only cover the treatment for a dental illness if:
 - Your pet had their teeth checked by a vet at least once every 12 months, and
 - Any dental treatment recommended during this check takes place within 6 months.We do not cover a routine or preventative scale and polish.
- **Keeping us informed of certain information** – 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 it is important you check any new documents we send to understand the information we need. If you do not, it could affect whether we pay your claims.
- **Ownership of your pet and where he/she lives** – you must be the owner of your pet and he/she must live with you at the address stated on your Certificate of Insurance. You need to tell us as soon as possible if you no longer own the pet or if he/she stops living with you. This can affect how much you pay and the cover we provide.
- **Changing your level of cover** – you can change your cover at any time. If you would like to find out the options of changing your pet's cover, please call us.



When and how do I pay?

You can pay annually or monthly. The details of how you have chosen to pay are shown on your Certificate of Insurance.



When does the cover start and end?

Your cover is in force for 12 months. The dates your cover starts and ends are shown on your Certificate of Insurance.

When your cover ends, we will invite you to renew this insurance contract to continue with your cover:

- If you pay your premium by Direct Debit instalment we will renew your policy 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 or you have chosen not to automatically renew your policy, you need to contact us to renew your policy and to pay your premium.



How do I cancel the contract?

You can cancel your policy at any time, free of charge. You can do this by:

- Writing to us at mipetcover@petcoverservices.com or MiPet Cover, Kempton House, Kempton Way, Dysart Road, Grantham, NG31 7LE, or
- Calling us on 0330 057 0646.

If you cancel this policy:

- In the first 14 days after your renewal date – we will refund any premium you have paid for cover after that renewal date.
- At any other time – we will refund any amount you have paid for cover after the cancellation date.