

Frequently Asked Questions

? Why Petsecure?

Petsecure is the largest pet health insurance company in Canada that protects your pet's health, and your finances, in case of an accident or illness. With over 1.3 million pets cared for in over 28 years, Petsecure takes the worry out of vet bills.

? What are the benefits of continuing with a Petsecure plan?

If a client transfers to a policy before the end of the trial, they will have higher coverage amounts without any additional waiting periods for accidents and illness. As well, any conditions claimed for and covered under the trial will continue to be covered under their Petsecure policy.

? How is a claim made?

Your client will visit their veterinarian as usual. They will pay their vet bill and have their vet complete the claim form and sign it. The client or the clinic can email or fax the claim form to Petsecure, along with any applicable invoices or receipts. Any applicable reimbursement will be sent.

? How is a plan chosen?

With Petsecure, there are four options to choose from, providing the right pet health insurance options at the best price. Petsecure can recommend a tailored plan and provide a quote at 1-800-268-1169. Clients can also visit the website to generate a quote at www.petsecure.com.

? Why is insurance recommended?

Pet health insurance provides peace of mind, knowing that coverage will be available when it's needed. Setting money aside can take several years to save up for the cost of an unexpected illness or injury. For example, there may not be enough money saved up to cover the vet fees for an accident or illness four months into a "savings" plan. If your new adopters have more questions that you are unsure of how to answer then please refer them to Petsecure and we will answer all of their questions. You may also contact us and we will be happy to help!

? How does my trial work?

To begin coverage, the trial needs to be activated within 10 days of the adopted pet going home. This can be done by going online at www.adoptsecure.ca or by calling us toll free at 1-800-268-1169.

Once the trial is activated, their new pet is protected for six weeks, after the initial 48 hour waiting period for accidents and illness. They will receive a welcome package, which includes the terms, conditions and benefits of their trial, along with a claim form and a brochure outlining our plans.

? What happens after six weeks?

Your client can contact us at any time during the six week trial to extend their policy. We'll waive the waiting periods for accident and illness when they continue coverage before their trial expires. If we don't hear from them, their coverage will automatically end in six weeks.



More Questions?

Visit www.petsecure.com

or call **1.800.268.1169**.