

FREQUENTLY ASKED QUESTIONS



Why Petsecure?

Petsecure is 100% Canadian owned and operated. We've helped care for more than 1.4 million pets for over 30 years. With Petsecure, up to 80% of a pet owner's vet bill is covered, including the exam fees and taxes.

We have plans that include coverage for routine care like annual exams and vaccinations, plus all our plans include routine dental coverage.

How does the trial work?

To begin coverage, the adopter or shelter must activate the trial online within 10 days of the new pet going home by visiting adoptsecure.ca or by calling Petsecure at **1.800.268.1169**. Once the trial is active, the new pet is protected for six weeks after the initial 48 hour waiting period for accidents and illnesses.

Adopters will receive a welcome package which includes the details of their trial, terms and conditions and other important information about Petsecure.

What happens after six weeks?

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

What are the benefits of continuing with a Petsecure plan?

A Petsecure policy provides higher coverage amounts for accidents and illnesses, and all plan options include dental coverage. If an adopter transfers to a policy before the end of the trial, any conditions claimed for and covered under the trial will continue to be covered under their Petsecure policy.

Your adopter will have continued coverage without interruption, with no additional accident or illness waiting periods.

How does the new adopter make a claim?

Your adopter visits their veterinarian as usual and pays the vet bill. The adopter and vet will complete the claim form together.

The adopter or the clinic can email, fax or mail the claim form to Petsecure along with the invoices or receipts. Any applicable reimbursement will be sent to the adopter.

What plan options are there?

With Petsecure, there are four plan options to choose from. This allows adopters to choose the coverage level that suits them and their budget. One of our licensed insurance advisors can recommend the level of coverage that's right for the adopter at **1.800.268.1169**. Adopters can also get a personalized quote online by visiting petsecure.com or from their customer portal.

Why is insurance recommended?

Pet health insurance provides peace of mind to adopters knowing that coverage will be available if needed. Vet bills can be expensive and not everyone is prepared to pay unexpected veterinary costs out of pocket, or would have had the time to put money aside for long enough to build the funds for an emergency. With Petsecure, those unexpected costs would be covered, whether they come up in the first month of the pet's life or years down the road.



MORE QUESTIONS?

If adopters have more questions that you're not sure how to answer, please refer them to Petsecure. You can also contact us and we will be happy to help!

Visit petsecure.com or call **1.800.268.1169**.