

January 2022

Dear Client,

Due to technical changes in our debt management system that took place during the pandemic, we had to review our direct to vet insurance service. Our new protocol came into effect on the 29<sup>th</sup> March 2021.

We continue to offer our '**direct to vet**' service for any new claims over £150. There is a small administration fee of £18 per condition, per policy year for this service.

**Before we can consider a 'direct to vet' claim we require you to:**

- Provide your pet insurance policy details: Company name, policy no., inception date, level of cover and vets fees, applicable excess
- Contact your insurance company to give Taylor Veterinary Practice permission to speak to them on your behalf regarding your policy
- Provide us with a claim form or claims link within 3 working days.
- Complete and sign 'Direct Insurance Authorisation and Information Form' (please see attached).
- Read the 'Terms and Conditions of Direct Insurance Claims'

You will be asked to pay at time of treatment/receipt of medication for invoices below £150. We can still offer assistance with any treatment you would wish to claim as '**pay to policyholder**'. There will be no administration fee for this service.

Taylor Veterinary Practice would like to take this opportunity to thank you for your continued support in these challenging times.

Kind regards,

Adele Walker and Helen Wallace  
Clinical Directors,  
Taylor Veterinary Practice.