

March 2021

Dear Client,

Due to technical changes in our debt management system that have taken place during the pandemic, we have had to review our direct to vet insurance service. Our new protocol will come into effect on the 29th March 2021.

We continue to offer our **'direct to vet'** service for any new claims **over £150**. There will be a small administration fee of £15 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'

If we have been handling a direct to vet continuation claim for you, we will ensure any charges are submitted up until March 29th.

However, from this date we will move over to the new claims process and 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 what has been a very challenging year.

Kind regards,

Bill Kennedy, Frank Greene and Adele Walker,

Clinical Directors,
Taylor Veterinary Practice.