

# PetSure Launches Electronic Claims

## Making it Easy for Customers through Online Claiming!

## Pet Portal Delivers 24/7 Customer Claim Convenience

**PetSure's new Pet Portal allows customers to submit claims electronically at any time of the day, without the hassle of completing a paper-based claim form.**

Customers only need the consultation notes and invoice to submit an online claim (full vet history is required with the first claim). As customers now only need electronic copies of supporting veterinary documentation, you and your colleagues won't be tied-up printing so many hard copies in the practice, which will save you time and money.

PetSure has launched Pet Portal with all of our (in market) brands over the last 12 months. It has been a great success with 24% of claims coming via Pet Portal, with an average claim assessment turn-around time of less than 1 day.

As well as simplifying and streamlining the claims process, the Pet Portal also enables customers to view important policy documentation and update essential information, such as address and banking details.

Please feel free to let your customers know about Pet Portal which is available directly from their selected brand's website. If you'd like more information about Pet Portal, please call PetSure's Vet Hotline **1300 838 457** or email [vethelpline@petsure.com.au](mailto:vethelpline@petsure.com.au).



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