

# Claim with Aussie Hazard Cover



We hope you never have to make a claim. If you do, we're here to help. Get started with our Aussie Hazard Cover claim form below.

## How can we best help you?

Making a claim with Aussie Hazard Cover is right for you if:

- Your pet has been involved in an incident involving a snake bite, tick paralysis or a motor vehicle accident.
- The pet involved in the incident is registered on your PetCulture account, is covered by Aussie Hazard Cover and is not less than 8 weeks old.

## What do I need to get started?

Before you get started, you will need the following documents and information ready to be able to complete your Aussie Hazard Cover claim:

- A copy of the itemised invoice from your Vet and applicable consultation notes
- The date of the incident
- Receipt of payment

## About the claims process

- You will receive communication from us confirming receipt of your claim once you've submitted it. Once we've received your claim one of our claims team will review your claim and we'll be in touch with the outcome. We may also contact you if we need further information.
- All approved claims are subject to the annual benefit limit of \$10,000 per policy period and you can claim for a total of three insured events in a policy period.
- An excess is the first amount of a claim we do not pay and which you are required to pay yourself. The excess payable for Aussie Hazard Cover is \$200 and is deducted from the benefit for each insured event you claim for in the policy period (that is not related to another insured event in the same policy period).
- Please note, there is a 48 hour waiting period that applies from 11.59pm on the issue date of your first policy period. Any condition that exists or occurs during this time will not be covered. The waiting period does not apply on policy renewal.
- For more information of the claims process, excess and waiting period please see your policy terms and conditions booklet.

## What do I do next?

Once you have downloaded this form, please complete the following steps to lodge your claim:

- Print a copy of this form
- Complete the information required on page 2
- Scan and email the completed form, along with a copy of your itemised vet invoice and applicable consultation notes, to our product administrator PetSure at [aussiehazardcover@petsure.com.au](mailto:aussiehazardcover@petsure.com.au)

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## Your personal details

## About the incident

Date of incident must be within your period of cover

Type of Incident

Snake Bite                       Tick Paralysis                       Motor Vehicle Accident

Please provide us with any additional information that may assist us in assessing your claim

## Claim payment information

### Your details are secure

Personal financial information provided here will be used one time only for the reimbursement of your claim, if approved. We will not store this information after a claim has been processed.

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## Declaration

I/We certify that the information given in this form is truthful, accurate and complete. No information likely to affect this claim has been withheld. I/We understand that deliberate misrepresentation of the animal's condition or the omission of any material facts may result in the denial of the claim and/or cancellation of the policy. I/We confirm that the veterinary services as detailed in the account(s) submitted with this claim have been provided and have been paid for in full and I/we understand that the policy administrators will assess the claim in accordance with the cover selected and benefits payable by the Policy. I/We authorise any Veterinary Surgeon who has treated my/our pet to provide to the insurer any details they may require. Please note that issuance or completion of this form does not acknowledge liability or guarantee payment of the claim.

I/We consent to Pet Culture, PetSure and Hollard collecting, storing, using and disclosing personal information (including sensitive information) as set out in the Privacy Notice contained in this form. If I/We have provided or will provide information to Pet Culture, PetSure or Hollard about any other individuals, I/We confirm that I/We are authorised to disclose their personal information to Pet Culture, PetSure or Hollard and also to give this consent on both my and their behalf.

## Privacy Notice

In this Privacy Notice, 'we', 'us' or 'our' refers to Pet Culture, PetSure and Hollard. We collect personal and, in some cases, sensitive information from you for the purpose of administering your insurance policy, including responding to your enquiries and processing, assessing and paying claims. If you do not provide this information to us we may not be able to carry out the services you require. We may have to disclose your personal and other information to third parties and related companies who assist us in providing our products and services, or other parties required by law. Some of the companies we may disclose your personal information to may be located overseas, including in the Philippines, South Africa, New Zealand, United States of America and the United Kingdom. If you wish to access, update or correct any personal information, make a complaint about a breach of privacy or if you have any other query relating to privacy, please see the contact details in the Privacy section in the Product Disclosure Statement available at [www.petculture.com.au](http://www.petculture.com.au).

*Pet Culture Group Pet Insurance – Aussie Hazard Cover (‘the group insurance policy’) is issued by The Hollard Insurance Company Pty Ltd (ABN 78 090 584 473; AFSL 241436) (‘the Insurer’) and administered by PetSure (Australia) Pty Ltd (ABN 95 075 949 923; AFSL 420183) (PetSure). Pet Culture Group Pty Ltd (‘Pet Culture’) (ABN 69 644 613 098, AR 001284860) is the policyholder of the group insurance policy under which insurance cover is issued in connection with Pet Culture active Auto Delivery. In addition, Pet Culture as an authorised representative of PetSure, is authorised to provide financial product advice in respect of the group insurance policy, and to arrange for information to be collected from eligible members but not issue cover in respect of the group insurance policy, and provide claims management by receiving and lodging claim forms with the Insurer. In doing so, Pet Culture acts on behalf of PetSure and the Insurer and not on your behalf. Any advice provided is general only, and does not take into account your individual objectives, financial situation or needs. Please consider the Product Disclosure Statement (PDS) at [www.petculture.com.au](http://www.petculture.com.au) to decide if the product is right for you.*