



Veterinary fee claim form

Claims must be submitted in writing at the address set out in this form together with the original itemised invoice(s), receipts for payment and relevant veterinary notes, unless otherwise stated in the policy document.

Note: Please attach all relevant invoices and clinical records from your vet for this claim. In some instances, we may require more information to process your claim, such as previous medical history or pathology results. If this is the case, we will contact you for this information.

Faxed claims will not be accepted. Please use a black pen and print in CAPITALS. If you have any questions about your claim please call 134 135 between 8.00am – 8.00pm (AET) Monday to Friday.

1: Policyholder/pet details

Bupa Pet Insurance policy number

Policyholder details

Title First Name Surname

Address

Suburb State Postcode

Pet details

Pet's name Desexed Yes No Dog Cat Date of birth

Colour Breed Gender Male Female

2: Record of veterinary services

Please ask your vet to complete in order to ensure efficient processing of your claim

Type and cause of injury or condition/diagnosis	Treatment dates	Dates of first clinical signs (include dates of previous related or similar conditions)	Total Charges
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Please attach any relevant radiology and/or pathology reports where applicable

When was this pet registered at your practice? Date of last vaccination/booster:

Type of vaccination:

Have you supplied any relevant vet consultation notes? Yes No

Notes

3: Declaration

I/We certify that the information given in this form is truthful, accurate and complete. No information likely to affect processing or assessment of the 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 account(s) submitted with this claim have been paid in full and I/We understand that the information provided will be assessed in accordance with the cover selected and benefits payable by the policy. I/We authorise my/our 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 Bupa HI Pty Limited ABN 81 000 057 590 (Bupa), PetSure (Australia) Pty Ltd ABN 95 075 949 923 (PetSure), and/or The Hollard Insurance Company Pty Ltd ABN 78 090 584 473 (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 Bupa, PetSure or Hollard about any other individuals, I/We confirm that I/We are authorised to disclose their personal information to Bupa, PetSure or Hollard and also to give this consent on both my and their behalf.

Signature of policyholder Date Signature of veterinarian Date

Name of attending veterinarian and practice (please print) Veterinarian registration no. Registration state

Make a claim in three easy steps

Step 1

Fill in your and your pet's information and sign the claim form.

Step 2

Take the form to your vet, and ask your vet to fully complete section 2 and sign the form in section 3.

Step 3

Attach the original detailed itemised invoices, payment receipts and any applicable veterinary notes to the completed claim form.

Please do not staple documents. Ensure your vet includes their practice details on the original invoice.

Then mail to the address below:

**Bupa Pet Insurance - Claims Department,
Locked Bag 9021, Castle Hill, NSW 1765**

How your claim is assessed

Once all necessary documentation is received, your claim will be processed.

In many cases your claim can be processed directly without veterinary records being required. However, in some cases veterinary records may be requested to assist in understanding some aspect of your claim to ensure it is processed correctly and fairly.

How your claim will be paid

If you have elected to pay your premiums by direct debit your benefits will be paid directly into your nominated bank account.

If you have elected to pay your premiums by credit card you need to nominate a bank account to receive claim benefits. Following the payment of your claim you will also receive a statement confirming payment.

Claim checklist

Before sending in your claim ensure:

- You have attached any relevant vet consultation notes
- You have completed the claim form
- You have attached the original itemised invoices and receipts
- You and your vet have signed this form
- You have attached an adoption certificate if your pet is an adopted or rescued pet (if not previously supplied to us)

Need more claim forms?

You can access copies of this form online at **bupa.com.au/pet-insurance** or by calling **134 135**.

If you have any questions about your claim, please call **134 135**, 8.00am – 8.00pm (AET) Monday to Friday.

Disclaimer: It is a criminal act to make a false or fraudulent claim under an insurance policy or to assist in the preparation or presentation of a false or fraudulent claim under a policy.

Violators of this provision may be subject to criminal prosecution.

Bupa Pet Insurance policies are administered by PetSure (Australia) Pty Ltd ABN 95 075 949 923, AFSL 420183 (PetSure) and promoted and distributed by PetSure's Authorised Representative (AR) Bupa HI Pty Limited ABN 81 000 057 590, AR 354269.

Please see your Certificate of Insurance to identify the issuer of your policy. 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) to ensure this product meets your needs before purchasing, or choosing to continue with the product. PDS and Target Market Determination available at bupa.com.au/pet-insurance.

Neither Bupa HI Pty Limited, nor any of its related entities, directors or employees guarantees the assessment or payment of claims under any policy issued and underwritten by Hollard or PetSure.

Please mail completed claim form to:

Bupa Pet Insurance - Claims Department,
Locked Bag 9021, Castle Hill, NSW 1765

PRIVACY NOTICE: In this Privacy Notice, 'we', 'us' or 'our' refers to Bupa HI Pty Limited ABN 81 000 057 590, PetSure (Australia) Pty Ltd ABN 95 075 949 923 and/or The Hollard Insurance Company Pty Ltd ABN 78 090 584 473. 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 bupa.com.au/pet-insurance