

## **Making a Pet Insurance Claim (Policies Purchased Before 10th July 2025)**

### **Download/Print and Complete the Claim Form**

- Download the Covéa Claim Form on our website (Located on Contact Us Page).
- You can complete the form online using programs such as Google Docs, Lumin PDF, and DocHub.
- Fill out the form with as much detail as possible to help us process your claim quickly.

### **Prepare and Attach Your Documents**

Please include all required documentation listed on the **Important Documents** list below. Having all documents submitted at the beginning will help prevent delays.

### **Important — Vet Completion Required**

The claim form **must be sent to your veterinary practice** and **fully completed by your vet**. This includes any clinical information, declarations, or sections of the form intended for veterinary completion. Claims submitted without the vet-completed section will be delayed.

### **Submit Your Claim**

Once your claim form is fully completed and your supporting documents are attached, submit them by either:

- Email: Send to [claims@petadminteam.com](mailto:claims@petadminteam.com).
- Post: Send to FREEPOST PETADMIN

(Important: For prompt delivery, please use the above address only — do not add a postcode.)

### **What Happens Next**

- Your claim will be reviewed by a Covéa claims handler once received.
- You will be contacted via email or phone with an update and to request any additional information if needed.
- Current processing time is up to 4 weeks from when all documentation is received.

## **Important documents needed to process your claim with Covea**

Before you call, email or submit a claim form, please make sure you have the following ready. Having everything together helps to process your claim as quickly as possible.

### **Your Policy & Pet Details**

- Your policy number
- Your pet's name, breed, and date of birth
- A short note on what's wrong and when you first noticed the problem

### **Vet Details & Consent**

- The name and contact details of your current veterinary practice
- If you've changed vets, please also include details of all previous practices so we can request your pet's full medical history
- Confirmation that you've given permission for us to contact your vet(s) to obtain clinical notes

### **Invoices & Payments**

- Itemised invoices from your vet showing what was done and the cost
- Bank account details (for you or your vet, if you've agreed to direct payment)

### **Referral or Diagnostic Reports**

- Copies of any specialist referral letters, diagnostic test results, or reports (e.g. X-rays, scans)

### **Photos, Receipts & Other Proof**

- For non-vet items (like medications bought online, mobility aids, or dietary supplements):
- Photos, purchase receipts, and a copy of your vet's prescription (if applicable)

### **Additional Information (if relevant)**

- For a death claim, please include your pet's purchase receipt and any pedigree certificate
- If this is your first claim, please provide your pet's full clinical history from when they were first registered with a vet

### **Helpful Tips**

- Make sure invoices are itemised — showing the cost of each treatment or medication separately.
- Keep a copy of all documents for your records.
- Check your policy schedule and terms for details on what's covered.