

Pet Insurance – Renewal Notification of Cover Changes

Your pet insurance is due for renewal. Letting you know that some parts of your cover will be changing. These changes will apply from your renewal date.

Cover Enhancements

The following benefits have been added or increased as part of your renewed cover:

Cover Area	Change
Dental Illness	Cover for dental illness treatment has been added to your policy.
Death from Accident	The amount available if your pet dies from an accident has been increased.
Death from Illness	The amount available if your pet dies from an illness has been increased.
Theft or Straying	The benefit available if your pet is stolen or goes missing has been increased.
Cremation or Burial Costs	An amount is now available for cremation or burial costs.
Advertising and Reward	The amount available on our Gold and Platinum policies for advertising and offering a reward to help recover a lost or stolen pet have been increased.
Holiday Cancellation / Cut Short	An amount is now available if you need to cancel or cut short a holiday, due to your pet suffering an illness or injury.
Delayed Return	An amount is now available if your return home is delayed because your pet requires veterinary treatment.

All other policy limits have not changed from your previous cover. Unless otherwise mentioned in your renewal documents.

No action is required from you. These updates will take effect when your policy renews.

Important information

This document gives a summary of the changes to your policy cover. Check your policy wordings and policy schedule for full details of:

- Policy Benefits
- Policy Limits
- Terms and Conditions
- Policy Exclusions

Please read your renewal documents carefully to ensure the cover continues to meet your needs.

What you need to do

- Please read your policy wording and Insurance Product Information Document (IPID).
- Get in touch with our Customer Services team if you have any questions about these changes or your renewal.

Yours sincerely,

Puffin
Customer Services Team

T: 0333 772 0346

Opening Hours: Mon-Fri, 9:00 – 17:00

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