

**1 About you and your pet (affix a label if you have one)**

Customer number: \_\_\_\_\_

Pet's name: \_\_\_\_\_

Name: \_\_\_\_\_

Date of birth (mm/dd/yyyy): \_\_\_\_\_

Address: \_\_\_\_\_  Please check if new address

\_\_\_\_\_

Gender:  M  F Type of pet:  Dog  Cat

Home phone: \_\_\_\_\_ Work phone: \_\_\_\_\_

Breed: \_\_\_\_\_

Fax: \_\_\_\_\_ Email: \_\_\_\_\_



**Questions? Contact us at:**

1-800-581-0580 or  
info@petlineinsurance.com

**!** *Claims cannot be processed without a completed claim form and itemized receipts.*

**2 About the illness or injury (to be completed by your veterinarian)**

When was this pet registered with your practice?  less than 1 year 

mm	dd	yyyy
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 more than 1 year

If this pet was referred to you, please give the name of the referring practice: \_\_\_\_\_

List the name of each separate tentative diagnosis, or if available, definitive diagnosis or condition (or give the clinical signs if you have not yet made a diagnosis) \*  
Include date of first clinical signs (as noted by you, the client or the pet's medical record):


Is the condition the result of an accident?  yes  no If yes, please describe incident including date and time in the space below.

\_\_\_\_\_

Did any illness or injury being claimed for result in the death or euthanasia of the pet?  yes  no If yes, date of death: 

mm	dd	yyyy
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**3 Declaration of the veterinary practice (to be completed by your veterinarian)**

I have checked the information on this claim. It is consistent with patient medical records held within this veterinary practice and is accurate to the best of my knowledge.

Name of attending veterinarian (please print): \_\_\_\_\_

Signature of attending veterinarian: 

	mm	dd	yyyy
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Practice stamp or print practice name

**4 Customer declaration**

By signing this claim form, I agree that the information provided is complete and accurate. I recognize that not all fees may be eligible for coverage or may exceed my plan coverage limits. I understand this claim may be limited to fees no greater than the amount specified by the Provincial Fee Guide. I acknowledge that I am financially responsible to my veterinarian for the entire treatment cost regardless of claim amounts paid by Petline Insurance Company. I authorize my veterinarian or other parties to release all medical records and pertinent history for this pet and to confirm any details as requested. I understand that the information provided about this pet will be used for claims adjudication and any related processes necessary for the administration of my plan. (See "Important notes" for more on privacy policy).

Signature of customer: 

	mm	dd	yyyy
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Please turn over

\* There are time limitations on submitting claims. Claims must be submitted **within 6 months of the date of treatment**. For cancelled policies, claims must be submitted **within 60 days of cancellation**.

## Simple Steps to Make a Claim

1. Take your pet to any licensed veterinarian for diagnosis and treatment.
2. Pay your veterinary bill in full and have your veterinarian complete sections 2 and 3 of this claim form.
3. Fill out sections 1 and 4 of this claim form. Remember to sign your form!
4. Attach your detailed receipt(s) or original invoice to the claim form.
5. Submit your completed claim form and receipts by:

**EMAIL:** [claims@petlineinsurance.com](mailto:claims@petlineinsurance.com)  
(When emailing attachments, please send **PDF** or **JPG** formats)

**MAIL:** Petline Insurance Company  
301 -600 Empress Street  
Winnipeg, MB R3G 0R5

**FAX:** 1-866-501-5580

Call us at **1-800-581-0580** or email us at **info@petlineinsurance.com** if you have any questions.

### ! Important notes:

- Please retain a copy of your complete claim form and receipts for your records.
- Please use one claim form per pet.
- Issuance or completion of this form does not acknowledge liability on behalf of Petline Insurance Company.
- Claims received that are incomplete or missing information may not be processed until we have received all of the required information.
- The deliberate misrepresentation or omission of any material facts may result in the denial of the claim and/or cancellation of the policy.
- Your privacy is important to us. Should you have any questions as to the collection, use, or disclosure of your personal information, please see our privacy policy at [www.petlineinsurance.com/pdf/Privacy\\_Statement.pdf](http://www.petlineinsurance.com/pdf/Privacy_Statement.pdf) or contact us directly at 1-800-581-0580 or [info@petlineinsurance.com](mailto:info@petlineinsurance.com)

### Coverage Details:

We will reimburse you for the costs of any services or treatment your pet has received for any accident or illness eligible for coverage on your plan.

#### **You are responsible for:**

- The co-insurance amount applicable to your policy.
- The deductible amount applicable to your policy.
- The costs of any services or treatment your pet has received for any conditions not eligible for coverage on your plan including conditions that started or showed symptoms before your pet's policy started or during any applicable waiting periods.
- Any condition shown as an exclusion on your policy.
- Uninsured items (i.e. toys, treats, etc.)

Please see your Policy Wordings document for full details.