

pet insurance



Everything you need to know

Your Essential
Pet Insurance Policy Booklet



Please read in conjunction with **Your Certificate of Insurance** to understand the **Policy for Your Pet**.

**Combined Financial Services Guide
and Product Disclosure Statement (including
Policy Wording)**

12
months

Essential

Dear policyholder,

Thank You for considering insuring with Pet Insurance by The Warehouse, We would be delighted to have You and Your Pet as part of the Family.

We hope Your Pet is in the best of health, but rest assured, if You need Us we'll be there to help. We do all We can to make the claims process as quick and easy as possible so You can count on prompt and caring service from Our experienced staff when You need it most.

The details of the cover the Policy provides are included in this booklet as well as useful information to make claiming as straightforward as possible.

Wishing You and Your Pet a happy and healthy time ahead.

Pet Insurance by The Warehouse Team

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Part 1: Financial Services Guide (FSG)

This combined Financial Services Guide (FSG) document and the Product Disclosure Statement (which includes the **Policy** Wording) (PDS) that **You** have been given, aims to help **You** make an informed decision about the financial services and products **We** can provide to **You** as a retail client and together they contain important information about:

- the financial services **We** can offer **You**;
- who **We** act for in providing these services;
- how **We** and other relevant persons are paid; and
- how complaints are dealt with.

The Financial Services Guide (FSG) explains:

- **Our** products and services
- **Our** remuneration
- Other important information.

Please take the time to carefully read this FSG and keep it safely with **Your Policy** documents. The PDS also contains information on the significant benefits and characteristics of the product and the standard terms.

Introduction

In this FSG "**We, Our and Us**" refers to **Petplan Australasia Pty Ltd** (Australian branch) ABN 64 069 468 542 AFSL No. 245663, 1-3 Smolic Court, Tullamarine, Victoria 3043, Australia, Ph. +611300738225 as sole Administrator of this **Policy** and agent of HDI Global Specialty SE -Australia, and HDI Global Specialty SE -Australia for all communications made relating to this **Policy**, and all claims management services.

We aim to provide **You** with insurance products and services that protect **You** and/or enhance **Your Pet's** life. To help **Us** achieve this, it's important that **You** understand what **We** do as **Your** insurance Agent.

Our FSG contains important information about the products and services **Petplan Australasia Pty Ltd** (Australian Branch) (**Petplan**) offers. It also explains how **We**, and **Our** representatives, may be remunerated and contains details of **Our** internal and external complaints handling procedures.

By engaging **Petplan Australasia Pty Ltd** (Australian Branch) to provide insurance services, **You** are, in the absence of a formal written retainer agreement, agreeing to the delivery of **Our** services and **Our** remuneration as described in this FSG.

If **You** are buying a Retail Product (as defined in the Corporations Act 2001), **We** will, if and when required, also give **You** a PDS. This contains information on the product and its features to assist **You** in making an informed decision about whether or not to buy it.

If **We** give **You** personal advice about a Retail Product, which takes into account **Your** individual objectives, financial situations or needs, **We** will, if required, also give **You** a Statement of Advice. This contains the advice **We** have given, the basis of that advice and other information about **Our** remuneration and any relevant associations or interests which may have influenced the advice provided. When **We** provide this advice to **You**, **We** will be acting as **Your** agent.

How You can instruct Us

You can give **Us** instructions by using the contact details set out in this FSG.

Our products and services

As an insurance intermediary **We** are licensed to deal in and provide advice in relation to Pet Insurance and or General risk insurance products.

Under **Our** licence, amongst other things, **We** are able to:

- Arrange Pet Insurance and or General risk insurance products to help **You** protect against insurable risks;
- Collect information that **Insurers** require from **You**;
- Where needed, provide **You** with information and advice about Pet Insurance and or General risk insurance products; and
- Assess and pay Pet Insurance Claims and where needed, assist **You** to make General insurance claims.

We will endeavour to arrange insurance that meets **Your** Pet Insurance and or **Your** General risks and needs. However, as it is **You** who best understands **Your** risks and needs **You** should always consider the appropriateness of any products **We** provide or any insurance **We** recommend to **You** before acting on **Our** recommendations. **We** also rely on **You** for the accuracy and completeness of information **You** provide to **Us**.

Your Policy documents (including policies and endorsements) contain the terms of **Your** cover, including the applicable limits, sub-limits and excesses and **Your** obligations. **You** must read these documents carefully to ensure that the cover suits **Your** needs and so **You** understand and comply with **Your** obligations under **Your Policy(ies)**. Failure to do so may result in uninsured losses.

Finally, please note that **We** cannot guarantee the availability of insurance for **Your** particular risks or the solvency of **Insurers**.

Arranging Your insurances

While cost is always important, the quality of insurance cover offered by a **Policy** is equally important. Insurance that does not match **Your** needs is worthless, however cheap the premium.

As one of Australia's leading Pet Insurance providers, **We** have many clients with similar Pets, businesses and situations with similar risks and needs. For these, **We** design and develop **Petplan** products which combine good pricing and quality cover from reputable **Insurers**.

We understand that Pet Insurance can be a complex area and not something that pet owners deal with every day. That is why **Our** employees who are involved in the sale of insurance products and services are Tier 2 qualified based on FSR requirements. This enables them to provide **You** with meaningful advice and assistance when **You** need it.

Who do We act for?

When **We** issue, vary and dispose of this Insurance and when **We** manage and settle claims or deal with any complaints **We** would be doing so on behalf of the **Insurer** and acting as their Agent under a Binding Agreement between **Us** and the **Insurer**. **We** carry out these activities in Australia. Where **We** provide General Insurance Products as an Insurance Intermediary **We** will be acting on **Your** behalf. **We** will tell **You** before or at the time if **We** are not acting for **You** in providing any part of **Our** service.

Any advice given to **You** about Pet insurance will be of a general nature only and will not take into account **Your** personal objectives, financial situation or needs. **You** need to determine whether this product meets **Your Pet's** needs.

The people who provide Our services

We provide **Our** services using **Petplan** employees in Australia.

However, in some cases **We** may use "Authorised Representatives" in Australia or "Mere Referrers" in either Australia or New Zealand. "Authorised Representatives" are third parties who **We** have authorised to provide **You** and **Your Pet's** information to **Us** to allow **Us** to be able to provide **You** with Pet Insurance.

"Mere Referrers" are other third parties who at **Your** request introduce **You** to **Us**, so **We** can respond to **Your** request for Pet Insurance. They not authorised to provide any advice.

Our Authorised Representatives and Mere Referrers are not employees and do not receive a salary. Instead they may be paid a percentage of the commission and/or other part of **Our** remuneration for the financial services they provide. This percentage may be up to 10% of **Petplan's** remuneration.

The Authorised Representative or Mere Referrer's employees may receive salaries, bonuses and/ or company dividends in their own business depending on the nature of their employment. Bonuses may be linked to general overall performance, including sales performance and may include all or part of the commission received by the Authorised Representative or Mere Referrer.

The Authorised Representative or Mere Referrer, and/or its associates, may also receive other financial and non-financial incentives from **Petplan** for arranging **Your Pet** insurance **Policy**. Such incentives may be dependent on a number of performance related or other factors and may include, for example, sponsorship of training events and conferences, marketing promotions and competitions.

Information on Remuneration

Our remuneration

Unless **We** have advised otherwise, **Our** remuneration will comprise the following:

- A commission paid to **Us** by the **Insurer**;

We receive commission from the **Insurer** HDI Global Specialty SE -Australia (ABN 58 129 395 544, AFS Licence number 458776), each time **You** buy a **Policy**. It is calculated as a percentage of the **Insurer's** base premium (this is the premium less stamp duty, GST and other government taxes, charges and levies).

Commission paid to **Us** by the **Insurer** are rates of commission up to 30% of the premium (before taxes and statutory charges) for Pet Insurance. Commissions depend on the type of insurance. Different **Insurers** may pay different rates of commission. In addition, **We** may also receive the following:

- A service charge for **Policy** invoicing, premium collection and remittance and for issuing policies and other insurance administration work. This charge will appear on **Your** invoice and may vary depending on the work involved and the commission **We** receive;
- **We** may charge an additional administration fee for any change to the **Policy** that necessitates **Us** producing a further statement or invoice or a **Certificate of Insurance**. **We** may retain this fee from any premium refund arising in connection with the **Policy** change.

Please note that **We** treat **Our** remuneration as fully earned when **We** issue **You** with a tax invoice, unless **We** have a written agreement with **You** that varies this statement.

You agree that **We** may retain all **Our** commission, fees and other remuneration in full in the event of any mid-term cancellation of a **Policy** or future downward adjustment of premium. **You** also agree that the **Insurer** and **Petplan** may offset such remuneration from any premium refund **You** are entitled to.

We want to be entirely transparent about **Our** remuneration so please ask **Us** if **You** want more information or have any questions.

Where **You** have been referred to **Us** by a third party, **We** pay them a fee, a proportion of **Our** commission or other appropriate merchandise. This does not increase the premium **You** pay to **Us**.

We pay **Our** staff and representatives an annual salary for their services and they may also receive bonuses or other incentives and rewards based on their performance relating to sales of products and other business criteria.

If **You** require further details about any of the above remuneration received by **Us** please ask **Us** within a reasonable time after receiving this document and before **We** provide **You** with advice on or **We** issue **You** with Pet Insurance.

Do We receive any other remuneration for Our service?

Interest

The law requires **Us** to pay **Your** premiums (and certain moneys paid to **Us** by **Insurers** for **Your** account) into a trust account pending payment to the **Insurer**. **We** are entitled to earn and retain interest on these monies. **Our** standard credit terms for premium payments are fourteen (14) days. **We** pay **Insurers** within the period dictated by the law or earlier if the **Insurer** requires.

Petplan and its staff may also receive non-monetary benefits from **Insurers** such as sponsorships of **Petplan** client functions and meals and entertainment. **Petplan** has and monitors compliance with a **Policy** that ensures that these do not create a conflict with **Your** interests.

Should **You** require further information regarding any of the above forms of indirect remuneration or benefits, please contact **Your Petplan** Client Relationship Manager.

Conflicts of interest

Conflicts of interest may arise in circumstances where some or all of **Your** interests as **Our** client are, or may be, inconsistent with some or all of **Our**

interests.

We have a conflicts of interest policy and procedure, including training and monitoring, to ensure **We** are aware of and manage any conflicts of interest. **Our** company, staff and **Our** representatives must comply with this **Policy** and procedure.

Where a conflict is unavoidable, **We** will consult with **You** and manage the conflict in such a way as to avoid prejudice to any party.

Relationships and Associations

We often work closely with a trade or industry association in developing and distributing certain insurance products. Sometimes these associations endorse the insurance product **We** offer to their members. **We** may pay part of **Our** remuneration or an agreed referral fee to an association for their assistance or endorsement.

We also have relationships with various Animal related businesses which, when they consider it appropriate, will recommend **Petplan** and **Our** Pet Insurance to their clients. **We** may pay part of **Our** remuneration or an agreed referral fee to these referrers in recognition of this introduction.

Other important information

Compensation Arrangements

Professional Indemnity Insurance

Petplan have professional indemnity insurance which covers its products and services and the services provided by its representatives. In accordance with the requirements of the Corporation Act, **Petplan** Australasia Pty Ltd (Australian branch) maintains adequate Professional Indemnity Insurance. This insurance cover extends **Our** employees and representatives both past and present, to compensate clients or their beneficiaries for loss or damage suffered if **We** provide negligent advice.

This insurance meets the requirements for compensation arrangements under the Corporation Act 2001.

Premium and Invoice Calculations

We adopt industry practice in calculating local statutory charges. All amounts referred to in **Our** invoices, unless stated otherwise, are to be treated as inclusive of GST.

Privacy Notice

In this Privacy Notice, '**We**', '**Our**', '**Us**' means **Petplan** Australasia Pty Ltd (Australian Branch) and HDI Global Specialty SE -Australia.

Privacy

We value the privacy of personal information and are bound by the Privacy Act 1988 when **We** collect, use, disclose or handle personal information. **We** collect personal information to offer, provide, manage and administer the many financial services and products **We** and **Our** group of companies are involved in (including those outlined in this FSG). Further information about **Our** privacy practices can be found in **Our** Privacy Policy that can be viewed on the **Petplan** website at **Petplan** www.petplan.co.nz, or HDI Global Specialty SE website at www.hdi-specialty.com/int/en/legals/privacy or alternatively, a copy can be sent to **You** on request. Please contact **Petplan** office or visit **Our** website at www.petplan.co.nz if **You** wish to seek access to, or to correct, the personal information **We** collect or disclose about **You**.

International Transfers

In providing **You** with insurance services, **We** may transfer **Your** personal and/or sensitive personal information outside of New Zealand including Australia, UK, Germany and India. If this happens **We** will ensure that appropriate measures are taken to safeguard **Your** personal and/or sensitive personal information.

Information We process

You should understand that information **You** provide, have provided and may provide in future will be processed by **Us** and the **Insurer**, in compliance with the Privacy Act 1988 and the New Zealand Privacy Principles for the purpose of providing insurance, handling claims and/or responding to complaints.

Information containing personal and sensitive personal information.

Information **We** process may be defined as personal and/or sensitive personal information. Personal information is information that can be used to identify a living individual e.g. name, address, driving licence or national insurance number. Personal information is also information that can identify an individual through a work function or their title.

In addition, personal information may contain sensitive personal information; this can be information about **Your** health and/or any criminal convictions.

We will not use personal and/or sensitive personal information except for the specific purpose for which **You** provide it and to carry out the services as set out within this notice.

Collecting electronic information

If **You** contact **Us** via an electronic method, **We** may record **Your** Internet electronic identifier i.e. **Your** internet protocol (IP) address. **Your** telephone company may also provide **Us** with **Your** telephone number.

How We use Your information?

Your personal and/or sensitive personal information may be used by **Us** in a number of ways, including to:

- arrange and administer an application for insurance;
- manage and administer the insurance;
- investigate, process and manage claims; and/or
- prevent fraud.

Who We share Your information with?

We may pass **Your** personal and/or sensitive personal information to industry related third parties, including authorised agents; service providers; reinsurers; other **Insurers**; legal advisers; loss adjusters and claims handlers.

We may also share **Your** personal and/or sensitive personal information with law enforcement, fraud detection, credit reference and debt collection agencies and within the Talanx Group of companies to:

- assess financial and insurance risks;
- recover debt;
- to prevent and detect crime; and/or
- develop products and services.

We will not disclose **Your** personal and/or sensitive personal information to anyone outside the Talanx Group of companies except:

- where **We** have **Your** permission;
- where **We** are required or permitted to do so by law;
- to other companies who provide a service to **Us** or **You**; and/or
- where **We** may transfer rights and obligations under the insurance.

Why it is necessary to share information?

Insurance companies share claims data to:

- ensure that more than one claim cannot be made for the same personal
- Injury or property damage;
- check that claims information matches what was provided when the insurance was taken out;
- act as a basis for investigating claims when **We** suspect that fraud is being attempted; and/or
- respond to requests for information from law enforcement agencies.

Your rights

You have a right to know what personal and/or sensitive personal information **We** hold about **You**. If **You** would like to know what information **We** hold, please contact the Data Protection Officer at the address listed within this notice, clearly stating the reason for **Your** enquiry. **We** may write back requesting **You** to confirm **Your** identity.

If **We** do hold information about **You**, **We** will:

- give **You** a description of it;
- tell **You** why **We** are holding it;
- tell **You** who it could be disclosed to; and
- let **You** have a copy of the information in an intelligible form.

If some of **Your** information is inaccurate, **You** can ask **Us** to correct any mistakes by contacting **Our** Data Privacy Officer.

Providing consent to process Your information

By purchasing insurance products from **Us** and by providing **Us** with **Your** personal and/or sensitive personal information, **You** consent to **Your** information being used, processed, disclosed, transferred and retained for the purposes set out within this notice.

If **You** supply **Us** with personal information and/or sensitive personal information of other people, please ensure that **You** have fairly and fully obtained their consent for the processing of their information. **You** should also show this notice to the other person.

You should understand that if **You** do not consent to the processing of **Your** information or **You** withdraw consent, **We** may be unable to provide **You** with insurance services.

Collection and use of client information

How We use Your data

You have the right to request a copy of the personal data **We** hold about **You**. A small charge may apply. **We** can only discuss **Your** personal details with **You**. If **You** would like anyone else to act on **Your** behalf please let **Us** know in writing.

Petplan gathers data containing information about its clients and their insurance placements, including, but not limited to: names, industry codes, **Policy** types, and **Policy** expiration dates, as well as information about the insurance companies that provide coverage to its clients or compete for its clients' insurance placements. This information is maintained in one or more databases. **Petplan** may use or disclose information about its clients, if it is required to do so by:

- foreign or New Zealand law,
- **Petplan Policy**,
- pursuant to legal process
- or in response to a request from foreign or New Zealand law enforcement authorities or other government officials.

In addition to being used for the benefit of **Petplan's** clients, these databases also may be accessed by other **Petplan** affiliates for other purposes, including providing consulting and other services to **Insurers** for which **Our** Group of Companies may earn compensation.

Due to the global nature of services provided by **Our** Group of Companies, the information **You** provide may be transmitted, used, stored and otherwise processed outside the country where **You** submitted that information. If **You** have questions about **Our** Group data processing or related compensation, please contact **Your Petplan** Client Relationship Manager.

Service issues and complaints

We have in place a formal dispute resolution process, encompassing both internal and external dispute resolution.

We are committed to providing quality services to **Our** clients. This commitment extends to giving **You** easy access to people and processes that can resolve a service issue or complaint.

If **You** have a complaint about the service **We** have provided to **You**, please address **Your** enquiry or complaint to the staff member providing the service, or phone 0800 255 426 during normal office hours.

If **We** are not able to resolve the issue immediately, or within five days, **We** will refer it to the Complaints Manager, who will review the complaint and advise **You** in writing of the expected time for resolution.

Making a Complaint

We treat complaints very seriously and believe **You** have the right to a fair, swift and courteous service at all times. If **You** are dissatisfied with the service **You** have received and wish to make a complaint, please contact **Us** and **We** will endeavour to resolve the issue as quickly as possible.

This **Policy** provides **You** with an overview of the process **You** can expect to undertake in order to resolve any complaint that **You** may have.

Stage One – Review by Petplan

Any enquiry or complaint relating to this Insurance should in the first instance be referred to:

Petplan Australasia Pty Ltd (Australian Branch)
1-3 Smolic Court, Tullamarine
Victoria 3043
Australia
Ph: 0800 255 426
Email: idr@petplan.com.au

If **Your** complaint is not satisfactorily resolved within 15 business days or **You** are not satisfied with **Petplan's** response to **Your** complaint, **You** may wish to have the matter reviewed by HDI Global Specialty SE -Australia.

Stage Two – Review by HDI Global Specialty SE -Australia

In the unlikely event **Your** Complaint remains unresolved following Stage one – Review by **Petplan**, HDI Global Specialty SE -Australia undertake to review **Your** complaint within fifteen (15) working days. If HDI Global Specialty SE -Australia are unable to provide a written response setting out the final decision, HDI Global Specialty SE -Australia will keep **You** informed of progress at least every ten (10) days.

Please contact HDI Global Specialty SE -Australia at:

HDI Global Specialty SE -Australia
Tower 1, Level 33
100 Barangaroo Avenue
Sydney NSW 2000
Australia
Email: ComplaintsAustralianBranch@hdi-specialty.com

Stage Three – Review by AFCA

If **You** are still not satisfied with the outcome of the Stage Two Review or if **We** have been unable to resolve **Your** complaint within 45 calendar days, **You** may be able to take **Your** matter to an independent dispute resolution body, the Australian Financial Complaints Authority (AFCA).

AFCA resolves certain insurance disputes between consumers and **Insurers** and will provide an independent review at no cost to **You**.

We are bound by the determination of AFCA but the determination is not binding on **You**.

Contact details are:

Australian Financial Complaints Authority
GPO Box 3,
Melbourne VIC 3000
Australia
Ph: 1800 931 678
Email: info@afca.org.au

Petplan Australasia Pty Ltd (Australian Branch) is a leading provider of Pet and Animal industry related insurances and risk services. It is part of Our Group of Companies, which is a global leader in the design and provision of insurance, reinsurance, risk and employee benefit services. **Petplan** meets the diverse and varied needs of **Our** clients through **Our** Animal industry knowledge, expertise and global resources.

If **You** have any questions about **Our** services or anything in this FSG, please contact **Petplan** on 0800 255 426.

Part 2: Product Disclosure Statement (including Policy Wording) (PDS)

This Product Disclosure Statement ('PDS') which includes the **Policy** wording contains important information about this Pet Insurance and how it works.

About this Insurance

This is an important document. **You** should read it carefully before making a decision to purchase this insurance. It will help **You** to:

- decide whether this insurance will meet **Your** needs; and
- compare it with other products **You** may be considering.

Please note that any recommendation or opinion in this document is of a general nature only and does not take into account **Your** objectives, financial situation or needs.

You need to decide if this insurance is right for **You** and **You** should read all of the documents that make up the **Policy** to ensure **You** have the cover **You** need.

Who is the insurer?

HDI Global Specialty SE -Australia (ABN 58 129 395 544, AFS License number 458776) with its registered address at Tower 1, Level 33, 100 Barangaroo Avenue, Sydney NSW 2000 is the **Insurer** of the **Policy**.

HDI Global Specialty is authorised to carry out insurance business in Australia by the Australian Prudential Regulation Authority in accordance with the Insurance Act 1973 (Cth).

The **Insurer** is regulated by the Australian Prudential Regulation Authority. HDI Global Specialty SE -Australia is not currently licensed to carry on insurance business in New Zealand and accordingly HDI Global Specialty SE -Australia is not regulated by New Zealand prudential supervision laws or within the prudential supervision of the Reserve Bank of New Zealand.

HDI Global Specialty SE is registered in Germany, with its registered office at Roderbruchstraße 26, 30655 Hannover, Germany with registration number HRB211924 authorised by Bundesanstalt für Finanzdienstleistungsaufsicht ("BaFin"). It is authorised to carry on insurance business in Germany under the German Insurance Supervisory Act ("Versicherungsaufsichtsgesetz").

Insurance Rating Information

Standard and Poor's has assigned the financial strength of 'A+'(Strong) as of:28 August 2019.

For more information about S&P's rating of HDI Global Specialty SE -Australia is available at https://www.spglobal.com/rating/en/index#find_a_rating.

The Standard & Poor's rating scale is:

AAA	Extremely Strong
AA	Very Strong
A	Strong
BBB	Good
BB	Marginal
B	Weak
CCC	Very Weak
CC	Extremely Weak
R	Regulatory Action

The rating 'AA' to 'CCC' may be modified by the addition of a plus or minus sign to show relative standing with the major rating categories.

Administrator

Petplan Australasia Pty Ltd (Australian branch) ABN 64 069 468 542 AFSL No. 245663 (**Petplan**) is the sole Administrator of the **Policy** acting under a binding agreement granted with the **Insurer** that authorises it to issue, vary and dispose of this Insurance and to manage and settle claims and deal with complaints. **Petplan** can be contacted as follows, Head Office: 1-3 Smolic Crt, Tullamarine Victoria 3043, Australia Ph: 0800 255 426.

In arranging this insurance **Petplan** acts as agent for HDI Global Specialty SE – Australia and not as Your agent.

Product Promoter

The Warehouse Financial Services Limited

Our contract with You

Where **We** agree to enter into a **Policy** with **You** it is a contract of insurance between **Us** and **You** (see the definition of '**You**' for details of who is covered by this term). The **Policy** consists of:

- this document which sets out the standard terms of **Your** cover and its limitations;
- the relevant **Certificate of Insurance** issued by **Us**. The **Certificate of Insurance** is a separate document, which shows the insurance details relevant to **You**. It may include additional terms, conditions and exclusions relevant to **You** that amend the standard terms of this document. Only those sections shown as covered in **Your Certificate of Insurance** are included under the **Policy** coverage. If the **Policy** is varied during the **Period of Insurance** **We** will send **You** an updated **Certificate of Insurance** taking into account the variations; and
- any other change to the terms of the **Policy** otherwise advised by **Us** in writing (such as an endorsement or Supplementary PDS). These written changes may vary or modify the above documents.

These are all important documents and should be carefully read together as if they were one document to ensure that **You** are satisfied with the cover. All **Policy** documentation should be kept in a safe place for future reference.

We reserve the right to change the terms of the **Policy** where permitted to do so by law.

What is covered?

Where **We** have entered into a **Policy** with **You**, **We** will insure **You** for:

- loss or damage caused by one or more of the covered insured events; and
- the other covered benefits, as set out in the **Policy** occurring during the **Period of Insurance**.

Other persons may be entitled to cover, but only if specified as so entitled and limited only to the extent and interest specified.

Terms and Conditions

Cover is provided on the basis:

- that **You** have paid or agreed to pay **Us** the premium for the cover provided;
- of the verbal and/or written information provided by **You** which **You** gave after having been advised of **Your Duty of Disclosure** either verbally or in writing.

If **You** failed to comply with **Your Duty of Disclosure** or have made a misrepresentation to **Us**, **We** may be entitled to reduce **Our** liability under the **Policy** in respect of a claim and/or **We** may cancel the **Policy**. If **You** have told **Us** something which is fraudulent, **We** also have the option of avoiding the **Policy** (i.e. treating it as if it never existed).

Your Duty of Disclosure and the consequences of nondisclosure, are set out under the heading '**Your Duty of Disclosure**', on page 12.

Some words have special meanings

Certain words used in the **Policy** have special meanings. The **Definitions** section of this document on pages 21, 22, 23, 24, 25 and 26 contains such terms. In some cases, certain words may be given a special meaning in a particular section of the **Policy** when used or in the other documents making up the **Policy**.

Headings are provided for reference only and for interpretation purposes and do not form part of the **Policy**.

Your obligation to comply with the Policy terms and conditions

You are required to comply with the terms and conditions of the **Policy**. Please remember that if **You** do not comply with any term or condition, **We** may (to the extent permitted by law) decline or reduce any claim payment and/or cancel the **Policy**.

If more than one person is insured under the **Policy**, a failure or wrongful action by one of those persons may adversely affect the rights of any other person insured under the **Policy**.

Your Duty of Disclosure

Before **You** enter into a contract of Insurance with **Us**, the Insurance Contracts Act 1984 requires **You** to disclose to **Us** every matter **You** know, or could be reasonably expected to know, (including but not limited to matters relating to the health of **Your Pet**) that is relevant to **Our** decision to insure **Your Pet**, and if so, on what terms **Your** application for insurance is acceptable and to calculate how much premium is required for **Your** insurance.

You have the same duty to disclose any relevant matters to **Us** before **You** renew, extend, vary or reinstate the **Policy**.

The duty applies until the **Policy** is entered into or where relevant, renewed, extended, varied or reinstated (**Relevant Time**). If anything changes between the time **You** provide answers or make disclosure and the **Relevant Time**, **You** need to tell **Us**.

You do not need to tell **Us** about any matter that:

- diminishes **Our** risk;
- is of common knowledge
- **We** already know or should know as an **Insurer**;
- **We** tell **You** **We** do not need to know.

Who does the Duty apply to?

The duty of disclosure applies to **You** and everyone that is an insured under the **Policy**. If **You** provide information for another insured, it is as if they provided it to **Us**.

What happens if the Duty of Disclosure is not complied with?

If the duty of disclosure is not complied with **We** may cancel the **Policy** and/or reduce the amount **We** pay if **You** make a claim. If fraud is involved, **We** may treat the **Policy** as if it never existed, and pay nothing.

What type of insurance is this?

Subject to the **Policy** terms and conditions (including exclusions and limits, this **Policy** covers the cost of **Veterinary Fees** if **Your Pet** is injured or becomes ill. Each **Illness** or **Injury** will be covered for twelve (12) months starting from the date the **Injury** first happened after **You** obtained cover, or the date the **Illness** first showed **Clinical Signs**, after **You** obtained cover and the conclusion of the **twenty-one (21) day Waiting Period**.

How long does my Policy run for?

The **Policy** will remain in force for **twelve (12) months** from the date it starts and for any period which **You** renew unless cancelled earlier by **You** or **Us** in accordance with the terms of the **Policy**.

Policy Summary

Please note that this is a limited summary only and not a full description of the covers. Each cover noted is subject to terms, conditions, exclusions and limitations that are not listed in the summary.

You need to read the full terms, conditions and exclusions of the **Policy** and the **Certificate of Insurance** which specifies the options taken for a full explanation of the cover provided under this **Policy**.

Applying for cover – Eligibility

Eligible cats or dogs can be covered from the age of eight (8) weeks. **Your** cat or dog must live in **New Zealand**.

The following dogs are not eligible for cover:

- Dogs used for security, guarding, track racing or Coursing,
- Breeds of dogs that are listed as banned by any New Zealand Government, public or local authority,
- Dogs that are a cross breed with either a Pit Bull Terrier, Dogo Argentino, Perro De Presa Canario, Dogo Canario, Dingo, Japanese Tosa, Fila Brasileiro, Czechoslovakian Wolfdog, Saarloos Wolfhound/Wolfdog or any wolf hybrid, or any other breed advised to **You** when **You** apply for cover. This list may be modified from time to time and **We** will notify **You** in writing.

Other eligibility criteria may apply and **We** will tell **You** what they are when **You** apply for this insurance.

Subject to the **Policy** terms and conditions (including limits and exclusions), the following benefits are provided under the **Policy**:

COVER SUMMARY

<p>Veterinary Fees</p>	<p>We will pay the cost of Veterinary Fees incurred by You for Veterinary Treatment provided during the Period of Insurance to treat Your Pet's Injury or Illness, including Veterinary Fees incurred during Journeys in the Agreed Countries. We will also cover Physiotherapy and Treatment provided during the Period of Insurance of a Behavioural Illness when carried out by a Member of a Veterinary Practice or one of Our recognised associations.</p>	<p>The Maximum Benefit We will pay for Injury and Illness for all Treatment types is shown on Your Certificate of Insurance.</p>
<p>Alternative or Complementary Treatment</p>	<p>We will pay the cost of the following procedures when referred and endorsed by Your Vet and carried out in New Zealand to treat Your Pet's Injury and Illness during the Period of Insurance:</p> <ul style="list-style-type: none"> • Acupuncture and Homeopathy carried out by a Vet. • Herbal medicine prescribed by a Member of a Veterinary Practice. • Chiropractic Manipulation and Osteopathy carried out by a Member of a Veterinary Practice or one of Our recognised associations. • Hydrotherapy carried out by a Member of a Veterinary Practice (provided it is in a pool owned by the Veterinary Practice) or a person or a Hydrotherapy business who/which is a member of one of Our recognised associations. 	<p>The Maximum Benefit We will pay for Injury and Illness for all Treatment types is shown on Your Certificate of Insurance.</p>
<p>Theft or Straying</p>	<p>If Your Pet is stolen or goes missing during the Period of Insurance in New Zealand and cannot be found, We will pay the price You paid for Your Pet (or the Market Value if You have no formal proof of how much You paid or if You did not pay for Your Pet).</p>	<p>The Maximum Benefit We will pay for this benefit is shown on Your Certificate of Insurance.</p>

<p>Third Party Liability (Dogs only)</p>	<p>We will cover Your Legal Liability for payment of compensation in respect of:</p> <ul style="list-style-type: none"> • death, bodily injury or illness; and/or • physical loss of or damage to property occurring during the Period of Insurance and which is caused by an Accident involving Your dog. 	<p>The Maximum Benefit We will pay for this benefit is shown on Your Certificate of Insurance.</p>
<p>Excesses</p>	<p>If You need to make a claim under this Policy, You may be required to pay an Excess. Your Excess will depend on the product You choose, where You live and the breed and age of Your Pet. For full details, please refer to the terms and conditions of the Policy and Your Certificate of Insurance</p>	

Policy Benefits

Unless otherwise indicated in the **Policy**, the amounts shown below are in NZ\$ and the **Maximum Benefits** that **We** will pay to **You** under the **Policy** in relation to a **Period of Insurance**. **Veterinary Fees** and **Alternative or Complementary Treatment** are subject to the **Policy Aggregate** less the applicable **Excess**.

Plan	
Covered for Life	No
Veterinary Fees	\$7,000 for the treatment of an Injury, Accident or Illness as shown in the Certificate of Insurance .
Alternative or Complementary Treatment	\$1,000 (Any amounts paid under this benefit are part of the Policy Aggregate of Veterinary Fees as shown above).
Third Party Liability (Dogs only)	\$1 million any one loss occurrence
Death from Illness	Up to \$1,000 – Optional Extra Benefit
Death from Injury	Up to \$1,000 – Optional Extra Benefit
Boarding Fees	\$1,000
Advertising & Reward	\$1,000
Loss by Theft or Straying	\$1,000
Holiday Cancellation	\$1,000
Quarantine expenses and Loss of Documents	\$1,000
Emergency Repatriation	\$500
Multi-pet Discount	

The benefits listed below are **Optional Extra Benefits** and may not be included in cover for **Your Pet**.

****Please note, Your Pet will only be covered under an Optional Extra Benefit if You have selected the cover option and have paid an additional premium and it is shown on Your Certificate of Insurance.**

If applicable, **We** will pay the price **You** paid for **Your Pet** (or the **Market Value** if **You** have no formal proof of how much **You** paid or if **You** did not pay for **Your Pet** under the following circumstances):

Death from Injury	If Your Pet dies during the Period of Insurance in New Zealand due to an Injury .	The maximum amount We will pay in relation to these benefits is shown on Your Certificate of Insurance .
Death from Illness	If Your Pet dies during the Period of Insurance in New Zealand due to an Illness .	

Policy Limits and Exclusions

Benefit limits do apply to some items covered under the **Policy**. **You** should read **Your Policy** carefully so that **You** are aware of what limits may be applicable in the event of a claim.

Insurance is not intended to cover every single occurrence, in fact, there are some circumstances the **Policy** **You** are considering will not provide insurance cover for. For example, under all sections of the **Policy**, **We** do not pay for:

1. A **Condition** specifically excluded on **Your Certificate of Insurance**.
2. Any animal less than eight (8) weeks old at the time of commencement of cover.
3. Any **Illness which starts in the first twenty-one (21) days of cover (Waiting Period)**, or any **Pre-Existing Conditions**. If **Your Pet** was injured or ill at any time before the commencement of **Your** insurance, **We** will not cover any costs relating to that **Injury** or **Illness**. This applies regardless of whether or not **We** place any exclusion(s) for the **Injury/Illness** in **Your Certificate of Insurance**.

*See 'What **We** will not pay – applying to **Veterinary Fees and Complementary Treatment**' – points 2 and 3, and 'What **We** will not pay – applying to **Death from Injury and Death from Illness**' – points 3 and 4.*

4. Any amount for death from an **Illness** or disease occurring after **Your Pet's** 8th birthday, or if **Your Pet** is a **Select Breed**, its 5th birthday.

*See 'Definitions' – **Select Breeds**, and 'What **We** will not pay – applying to death from **Injury** and death from **Illness**' – point 9.*

5. Cost of **Routine Treatment or Preventative** care such as check-ups and procedures that are designed to prevent future **Illnesses** from occurring rather than treating existing **Illnesses**. These include, but not limited to annual physical examinations and/or check-ups, vaccinations, heart worm prevention medication; flea and other internal/external parasite prevention.
6. Cost of **Elective** procedures and **Treatment**, including but not limited to de-sexing, spaying or castration; micro-chipping; grooming and de-matting, cosmetic or aesthetic surgery, or **Elective** surgery including but not limited to dew-claw removal, prescription diet foods, and any **Treatment** not related to an **Injury, Illness**, or trauma. **Elective** surgery or **Treatment** that is beneficial to the **Pet** but is not essential for **Your Pet's** survival or does not form part of a **Treatment** for an **Injury** or **Illness**.
7. The cost of periodontics, dental check-ups, Comprehensive Oral Health Assessment and Treatment (COHAT), dental x-rays, dental prophylaxis, dental scale and polish or teeth cleaning, gingival curettes, gingival hyperplasia, removal of plaque or calculus or periodontal surgery.
8. The cost of prosthodontics, the removal or repair of misaligned or retained deciduous teeth, orthodontic appliances, crowns, caps or splints, luxation, horizontal bone loss, impacted teeth or embedded teeth.
9. Any cost relating to orthodontics, malocclusion, wry bite, supernumerary teeth, reverse scissor bite, posterior cross bite, anterior crossbite, overbite, brachygnathia, open bite or level bite.
10. Any **Treatment** for dental disease if an annual dental examination has not been undertaken within the twelve (12) months preceding the problem requiring **Treatment** and any **Treatment** a **Vet** recommended resulting from that had not been carried out. Evidence will need to be provided to **Us** if **Your Vet** has carried out an annual dental examination.
11. The cost of nasal fold, skin fold, stenotic nares and soft palate resections, enlarged tongue (macroglossa), everted laryngeal sacculles, Gastrointestinal Tract and Brachycephalic Airway Obstruction (BOAS), that occur in the first twelve (12) months of cover including free cover policy, regardless of **Your Pet** showing **Clinical Signs** of the **Condition** or not, prior to commencement of cover or within the twenty-one (21) day **Waiting Period**.
12. The cost of the following procedures; experimental **Treatments**, or therapies; prosthetics or orthopedic supports or braces, open heart surgeries, cancer vaccinations, therapeutic antibody for dog and cat cancers, stem cell therapy, organ transplants, gene therapies, probiotics, dental vaccines, cold laser treatments, 3D printing, Juvenile Pubic Symphysiodesis (JPS), any drugs not used in accordance with the manufacturers recommendations.
13. Any costs for **Alternative or complementary Treatment** or veterinary **Treatment** that does not improve the health or wellbeing of **Your Pet**.

14. Any prolonged course of veterinary medicines, **Alternative or Complementary Treatments** for more than three (3) months if there is a veterinary operation that would have improved or cured the **Condition** unless agreed by **Us**. The maximum payment will be limited to the equivalent cost of the operation.
15. The cost for **Your Vet** to write a prescription or charge a dispensing fee.
16. Any medicines that have not been approved by the by the Agricultural Compounds and Veterinary Medicines (ACVM) or where there is no evidence to support the usage of this medicine for this **Condition** or where there is no evidence to support the usage of this medicine for this **Condition**.
17. Dogs being used for guarding, track racing or Coursing.
18. Any breed of dog that is banned by any **New Zealand** Government, Public or Local Authority, or that is crossed with any banned breed or Pit Bull Terrier or Dingo or crosses of these breeds.
19. Any dog declared as a dangerous dog by a Government authority.
20. Any dog that must be registered under the applicable legislation dealing with dangerous dogs.
21. Any amount caused by, arising out of or in any way connected with **Your Pet** being confiscated or destroyed by any Government or Public or Local Authority or any person or Body having the jurisdiction to do so.
22. Any costs caused because any Government or Public or Local Authority or any person or Body having the jurisdiction to do so, have put restrictions on **Your Pet**.
23. Any amount caused by, arising out of or in any way connected with **You** breaking **New Zealand** animal health or importation laws or regulations.
24. Legal costs, expenses, fines and penalties connected with or resulting from a Criminal Court Case or an Act of Parliament.
25. Any loss caused by, arising out of or in any way connected with an act of force or violence for political, religious or ideological reasons war, acts of terrorism, riot, revolution or any similar event, including any chemical or biological terrorism.
26. The cost of treating any **Injury** or **Illness** or other bodily **Injury** or **Illness** caused by, arising out of, or in any way connected with a malicious act, deliberate **Injury** or bodily **Injury** or gross negligence caused by **You** or a member of **Your Immediate Family** or anyone living with **You** or acting with **Your** express or implied consent.
27. Any amount resulting from an **Illness** that **Your Pet** contracted while outside **New Zealand** or Australia, that it would not normally have contracted in **New Zealand** or Australia.
28. Any amount resulting from a disease transmitted from animals to humans.
29. Any pandemic disease that causes widespread **Illness**, death or destruction affecting dogs and cats.
30. Any dog not vaccinated against distemper, hepatitis, kennel cough, leptospirosis (in areas where it is prevalent and **Vets** recommend vaccination) and parvovirus.
31. Any cat not vaccinated against feline infectious enteritis, feline leukaemia and cat flu, or other disease that there is a known vaccine and **Vets** recommend vaccination.
32. Any amount arising from or in any way connected with **Your** failure to take all reasonable precautions to protect **Your Pet** from or by aggravating or prolonging an **Injury** or **Illness**.
 - **Your** legal liability for payment of compensation in respect of:
 - death, bodily **Injury** or **Illness**, and/or
 - physical loss or damage to property, except to the extent **You** have such cover under Legal Liability for dogs of this **Policy** in relation to **Your** dog.
33. This **Policy** covers an **Injury** or **Illness** for a period of **twelve (12) months** only. The **twelve (12) months** starts on the date the **Injury** first happened after **Your Pet's** cover started, or the first **Clinical Sign** of the **Illness** or **Condition** occurring or existing in any form, after the conclusion of the **twenty-one (21) day Waiting Period**. After this **twelve (12) month** period **We** will not cover any further claims for that or any related **Injury** or **Illness**. See 'What **We** will not pay – applying to **Veterinary Fees** and **Complementary Treatment**' – points 6, 7 and 8, and 'What **We** will not pay – applying to **Death from Injury** and **Death from Illness**' – points 6 and 7.

The following exclusions only apply when **Your Pet** is on a **Journey** within the **Agreed Countries**.

34. Any amount if **Your Pet** lives permanently outside of **New Zealand**.
35. Any **Journey** **You** take **Your Pet** on against a **Vet's** advice.

These are only examples of some common Exclusions and **Policy Limits**. Additional **Exclusions** and **Policy Limits** may apply. For full details of all relevant **Policy Limits** and **Exclusions** You must read the **Certificate of Insurance** and the general exclusions to all sections and also to the specific exclusions to each section under the heading "We will not pay".

Excess

You will be required to pay a non-refundable **Excess** for claims under this **Policy**. Most **Excesses** are detailed on **Your Certificate of Insurance** but some additional **Excesses** may apply to some additional benefits provided by the **Policy**. You should read the **Policy** and **Your Certificate of Insurance** carefully so that You are aware of what **Excesses** may be applicable to You in the event of a loss.

Pet Insurance by The Warehouse is solely liable for qualifying and or identifying opportunities where any recovery can be obtained from a third party. **Your Excess** may be reimbursed upon a successful recovery by Pet Insurance by The Warehouse however, Pet Insurance by The Warehouse retains the right to not refund the **Excess** payment in any instance.

Costs

The premium payable by You will be shown on **Your** tax invoice. We take into consideration a number of factors in setting premiums. The base premium We charge varies according to **Your** risk profile (e.g. the breed, age, gender and location of **Your Pet**, **Our** claims experience, **Your** individual claims experience, the increased costs of doing business and any events that impact the insurance industry).

You will also have to pay any compulsory government charges (e.g. Stamp Duty and GST) plus any additional charges of which We tell You. These amounts will be set out separately on **Your Certificate of Insurance** (or tax invoice) as part of the total premium payable.

Minimum premiums may apply. In some cases discounts may apply if You meet criteria We set. Any discounts/ entitlements only apply to the extent any minimum premium is not reached. If You are eligible for more than one, We also apply each of them in a predetermined order to the premium (excluding taxes and government charges) as reduced by any prior applied discounts/ entitlements. Any discounts will be applied to the base premium calculated prior to any taxes being added.

When You apply for this insurance, You will be advised of the total amount payable, when it needs to be paid and how it can be paid. If You fail to pay We may reduce any claim payment by the amount of premium owing and/or cancel the **Policy**. Special rights and obligations apply to instalment premium payments as set out below.

The amount You pay for **Your** premium includes Commission paid to **Petplan**. If a person has referred You to Us, We may pay them a part of the amount that relates to Commission. This will not increase the amount You pay Us.

Payments by Instalments

If You pay **Your** premium by instalments refer to the 'General Policy Conditions' applicable to all sections for important details on **Your** and **Our** rights and obligations. Note that an instalment premium outstanding for fourteen (14) days allows Us to refuse to pay a claim.

Goods and Services Tax (GST)

All monetary limits in the **Policy** are inclusive of GST. In the event of a claim, if You are not registered for GST, We will reimburse You the GST component in addition to the amount We pay You. If You are registered for GST, You will need to claim the GST component from the New Zealand Inland Revenue.

You must advise Us of **Your** correct input tax credit percentage where You are registered as a business and have a New Zealand Business Number. You are liable to Us for any GST liability We incur arising from **Your** incorrect advice.

Your cooling-off period and Cancellation rights

You have a cooling off period of twenty-one (21) days from the date You purchased the **Policy**. During this period You can return the **Policy** and receive a refund of any premium paid, provided You have not exercised right or power under the **Policy** (e.g. made any claim) or the **Period of Insurance** has not ended.

We will not accept **Policy** cancellation requests by telephone. To exercise **Your** cooling off rights **You** must advise **Us** of **Your** intention to cancel in writing. Send written confirmation to: Pet Insurance by The Warehouse, PO Box 112250, Penrose Auckland 1642 or email to info@thewarehousepetinsurance.co.nz.

We may deduct from **Your** refund amount any reasonable administrative and transaction costs incurred by **Us** that are reasonably related to **You** buying and cancelling the **Policy** and any government taxes or duties **We** cannot recover.

After the cooling off period has ended, **You** still have cancellation rights, however **We** may deduct a pro rata proportion of the premium for time on risk, plus any reasonable administrative costs and any government taxes or duties **We** cannot recover (refer to 'General Conditions'. Cancellation on pages 28 and 29 for full details).

How do I make a claim?

We will not guarantee on the phone if **We** cover a claim. **You** must send **Us** a claim form that has been properly filled in. **We** will then write to **You** with **Our** decision.

Before **Your Pet** is treated, **You** must make sure that the **Vet** who is treating it is prepared to complete **Our** claim form and provide fully itemised invoices, and where requested, supply a complete medical history of **Your Pet**.

You must fill in a claim form and ask **Your Vet** to fill in their part. **We** will not pay for the **Vet** to do this. Send **Us** the claim form together with the original fully itemised invoices setting out the costs involved.

You can notify **Us** of a claim and obtain a claim form by calling 0800 968 687 or emailing claims@thewarehousepetinsurance.co.nz. Alternatively, if **You** already have a claim form or have downloaded a claim form from **Our** Website at www.thewarehouse.co.nz/c/warehouse-insurance/pet-insurance. **You** can notify **Us** by sending the completed claim form to: Pet Insurance by The Warehouse Claims Centre, PO Box 112250, Penrose, Auckland 1642. **Your** claim will be processed by **Our** Australian branch.

Updating this PDS

We may need to update this PDS from time to time if certain changes occur where required and permitted by law. **We** will issue **You** with a new PDS or a Supplementary PDS or other compliant documents to update the relevant information except in limited cases. Where the information is not something that would be materially adverse from the point of view of a reasonable person considering whether to buy this insurance, **We** may issue **You** with notice of this information in other forms or keep an internal record of such changes (**You** can get a paper copy free of charge by contacting **Us** using **Our** details on the back cover of this PDS). Other documents may form part of **Our** PDS and the **Policy**. If they do **We** will tell **You** in the relevant document.

Further information and confirmation of transactions

If **You** require further information about this insurance or wish to confirm a transaction, please contact **Us**.

Your Pet Insurance Policy – Details

Details of **Your Pet's** cover are outlined in the **Policy** and the **Certificate of Insurance**. There are ten (10) sections of cover but please be aware that some of the sections of cover may not be automatically provided and as such may not be included in the **Policy**. Cover under a section is only provided to **You** if it is shown as covered on **Your Certificate of Insurance**. **We** recommend **You** check **Your Pet's** cover and contact **Us** as soon as possible if this is not as expected.

These Terms and Conditions are part of **Your** insurance contract. The other parts are **Your Certificate of Insurance**, and **Your** written, internet or telephone application. To understand exactly what **Your** insurance contract covers **You** must read **Your Certificate of Insurance**, together with all other documents that make up **Our** contract with **You**.

Definitions

If **We** explain what a word means, that word has the same meaning wherever it appears in the **Policy**. For ease, **You** will see that these words appear in bold throughout.

12 months	means a consecutive period of 365 days.
Accident	<p>means a sudden, unexpected, unusual, specific event, which occurs fortuitously at an identifiable time and place and is unforeseen or unintended. All Accidents consequent upon or attributable to one source or original cause are treated by Us as one Accident. This does not include any physical damage or trauma that is of a gradual nature or that happens over a period of time.</p> <p>For the sake of clarity, the following Conditions are not considered Accidents: luxating patella; a rupture or strain of one or both cruciate ligaments; degenerative joint disease; hip dysplasia and hyperextending hocks; Juvenile Pubis Symphysiodesis (JPS).</p>
Acupuncture or Homeopathy	means Acupuncture or Homeopathy which is carried out by a Vet .
Alternative or Complementary Treatment	<p>means the cost of any examination, consultation, advice, test and legally prescribed medication for the following procedures where they treat an Illness or Injury. This includes any Veterinary Treatment specifically needed to carry out the procedure;</p> <ul style="list-style-type: none">• Acupuncture or Homeopathy carried out by or herbal medicine prescribed by a Member of a Veterinary Practice.• Chiropractic Manipulation carried out by a Member of a Veterinary Practice, providing the member is a qualified animal chiropractor.• Hydrotherapy carried out by a Member of a Veterinary Practice in a pool/water treadmill owned by the Veterinary Practice providing the member is a qualified animal Hydrotherapist.• Osteopathy carried out by a Member of a Veterinary Practice providing the member is a qualified animal Osteopath.
Agreed Countries	means any New Zealand Customs Service approved Countries from which a dog or cat can return to New Zealand from that does not require quarantine. (At the date of this document the countries specified are Australia, Cocos (Keeling) Island, Norfolk Island)
New Zealand	means Commonwealth of New Zealand .
Behaviour modification programme	means a programme written by an Animal Behaviourist who is a Member of a Veterinary Practice detailing specific techniques to be used and action to be taken with the aim of permanently changing Your Pet's behaviour.
Behavioural Illness	means any change to Your Pet's normal behaviour, resulting from a mental or emotional disorder diagnosed by a Vet .

Bilateral Condition	means any Condition affecting body parts of which the Pet has at least two, including, but not limited to eyes, ears, patella's (knees), cruciate ligaments. When applying an exclusion, Bilateral Conditions are considered the one Condition .
Certificate of Insurance	means the relevant Certificate of Insurance We issue including on renewal or variation of the Policy containing details of the cover provided under the Policy , including any exclusions and other specific insurance details that We have applied to Your cover.
Clinical Sign(s)	means a change(s) in Your Pet's normal healthy state, bodily functions or behaviour.
Condition	means any condition that causes discomfort, dysfunction, distress, including Injuries and Illness , disabilities, disorders, Clinical Signs , syndromes, infections, isolated symptoms, deviant behaviour, and atypical variations of structure and function and/or death to the Pet afflicted.
Chiropractic Manipulation	means Chiropractic Manipulation which is carried out by a Member of a Veterinary Practice who is a qualified animal Chiropractor.
Elective Treatment, diagnostic or procedure	means a Treatment that is, but not limited to, de-sexing, spaying or castration; micro-chipping; grooming and de-matting, cosmetic or aesthetic surgery, or elective surgery including but not limited to dew-claw removal, prescription diet foods, and any Treatment not related to an Injury, Illness , or trauma. Elective surgery or Treatment that is beneficial to the Pet but is not essential for Your Pet's survival or does not form part of a Treatment for an Injury or Illness , or any Treatment , diagnostic or procedure You request, which the Vet confirms is not necessary to treat an Injury or Illness .
Excess	means the amount(s) shown on Your Certificate of Insurance that You must pay for each unrelated Condition claim made under Your Policy. <ul style="list-style-type: none"> • Veterinary Fees and Alternative or Complimentary Treatment Excesses may be either: <ol style="list-style-type: none"> a. the Fixed Excess only; or b. the Fixed Excess and the Optional Pet % Share Excess; An additional Age Excess may also apply and where applicable will be shown on Your Certificate of Insurance. • Separate Excesses apply for Veterinary Fees and Alternative or Complimentary Treatment which means if You claim under both benefits for the same Injury or Illness, You will pay an Excess for each benefit.
Family	means Your Immediate Family and, grandparents, brothers, sisters, grandsons, and/or granddaughters including Family of step and de facto relationships.
Herbal Medicine	means Herbal Medicine prescribed by a Member of a Veterinary Practice .
Home	means the place in NZ where You usually live.

Hydrotherapy	<p>means the Treatment of Injury and Illness, with, or in, water, including swimming in a pool and the use of a water treadmill which is carried out:</p> <ul style="list-style-type: none"> • By a Member of a Veterinary Practice providing the Hydrotherapy is carried out in a pool/water treadmill owned by the veterinary practice.
Illness	<p>means a unhealthy state, condition, ailment, affliction, sickness, disease, disorder, defect, syndrome or abnormality that causes pain, dysfunction or distress and that is not due to an external Injury.</p>
Illness which starts in the first 21 days of cover	<p>means an Illness that:</p> <ol style="list-style-type: none"> Showed Clinical signs, Is the same as, or has the same Clinical signs or diagnosis as an Illness that showed Clinical signs, Is caused by, relates to, or results from, a Clinical sign that first occurred, or an Illness that, showed Clinical signs, In the first twenty-one (21) days of: <ul style="list-style-type: none"> • Your Pet's first Policy Year, or • The section being added to Your insurance. <p>No matter where the Illness or Clinical signs occur or happen in, or on, Your Pet's body. The twenty-one (21) day Waiting Period will cease at 00.01 on the twenty-second (22nd) day of cover under this Policy.</p>
Immediate Family	<p>means spouse, civil partner, life partner, partner, defacto partner, parents, sons and daughters, including Family of step and/or defacto relationships.</p>
Injury	<p>means a physical Injury or trauma caused immediately, solely and directly from an Accident. This does not include any physical Injury or trauma that happens over a period of time or is of a gradual nature.</p>
Journey	<p>means travel from Your Home within New Zealand or any of the Agreed Countries undertaken during the Period of Insurance for a maximum of ninety (90) days for all journeys in the Period of Insurance. This includes the duration of Your holiday or business trip and any travel, in and between New Zealand and an Agreed Country and return Journeys to Your Home.</p>
Market Value	<p>means the price generally paid for an animal of the same age, breed, pedigree, sex and breeding ability at the time You took ownership of Your Pet as determined by Us.</p>
Maximum Benefits	<p>means the most We will pay for the relevant level of cover You have chosen during the Period of Insurance as set out in the Certificate of Insurance, subject to exclusions of the Policy and subject to the Policy Aggregate less the applicable Excess.</p>
Member of a Veterinary Practice	<p>means any person legally employed by a Veterinary Practice under a contract of employment, other than a Vet who may be the Insured.</p>

Osteopathy	means Osteopathy which is carried out by a Member of a Veterinary Practice who is a qualified animal Osteopath.
Our Vet	means any Vet appointed or engaged by Us to carry out Treatment to Your Pet or discuss Your Pet's Treatment with Your Vet .
Optional Extra Benefit	means an additional Benefit that You can elect to include in addition to the basic insurance. There are two Optional Extra Benefits in Pet Insurance by The Warehouse twelve (12) month Essential Cover being only: a. Death from Illness . b. Death from Injury . For Optional Extra Benefits to be included You must select the Option and pay an additional premium. If applicable the Optional Extra Benefit will be shown on Your Certificate of Insurance .
Petplan®	Is a Registered Trade Mark, and Products sold under this Trade Mark in New Zealand are sold exclusively by Petplan Australasia Pty Ltd (Australian branch) under Licence from Pet Plan Limited.
Pet Immigration Rules	means a system that allows pet owners in New Zealand to take their pets to the Agreed Countries and bring them back to New Zealand without the need for quarantine.
Policy Aggregate	means the total amount payable for all Veterinary Fees and Alternative or Complementary Treatment for Injuries and/or Illnesses occurring during any one Policy Year as specified in the Certificate of Insurance .
Policy	means this document and the Certificate of Insurance and any other documents We issue to You which are expressed to form part of the Policy terms, which set out the cover We provide during the Period of Insurance . For the sake of clarity, it does not include any prior policy that this is a renewal of or any future policy that is a renewal of the Policy .
Policy Year	means the time during which We give cover as shown on Your Certificate of Insurance Policy details. This is normally twelve (12) months but may be less if Your Pet has been added to, or cancelled from, Your insurance.
Period of Insurance	means the time during which We give cover as shown on Your Certificate of Insurance . It does not refer to any prior period of insurance if the policy is a renewal of a previous policy or any future period of insurance for any policy You may enter into with Us upon renewal. Each Period of Insurance is treated as separate. This is normally twelve (12) months but may be less if Your Pet has been added to Your Insurance or it has been cancelled.

Physiotherapy	means Physiotherapy (not including Hydrotherapy) carried out by a Member of a Veterinary Practice who is a qualified animal Physiotherapist.
Pre-Existing Condition(s)	<p>means any Condition(s) or symptom(s), sign(s) or Clinical Sign(s) of that Condition, Injury or Illness occurring or existing in any form that;</p> <p>a. Has happened or first showed Clinical Signs;</p> <p>b. Has the same diagnosis or Clinical Signs as an Injury, Illness or Clinical Sign Your Pet had; or,</p> <p>c. Is caused by, relates to, or results from, an Injury, Illness or Clinical Sign Your Pet had occurring or existing:</p> <ul style="list-style-type: none"> • Before Your Pet's cover started, or prior to the Policy commencement date; • During the twenty-one (21) day Waiting Period; or • Before the section was added to Your insurance. <p>This applies no matter where the Injury, Illness or Clinical Sign(s) occurred or happen in, or on, Your Pet's body. This is regardless of whether or not We place any exclusion(s) for the Injury/Illness.</p> <p>For the avoidance of doubt when referring to Pre-Existing Conditions, and Conditions affecting a part of Your Pet's body of which it has two, will be deemed to be a Bilateral Condition and both will be excluded from cover.</p>
Routine Treatment or Preventative	means care or treatment such as check-ups and procedures that are designed to prevent future Illnesses from occurring rather than treating existing Illnesses . These include, but are not limited to annual physical examinations and check-ups, vaccinations, heart worm prevention medication; flea and other internal/external parasite prevention.
Select Breed(s)	<p>means Bandog, Bavarian Mountain Hound, Bergamasco Shepherd Dog, Briard, Blood Hound, Boerboel, Beauceron, Bernese Mountain Dog, Bracco, All Bulldogs (i.e. English, American, Australian, Miniature, etc.), Bull Arab, Deerhound, Dogue de Bordeaux, Entlebucher Mountain Dog, Estrela Mountain Dog, Grand Blue De Gascoigne, Great Dane, Greater Swiss Mountain Dog, Hamiltonstovare, Hungarian Kuvasz, Irish Wolfhound, Komondor, Maremma Sheepdog, Leonberger, All Mastiff Breeds, Newfoundland, Old English Sheepdog, Polish Lowland Sheepdog, Pyrenean Mountain Dog, Rottweiler, Russian Black Terrier, Shar Pei, St Bernard or any crosses of these breeds. (We may modify this list from time to time).</p> <p>Please refer to the 'Select Breed' section on Your Certificate of Insurance to find out if Your Pet is a Select Breed.</p>
Therapist	means a Certified Clinical Animal Behaviourist who is a Member of a Veterinary Practice .
Travel Documents	means the Pet's Import Permit issued by New Zealand Customs Service, any Vaccination Certificates and/or Certificate for Treatment against parasites issued for Your Pet under the Regulations for taking a pet to New Zealand .

Treatment	means Veterinary Treatment or Alternative or Complementary Treatment .
Treatment of a Behavioural Illness	means the Treatment , by Therapist who is a Member of a Veterinary Practice , of a change(s) to Your Pet's normal behaviour that is caused by a mental or emotional disorder which could not have been prevented by training and/or spaying/castration.
Vet	means a registered Veterinarian, Specialist Veterinarian, vet practice, clinic, hospital, centre including referral hospitals, licensed to practice in New Zealand , other than a Vet who may be the Insured..
Veterinary Fees	means the amount Vets in general or referral practices usually charge.
Veterinary Practice	means any veterinary service provided by a veterinary organisation or business.
Veterinary Treatment	means the cost of the following when required to treat an Illness or Injury , <ul style="list-style-type: none"> • any examination, consultation, advice, tests, X-rays, diagnostic procedure, surgery and nursing carried out by a Vet, a Veterinary Nurse or another Member of the Veterinary Practice under the supervision of a Vet, and • Any medication legally prescribed by a Vet • Physiotherapy and Treatment of a Behavioural Illness
Waiting Period	means a Period of twenty-one (21) days starting from the commencement date of the Policy (excluding renewals) as shown on Your Certificate of Insurance of the initial Period of Insurance , during which an Illness or Condition that first occurs or shows Clinical Signs will be excluded from Cover unless otherwise stated on Your Certificate of Insurance . The twenty-one (21) day waiting period will cease at 00.01 on the twenty-second (22 nd) day of cover.
We, Us, Our	means Petplan Australasia Pty Ltd (Australian Branch) acting on behalf of HDI Global Specialty SE -Australia, the Insurer of the Policy .
You, Your	means the person(s) named as the insured on the Certificate of Insurance .
Your Pet	means the dog or cat named on the Certificate of Insurance .

General Conditions

Conditions of the Policy	<p>You must keep to the General Conditions and Special Conditions of the Policy to have the full protection of the Policy. If You do not, and the condition You have not kept to relates to a claim, We may refuse or reduce the amount We pay under the claim.</p>
Caring for Your Pet (Dental, Vaccinations)	<p>Throughout the Period of Insurance You must take all reasonable steps to maintain Your Pet's health and to prevent Injury, Illness and loss.</p> <p>a. You must provide Routine or Preventative Treatment normally recommended by a Vet to prevent Illness or Injury. If there is a disagreement between You and Us as to what reasonable steps are, the details will be referred to an independent national Welfare body or an independent Vet mutually agreed upon.</p> <p>b. You must arrange and pay for Your Pet to have a yearly dental examination and to receive any oral Treatment normally recommended by a Vet to prevent Illness or Injury. Any Treatment recommended as a result of the dental examination must be carried out as soon as possible. If You do not comply with this obligation then any claims which relate to dental We may refuse or reduce the amount We pay under the claim.</p> <p>c. You must keep Your Pet vaccinated against the following:</p> <ul style="list-style-type: none">Dogs – Distemper, hepatitis, parvovirus, kennel cough and leptospirosis (in areas where it is prevalent and Vets recommend vaccination) and any other vaccination recommended to You by a Vet.Cats – Feline infectious enteritis, feline leukaemia and cat flu and any other vaccination recommended to You by a Vet. <p>If You do not keep Your Pet vaccinated, We may refuse or reduce the amount We pay under the claim that result from any of the above Illnesses.</p> <p>d. You must arrange for a Vet to examine and treat Your Pet as soon as possible after it shows Clinical signs of an Injury or Illness. You must follow the advice and recommendations of the treating Vet so as not to prolong or aggravate the Illness or Injury. If You do not follow the Vet's advice We may refuse or reduce the amount We pay relating to that Injury or Illness. And if We decide, You must also take Your Pet to Our Vet. If You do not keep Your Pet vaccinated, We may refuse or reduce the amount We pay under the claim that result from any of the above Illnesses.</p>
Claims Pre-Authorisation	<p>We will not guarantee on the phone if We will pay a claim. You must send Us a claim form that has been fully completed and We will then write to You with Our decision.</p>
Vet Information, Other Insurance	<p>When You make a claim You agree to give Us any information We may reasonably ask for.</p>

<p>Legal rights against others</p>	<p>a. If there is any other insurance under which You are entitled to make a claim You must report the incident to that insurance company and tell Us their name and address and Your Policy and claim number with them. To the extent permitted by law, We will only pay Our share of the claim.</p> <p>b. If You have any legal rights against another person in relation to Your claim, We may take legal action against them in Your name at Our expense. You must give Us all the help You can and provide any documents We ask for.</p>
<p>Claims – Over treatment</p>	<p>If We consider the Veterinary Treatment or Alternative or Complementary Treatment Your Pet receives may not be required, or may be excessive when compared with the Treatment normally recommended to treat the same Illness or Injury by general or referral practices, We reserve the right to request a second opinion from Our Vet. If Our Vet does not agree that the Veterinary Treatment or Alternative or Complementary Treatment provided is reasonably required We may decide to pay only the cost of the Veterinary Treatment or Alternative or Complementary Treatment that was necessary to treat the Injury or Illness, as advised by Our Vet from whom We have requested the second opinion.</p>
<p>Claims – Veterinary information</p>	<p>You agree that any Vet or Therapist has Your permission to release any information We ask for about Your Pet. If the Vet or Therapist makes a charge for this, You must pay the charge.</p>
<p>Claims – Settlement</p>	<p>When We settle Your claim, We reserve the right to deduct from the claim amount, any amount due to Us.</p>
<p>Cancelling Your Policy</p>	<p>You can cancel Your Policy by writing to Us. You are entitled to a refund of the money You have paid for the Period of Insurance after the cancellation date.</p>

Cancellation rights

- a. In addition to **Your** Cooling off rights detailed earlier, **You** may cancel the **Policy** at any time by notifying **Us**.
- b. Cancellation by **You** will be effective from 16:00 (4:00pm) NZST on the day **We** receive **Your** notice of cancellation.
- c. **We** have the right to cancel the **Policy** where permitted by and in accordance with law. For example, **We** may cancel:
 - i. If **You** failed to comply with **Your Duty of Disclosure**; or
 - ii. Where **You** have made a misrepresentation to **Us** during negotiations prior to the issue of the **Policy**; or
 - iii. Where **You** have failed to comply with a provision of the **Policy**, including the term relating to payment of premium; or
 - iv. Where **You** have made a fraudulent claim under the **Policy** or under some other contract of insurance that provides cover during the same period of time that the **Policy** covers **You**, and **We** may do so by giving **You** three days' notice in writing of the date from which the **Policy** will be cancelled. The notification may be delivered personally or posted to **You** at the address last notified to **Us**.
- d. Cancellation by **Us** will be effective from the later of 16:00 (4:00pm) NZST on the third business day after the day it is given to **You** or such other date specified in the cancellation notice.

If **You** or **We** cancel the **Policy** **We** may deduct a pro rata proportion of the premium for time on risk, reasonable administrative and transaction costs related to the acquisition and termination of the **Policy** **We** incur and any government taxes or duties **We** cannot recover.
- e. For the avoidance of doubt, if the **Policy** is cancelled or comes to an end for any reason all cover for **Your Pet** will stop on the date and time the cancellation becomes effective and no further claims will be paid.

Paying Your premium

- a. If **You** pay by monthly instalments and if **You** do not pay an instalment on time, then if the outstanding instalment remains unpaid for at least fourteen (14) days **We** can refuse to pay a claim arising after the payment was due or if the instalment remains unpaid for at least one month **We** can cancel the **Policy**. **We** also reserve the right to have **You** pay the rest of the yearly premium immediately.
- b. If **Your** instalments are frequently late or missed **We** also reserve the right to have **You** pay all premiums due until the end of the current **Period of Insurance**.
- c. If the **Policy** is cancelled by **Us** because **You** have not paid the premium **We** may agree to reinstate the **Policy**. If **We** agree, **We** may charge an administration fee and may require **You** to pay all premiums due until the end of the current **Period of Insurance**.
- d. When **We** settle **Your** claim, **We** will deduct from the claim, any amount due to **Us**.

<p>Renewing Your Policy</p>	<p>If You pay Your premium by Direct Debit instalment, when the Policy is due for renewal and We have agreed to renew the Policy, We will renew it for You automatically, to save You the worry of remembering to contact Us before the renewal date. We will write to You at least fourteen (14) days before the Policy expires with full details of Your premium and terms upon which renewal will be offered for a further period of insurance. If You do not want to renew the Policy just let Us know.</p> <p>It is important that You check the terms of any renewal offer to satisfy yourself that the details are correct. In particular, check the sum insured amounts and Excess(es) applicable and ensure that the levels of cover are appropriate for You.</p> <p>At each renewal, We ask You to notify Us of certain information. The information We require from You will be stated in Your renewal documentation. It is important that You provide Us with full and accurate information as this could affect a future claim. Please note that You need to comply with Your Duty of Disclosure before each renewal (see above).</p> <p>We have the right not to invite renewal and We will notify You in writing of any such action.</p>
<p>Changes at renewal</p>	<p>This document also applies for any offer of renewal We may make, unless We tell You otherwise.</p> <p>If We offer renewal We may:</p> <ul style="list-style-type: none"> • Change the premium, Excesses and Policy Terms and Conditions. • Place exclusions because of Your Pet's claims and Veterinary history. • Limit or withdraw Third Party Liability cover based on a review of Your Pet's behaviour. For example, any aggressive tendencies shown or any incidents where Your Pet has caused Injury to a person or another animal.
<p>Changes during the Period of Insurance</p>	<p>Changes will only be made to the Policy at renewal, We will not change the cover We provide for Your Pet during the Period of Insurance, unless:</p> <ul style="list-style-type: none"> • You decide to change Your Pet's cover. • You did not tell Us about something when We previously asked. • You provided Us with inaccurate information when previously asked, regardless of whether or not You thought it was accurate at the time. <p>If You transfer Your Pet to a plan with additional or higher benefit limits, the additional or higher benefits will not apply if the Condition being claimed for first occurred prior to the change in the level of cover.</p>

<p>Exclusions applicable to Your Pet</p>	<p>Any Injury/Illness which occurred before Your Pet's cover started is a Pre-Existing Condition and something which will never be covered by Your insurance. This is regardless of whether We place an exclusion for the Injury/Illness or not.</p> <ul style="list-style-type: none"> • Any Illness which starts in the first twenty-one (21) days of cover (Waiting Period). The twenty-one (21) day waiting period will cease at 00.01 on the twenty-second (22nd) day of cover. • In addition to the exclusions set out in these Terms and Conditions, the Policy does not cover any amount that results from an Injury, Illness or incident which is shown as excluded on Your Certificate of Insurance. • If, after We have offered a further Period of Insurance, You make a claim that relates to a Period of Insurance before the one We have offered, We may, based on the details of the claim, place exclusions backdated to the start of the further Period of Insurance.
<p>Policy Limits</p>	<p>Limits do apply to some items covered by the Policy. You should read the Policy carefully so that You are aware of what limits may be applicable to You in the event of a loss.</p>
<p>Travel Cover</p>	<p>Some sections of Your Policy provide cover whilst Your Pet is on a Journey.</p> <p>a. This type of cover is limited to the Agreed Countries for a maximum of ninety (90) days in each Period of Insurance. While Your Pet is outside New Zealand You must follow the conditions of the New Zealand Pet Import Regulations:</p> <p style="margin-left: 40px;">Ministry for Primary Industries Regulation & Assurance Animal Imports PO Box 2526 Wellington 6140 Email: animalimports@mpi.govt.nz</p> <p>b. You agree to pay translation costs for any claim documentation not written in English.</p>
<p>Jurisdiction</p>	<p>a. New Zealand law applies to this insurance contract.</p> <p>b. Unless We agree otherwise the language of the Policy and all communications relating to it will be in English.</p>
<p>Your Residence</p>	<p>a. Your Pet must live in New Zealand.</p> <p>b. If Your address, or the address of Your Pet, changes You must advise Us as soon as possible as this may affect the insurance cover provided.</p>
<p>False information</p>	<p>If You have provided false information or make a false or exaggerated claim, or any claim involving Your dishonesty, We have the right to cancel the Policy following which We will not make any further payments.</p>

Fraudulent Claims	If You submit a fraudulent claim, or solicit Your Vet to behave in a fraudulent manner or persuade them to falsify or change information regarding a claim, then the claim may be denied and We may cancel the Policy . We may also be entitled to reclaim any payments already made to You in respect to such claims.
Lost Pets	If Your Pet is lost or missing when You first take the Policy , the cover under the Policy will not start until You are reunited with Your Pet and any incident, Injury or Illness which occurs before You are reunited will not be covered by the Policy .
Your Rights	The Policy is subject to any rights and remedies You have under the Insurance Contracts Act 1984.

Cover

At Pet Insurance by The Warehouse, **We** are proud of the insurance cover **We** provide for pets – in fact, every **Pet** deserves Pet Insurance by The Warehouse. In return for the payment of **Your** premium, **We** will provide cover in the following sections if they are shown on **Your Certificate of Insurance**. The cover applies within **New Zealand** and any of the **Agreed Countries** for a maximum of ninety (90) days for all **Journeys** undertaken during the **Period of Insurance**. This includes the duration of **Your** holiday or business trip and any travel, in and between **Agreed Countries** and return **Journeys** to **Your Home**. The cover **You** have chosen and the applicable **Maximum Benefits** and **Excesses** will be shown on **Your Certificate of Insurance**.

Section 1a – Veterinary Fees

Cover under this section applies in New Zealand and Agreed Countries only.

We will pay:

The cost of **Veterinary Fees** incurred for the **Veterinary Treatment** **Your Pet** has received to treat an **Injury** and/or **Illness** during the **Period of Insurance**.

When referred and endorsed by **Your Vet**, this section also covers the cost of **Physiotherapy** to treat an **Injury** and/or **Illness** and the **Treatment of a Behavioural Illness**.

Illness and **Injury** is covered for:

- **Twelve (12) months**, starting from the date during the **Policy Year** the **Injury** happened or the **Clinical Signs** of the **Illness** first occurred, or
- Until the **Maximum Benefit** is reached, whichever happens first.

You must pay:

For each **Illness** or **Injury** that is treated during the **Period of Insurance** and is not related to any other **Illness** or **Injury** treated during the same **Period of Insurance**, **You** must pay the **Excess** shown on **Your Certificate of Insurance**.

Section 1b

Alternative or Complementary Treatment

Cover under this section applies in **New Zealand only**

We will pay:

When referred and endorsed by **Your Vet**, the cost of any examination, consultation, advice, test and legally prescribed medication for the following when it is deemed necessary by **Your Vet** to treat an **Injury** and/or **Illness**:

- **Acupuncture**
- **Homeopathy**
- **Herbal Medicine**
- **Chiropractic manipulation**
- **Osteopathy**
- **Hydrotherapy**

For up to ten (10) sessions in total per **Period of Insurance**. **Illness** and **Injury** is covered for:

- Twelve (12) months, starting from the date during the **Policy Year** the **Injury** happened or the **Clinical Signs** of the **Illness** first occurred, or
- Until the **Maximum Benefit** is reached, whichever happens first.

Any amounts paid under Section 1B are part of Section 1A, **Veterinary Fees Policy Aggregate**.

You must pay:

For each **Illness** or **Injury** that is treated during the **Period of Insurance** and is not related to any other **Illness** or **Injury** treated during the same **Period of Insurance**, **You** must pay the **Excess** shown on **Your Certificate of Insurance**.

We will not pay under Section 1A or 1B:

(applying to **Veterinary Fees** and **Alternative or Complementary Treatment**):

1. More than the **Maximum Benefit** for the relevant section or which will result in the **Maximum Benefit** being exceeded, subject to exclusions of the **Policy** and subject to the **Policy Aggregate** less the applicable **Excess**.
2. The cost of any **Treatment** for a **Pre-Existing Condition**.
3. The cost of any **Treatment** for an **Illness** which starts in the first 21 days of cover.
4. To the extent permitted by law, costs of any **Treatment** for:
 - a) an **Injury** that happened or an **Illness** that first showed **Clinical Signs** before **Your Pet's** cover started; or,
 - b) an **Injury** or **Illness** that is the same as, or has the same diagnosis or **Clinical Sign** as an **Injury**, **Illness** or **Clinical Sign** **Your Pet** had before its cover started; or,
 - c) an **Injury** or **Illness** that is caused by, relates to or results from an **Injury**, **Illness** or **Clinical Signs** **Your Pet** had before its cover started, no matter where the **Injury**, **Illness** or **Clinical Signs** occurred or happened in, or on **Your Pet's** body.
5. To the extent permitted by law, for the costs of any **Treatment** of:
 - a) an **Illness** that first showed **Clinical Signs** within twenty-one (21) days of **Your Pet's** cover starting; or,
 - b) an **Illness** which is the same as, or has the same diagnosis or **Clinical Signs** as an **Illness** that first showed **Clinical Signs** within twenty-one (21) days of **Your Pet's** cover starting; or,
 - c) an **Injury** or **Illness** that is caused by, relates to or results from a **Clinical Sign(s)** that first occurred, or an **Illness** that first showed **Clinical Signs** within twenty-one (21) days of **Your Pet's** cover starting, no matter where the **Injury**, **Illness** or **Clinical Signs** occurred or happened in, or on **Your Pet's** body.
6. For the cost of any **Treatment** **Your Pet** receives more than **twelve (12) months** after the date the **Injury** happened or the **Illness** first showed **Clinical Signs**.
7. For the cost of any **Treatment** resulting from an **Injury** or **Illness**, if the **Clinical Signs** are the same as the **Clinical Signs** of an **Injury** which happened or **Illness** which first showed **Clinical Signs** more than **twelve (12) months** before.

8. For the cost of any medicines or materials prescribed or supplied to be used more than **twelve (12) months** after the date the **Injury** happened or the **Illness** first showed **Clinical Signs**.
9. For the cost of any **treatment** to prevent an **Injury** or **Illness**.
10. The cost of any **Elective, Routine or Preventative Treatment**, diagnostics or procedure, or any **Treatment** that **You** choose to have carried out that is not directly related to an **Injury** or **Illness**, including any complications that arise.
11. The cost of any **Treatment**, or complications arising from **Treatment**, that **You** choose to have carried out that is not directly related to an **Injury** or **Illness**, including cosmetic dentistry.
12. For the cost of killing and controlling fleas, general health improvers and any **Treatment** in connection with breeding, pregnancy or giving birth.
13. For the cost of any vaccinations, spaying and castration other than the cost of treating any complications arising from these procedures.
14. For the costs of having **Your Pet**:
 - a) Put to sleep, including any Veterinary consultation/visit or prescribed medication specifically needed to carry out this procedure, or
 - b) Cremated, buried or otherwise disposed of.
15. For the cost of a post mortem examination, voluntary euthanasia.
16. The cost of a house call unless the **Vet** or **Therapist** confirms that **Your Pet** is suffering from a serious **Injury** or **Illness** and that moving **Your Pet** would either endanger its life or significantly worsen the serious **Injury/Illness**, regardless of **Your** personal circumstances.
17. For the extra costs for treating **Your Pet** outside usual surgery hours; unless the **Vet** or **Therapist** confirms an emergency consultation is essential, regardless of **Your** personal circumstances.
18. The cost of periodontics, dental check-ups, Comprehensive Oral Health Assessment and Treatment (COHAT), dental x-rays, dental prophylaxis, dental scale and polish or teeth cleaning, gingival cures, gingival hyperplasia, removal of plaque or calculus or periodontal surgery.
19. The cost of prosthodontics, the removal or repair of misaligned or retained deciduous teeth, orthodontic appliances, crowns, caps or splints, luxation, horizontal bone loss, impacted teeth or embedded teeth.
20. Any cost relating to orthodontics, malocclusion, wry bite, supernumerary teeth, reverse scissor bite, posterior cross bite, anterior crossbite, overbite, brachygnathia, open bite or level bite.
21. Any cost of **Treatment** for dental disease if an annual dental examination has not been undertaken within the twelve (12) months preceding the problem requiring **Treatment** a **Vet** recommended resulting from the examination that had not been carried out. Evidence will need to be provided to **Us** if **Your Vet** has carried out an annual dental examination.
22. The cost of nasal fold, skin fold, stenotic nares and soft palate resections, enlarged tongue (macroglossa), everted laryngeal sacculles, Gastrointestinal Tract and Brachycephalic Airway Obstruction (BOAS), that occur in the first twelve (12) months of cover including a free cover policy, regardless of **Your Pet** showing **Clinical Signs** of the **Condition** or not, prior to commencement of cover or within the **twenty-one (21) day Waiting Period**.
23. The cost of the following procedures; experimental **Treatments**, or therapies; prosthetics or orthopedic supports or braces, open heart surgeries, cancer vaccinations, therapeutic antibody for dog and cat cancers, stem cell therapy, organ transplants, gene therapies, probiotics, dental vaccines, cold laser treatments, 3D printing, Juvenile Pubic Symphysiodesis (JPS), any drugs not used in accordance with the manufacturers recommendations.
24. Any costs for **Alternative or complementary Treatment** or veterinary **Treatment** that does not improve the health or wellbeing of **Your Pet**.
25. Any prolonged course of veterinary medicines, **Alternative or Complementary Treatments** for more than three (3) months if there is a veterinary operation that would have improved or cured the **Condition** unless agreed by **Us**. The maximum payment will be limited to the equivalent cost of the operation.
26. The cost for **Your Vet** to write a prescription or charge a dispensing fee.
27. Any medicines that have not been approved by the Agricultural Compounds and Veterinary Medicines (ACVM) or where there is no evidence to support the usage of this medicine for this **Condition**.
28. The cost of any medication or drug course to treat a **Condition** that is for more than four (4) weeks at a time. **We** may consider a longer period

- of time providing **Your Vet** has submitted a full **Treatment** plan to us for review prior to the **Treatment** being carried out.
29. The cost of any ongoing **Treatment** that will require more than six (6) visits, without the letter from **Your Vet** setting out a **Treatment** plan for permanent cure of the **Condition**. Any further consultations and **Treatments** will require pre authorisation by **Us**.
 30. Any bulk purchase of medicines that can't be used in full by the end of the current policy period.
 31. Any claim where the full medical history is not provided when requested
 32. For the cost of any additional Veterinary attention required because **You** are unable to administer medication or **Treatment** due to **Your Pet's** behaviour or **Your** personal circumstances.
 33. For the cost of hospitalisation and any associated **Treatment**, unless the **Vet** or **Therapist** confirms **Your Pet** must be hospitalised for essential **Treatment**, regardless of **Your** personal circumstances.
 34. For any costs resulting from an **Injury** or **Illness** that are excluded under the **Policy**.
 35. The cost of, bathing, grooming, clipping or de-matting **Your Pet**, other than bathing when a substance is being used which, according to manufacturer's guidelines, can only be administered by a **Member of a Veterinary Practice**, regardless of **Your** personal circumstances.
 36. For any costs for treating an **Illness** or **Injury** after the last day of the **Period of Insurance**, unless a further period of insurance has been entered into by **You** and **Us** in which case the costs may be paid under the new **policy** entered into with **You**.
 37. For the cost of treating any **Injury** or **Illness** deliberately caused by **You** or anyone living with **You** or, while on a **Journey**, anyone travelling with **You**.
 38. For the cost of dental **Treatment** unless **Your Pet** had a dental examination carried out by a **Vet** in the **twelve (12) months** before the **Clinical Signs** of the **Injury** or **Illness** giving rise to the claim were first noted. If any **Treatment** was recommended as a result of the check, this must have been carried out.
 39. For the cost of any transplant surgery, or stem cell transplants, including any pre and post-operative care.
 40. For the cost of any **Treatment** while on a **Journey** if a **Vet** believes it can be delayed until **Your Pet** returns **Home**.
 41. For the cost of any **Treatment** if the **Journey** was made to get **Treatment** outside of **New Zealand**.
 42. For the cost of hiring a swimming pool, **Hydrotherapy** pool or any other pool or **Hydrotherapy** equipment.
 43. For the cost of buying or hiring equipment or machinery or any form of housing, including cages.
 44. For the cost of any surgical items that can be used more than once.
 45. For the cost of any **Treatment** if a claim has not been submitted within one year of **Your Pet** receiving **Treatment**, **We** may refuse or reduce the amount **We** pay to the extent that **We** are prejudiced by the late notification of the claim.
 46. In relation to any pandemic disease that causes widespread **Illness**, death or destruction affecting dogs and cats.
 47. For the cost of **Treatment** for a **Behavioural Illness** if **Your Pet's** behaviour is caused by **You** failing to provide training.

Please also read

1. **We will not pay under Section 1A – applying to Veterinary Fees only**
2. **We will not pay under Section 1B – applying to Alternative or Complementary Treatment only and**
3. **Special Conditions – applying to Veterinary Fees and Alternative or Complementary Treatment.**

We will not pay under Section 1A (applying to Veterinary Fees only):

1. More than the **Maximum Benefit** for the relevant section or which will result in the **Maximum Benefit** being exceeded subject to exclusions of the **Policy** and subject to the **Policy Aggregate** less the applicable **Excess**.
2. For the cost of any food, including food prescribed by a **Vet**, unless it is:
 - a) Used to dissolve existing bladder stones and crystals in urine, which is limited to a maximum of 40% of the cost of food for up to six (6) months. A diagnostic test must be carried out to confirm the presence of the stones/crystals.
 - b) Liquid food, used for up to five (5) days while **Your Pet** is hospitalised at

a Veterinary Practice, providing the Vet confirms the use of the liquid food is essential to keep **Your Pet** alive.

3. For the cost of pheromone products, including DAP diffusers and Feliway, unless used as part of a structured **Behaviour modification programme**, and then limited to a maximum period of six (6) months.
4. The cost of **Treatment** for a **Behavioural Illness** if **Your Pet's** behaviour is caused by **You** failing to provide training.
5. The cost of spaying and castration for the **Treatment of a Behavioural Illness**.
6. For the cost of spaying (including spaying following a false pregnancy) or castration, unless:
 - a) The procedure is carried out when **Your Pet** is suffering from an **Injury** or **Illness** for which cover is provided under section 1A and it is essential to treat the **Injury** or **Illness**, or
 - b) The costs claimed are for the **Treatment** of complications arising from this procedure.
7. For the cost of any **Treatment** in connection with a retained testicle(s) if **Your Pet** was over the age of twelve (12) weeks when cover started.
8. For the cost of any **Treatment** in connection with false pregnancy if **Your Pet** has received **Veterinary Treatment** for a false pregnancy previously.
9. The cost of surgical items that can be used more than once.
10. For the cost of **Hydrotherapy, Acupuncture, Homeopathy, Chiropractic Manipulation, Osteopathy** or any other **Alternative or Complementary Treatment**. This includes any **Veterinary Treatment** specifically needed to carry out the particular **Alternative or Complementary Treatment**.
11. For the cost of a post-mortem examination.
12. The cost of any transplant surgery, or stem cell transplants, including any pre and post-operative care.
13. For the cost of any prosthesis, including any **Veterinary Treatment** needed to fit the prosthesis, other than hip, knee and/or elbow replacement(s).
14. The cost of any **Treatment** while on a **Journey** if:
 - a) A **Vet** believes the **Treatment** can be delayed until **Your Pet** returns **Home**, or
 - b) The **Journey** was made to get **Treatment** overseas.

We will not pay under Section 1B (applying to Alternative or Complementary Treatment only):

1. More than the **Maximum Benefit** for **Alternative or Complementary Treatment Maximum Benefit** for **Injury** and **Illness** or which will result in the **Maximum Benefit** being exceeded, subject to exclusions of the **Policy** and subject to the **Policy Aggregate** less the applicable **Excess**.
2. The cost of any food, including food prescribed by a **Vet**.
3. The cost of more than ten (10) sessions in total for the treatment of an **Injury, Illness** or **Behavioural Illness** of **Acupuncture, Chiropractic Manipulation, Osteopathy, Hydrotherapy**.
4. The cost of **Treatment** for a **Behavioural Illness** if **Your Pet's** behaviour is caused by **You** failing to provide training.

Special Conditions applying to Veterinary Fees Sections 1A, and Alternative or Complementary Treatment Sections 1B:

1. The maximum amount **We** will pay for the cost of **Treatment** for **Injury** and or **Illness** is the **Maximum Benefit** that applies on the date the **Injury** happened or the date the **Clinical Signs** of the **Illness** first occurred, provided the relevant date falls within the **Period of Insurance**, subject to exclusions of the **Policy** and subject to the **Policy Aggregate** less the applicable **Excess**.
2. The period of **twelve (12) months** and the **Maximum Benefit** will always start or be calculated from the date in the **Policy** year:
 - a) the **Injury** first happened after **Your Pet's** cover started, or the first **Clinical Sign** of the **Illness** or **Condition** occurring or existing in any form, after the conclusion of the **twenty-one (21) day Waiting Period**, or
 - b) An **Illness** with the same diagnosis or **Clinical Signs** first occurred. No matter how many times the same **Injury, Illness** or **Clinical Signs** occur or happen in, or on, any part of **Your Pet's** body.
3. If a number of injuries, illnesses or **Clinical Signs** are:
 - a) Diagnosed as one **Injury** or **Illness**, or
 - b) Caused by, relate to, or result from, another **Injury, Illness**, or **Clinical Sign**,

One period of **twelve (12) months** or one **Maximum Benefit** will apply to the **Treatment** received for all the **Injuries, Illnesses** or **Clinical Signs**.

In this case the period of **twelve (12) months** and the **Maximum Benefit** will start or be calculated from the first date in the **Period of Insurance**;

- Any of the **Clinical Signs** or any of the **Illnesses** occurred, after the conclusion of the **twenty-one (21) day Waiting Period**: or
 - Any of the injuries happened, after **Your Pet's** cover started.
4. After **We** have paid the cost of **Treatment** for **12 months** or the **Maximum Benefit** for an **Injury, Illness, or Clinical Sign(s)**, **We** will not pay the cost of any more **Treatment** for:
 - a) The same **Injury** or **Illness**,
 - b) The same **Clinical Sign(s)**,
 - c) An **Injury** or **Illness** with the same diagnosis or **Clinical Sign(s)** as the **Illness** or **Clinical Sign(s)** **We** have paid the limit for, or
 - d) An **Injury** or **Illness** that is caused by, relates to, or results from, an **Injury, Illness** or **Clinical Sign** that **We** have paid the limit for.
 - e) No matter where the **Injury, Illness** or **Clinical Sign(s)** occur or happen in, or on, any part of **Your Pet's** body.
 5. If **We** agree for a claim settlement to be paid direct to **Your Vet** and **You** allow this, then if the **Vet**, who has treated **Your Pet** or is about to treat **Your Pet**, asks for information about **Your** insurance that relates to a claim, **We** will tell the **Vet** what the insurance covers, what **We** will not pay for, how the amount **We** pay is calculated and if the premium is paid to date.
 6. If **We** receive a request to pay the claim settlement direct to a **Veterinary Practice**, **We** reserve the right to decline this request.
 7. **We** may refer **Your Pet's** case history to **Our Vet** and if **We** request, **You** must arrange for **Your Pet** to be examined by **Our Vet**.
 8. If **You** decide to take **Your Pet** to a different **Vet** or **Therapist** for a second opinion because **You** are unhappy with the diagnosis or **Treatment** provided, **You** must tell **Us** before **You** arrange an appointment with the new **Vet** or **Therapist**. If **You** do not, **We** will not pay any costs relating to the second opinion. If **We** request, **You** must use **Our Vet** or **Therapist** **We** choose. If **We** decide the diagnosis or **Treatment** currently being provided is correct, **We** will not cover any costs relating to the second opinion.
 9. It is **Your** responsibility to ensure the **Veterinary Practice** or **Therapist** is paid within the required time frame:
 - If an additional charge is added to the cost of **Treatment** due to the late payment of fees, **We** will deduct this charge from the claim settlement
 - If the **Veterinary Practice** or **Therapist** provides a discount for paying the cost of **Treatment** within a certain time frame, **You** must provide payment within this time frame. If **You** do not, **We** will deduct the discount, which would have been provided, from the claim settlement.
 10. **We** will require fully itemised invoices.

Section 2 – Death from Injury

Cover under this section applies in New Zealand only.

This section is optional and only applies if it is shown as covered on Your Certificate of Insurance.

We will pay:

The price **You** paid for **Your Pet**, up to the **Maximum Benefit**, if it either dies or has to be put to sleep by a **Vet** during the **Period of Insurance** as a result of an **Injury** caused by an **Accident**.

If **You** have no formal proof of how much **You** paid for **Your Pet**, **We** will pay the **Market Value** or purchase price, whichever is less. If **You** did not pay for **Your Pet** **We** will pay the **Market Value**.

You must pay:

The **Excess** shown on **Your Certificate of Insurance**.

Section 3 – Death from Illness

Cover under this section applies in **New Zealand only**

This section is optional and only applies if it is shown as covered on **Your Certificate of Insurance**.

We will pay:

The price **You** paid for **Your Pet**, up to the **Maximum Benefit**, if it either dies or has to be put to sleep by a **Vet** during the **Period of Insurance** as a result of an **Illness**.

If **You** have no formal proof of how much **You** paid for **Your Pet**, **We** will pay the **Market Value** or purchase price, whichever is less. If **You** did not pay for **Your Pet** **We** will pay the **Market Value**.

You must pay:

The **Excess** shown on **Your Certificate of Insurance**.

What We will not pay under Sections 2 or 3 (applying to Death from Injury and Death from Illness):

1. Any amount which exceeds the **Maximum Benefit** for the relevant section or which will result in the **Maximum Benefit** being exceeded?
2. To the extent permitted by law, if the death results from an **Injury** or **Illness** that happened prior to the **Period of Insurance**.
3. To the extent permitted by law, if **Your Pet's** death results from a **Pre-Existing Condition**.
4. To the extent permitted by law, if **Your Pet's** death results from an **Illness which starts in the first twenty-one (21) days of cover**.
5. Any amount unless **Your Vet** confirms it was not humane to keep **Your Pet** alive because it was suffering from an **Injury** that could not be treated or an incurable **Illness**.
6. Any amount if **Your Pet** dies or is put to sleep more than **twelve (12) months** after the date during the **Period of Insurance** the **Injury** happened or the **Illness** first showed **Clinical Signs**.
7. Any amount if the death is caused by, relates to or results from an **Injury** or **Illness**, if the **Clinical Signs** are the same as the **Clinical Signs** of an **Injury** which happened or an **Illness** which first showed **Clinical Signs** more than **12 months** before **Your Pet's** death, no matter where the **Injury**, **Illness** or **Clinical Sign(s)** occurred or happen in or on **Your Pet's** body.
8. Any amount if the death results from breeding, pregnancy or giving birth.
9. Any amount if the death results from an **Illness** or disease in any **Select Breed** aged five (5) years or over or any other **Pet** aged eight (8) years or over.
10. Any amount if a claim has not been submitted within one year of **Your Pet's** death, to the extent that **We** are prejudiced by the late notification of the claim.
11. Any amount if the death results from an **Injury** or **Illness** specified as excluded on **Your Certificate of Insurance** or generally not covered within these terms and conditions.

Special Conditions applying to Sections 2 or 3, Death from Injury and Death from Illness:

1. Unless otherwise specified in the **Policy** the calculation of the period of **twelve (12) months** and the **Maximum Benefit** will always start or be calculated from the date in the **Policy Year**:
 - a) The **Injury** first happened after **Your Pet's** cover started, or the first **Clinical Signs** of the **Illness** or **Condition** occurring or existing in any form, after the conclusion of the **twenty-one (21) day Waiting Period** or
 - b) An **Illness** with the same diagnosis or **Clinical Signs** as the **Illness** or **Clinical Signs** that caused **Your Pet** to be put to sleep or caused its death first occurred.
 - c) No matter how many times the same **Injury**, **Illness** or **Clinical Signs** occur or happen in, or on, any part of **Your Pet's** body.
2. If a number of injuries, **Illnesses** or **Clinical Signs** are:
 - a) Diagnosed as one **Injury** or **Illness**, or
 - b) caused by, relate to, or result from, another **Injury**, **Illness**, or **Clinical Sign**,

The period of **twelve (12) months** and the **Maximum Benefit** will start or be calculated from the first date in the **Period of Insurance**:

- Any of the **Clinical Signs** or any of the **Illnesses** first occurred, or

- Any of the injuries happened.

When lodging a claim under Section 2 or Section 3, please send **Us**:

1. A death certificate from **Your Vet**.
2. The **Pets** original Pedigree Certificate and receipt from when **You** bought **Your Pet**, where applicable, and
3. **Your** claim form.
 - **We** will not pay for this information.

Section 4 – Theft or Straying

*Cover under this section applies in **New Zealand** only.*

We will pay:

The price **You** paid for **Your Pet**, up to the **Maximum Benefit**, if it is stolen or goes missing during the **Period of Insurance** and is not recovered or does not return. If **You** have no formal proof of how much **You** paid for **Your Pet**, **We** will pay the **Market Value** or purchase price, whichever is less. If **You** did not pay for **Your Pet** **We** will pay the **Market Value**.

You must pay:

The **Excess** shown on **Your Certificate of Insurance**.

We will not pay under Section 4 (applying to Theft or Straying):

1. Any amount which exceeds the **Maximum Benefit** for the relevant section or which will result in the **Maximum Benefit** being exceeded.
2. Any amount if **You** or the person looking after **Your Pet** has freely parted with it, even if tricked into doing so, unless anyone was looking after or transporting **Your Pet** in return for money, goods or services.
3. Any amount if a claim has not been submitted within one year of **Your Pet** being stolen or going missing, to the extent that **We** are prejudiced by the late notification of the claim.

Section 5 – Advertising and Reward

*Cover under this section applies in **New Zealand** and the **Agreed Countries***

We will pay:

If **Your Pet** is stolen or goes missing during the **Period of Insurance**, **We** will pay:

1. The cost of advertising, and
2. The reward **You** have offered and paid to get **Your Pet** back.
3. If **Your Pet** is stolen or goes missing during **Your Journey**, **We** will also pay the cost of **Your** accommodation to stay and look for **Your Pet** if it has not been found or returned by the scheduled last date of **Your Journey**.

We will not pay under Section 5 (applying to Advertising and Reward):

1. Any amount which exceeds the **Maximum Benefit** for all incidents covered under the relevant section or which will result in the **Maximum Benefit** being exceeded or all incidents during the **Period of Insurance**.
2. More than NZ\$100 towards sundries to make **Your** own posters and advertising material.
3. For any reward that **We** have not agreed to before **You** advertised it.
4. For any reward not supported by a signed receipt giving the full name, address and telephone number of the person who found **Your Pet**.
5. For any reward paid to:
 - a member of **Your Family** or any person living with **You** or employed by **You**, including any person travelling with **You** during **Your Journey**.
 - the person who was caring for **Your Pet** when it was lost or stolen.
 - the person who stole **Your Pet** or any person who is in collusion with the person who stole **Your Pet**.
6. Any amount if a claim has not been submitted within one year of **Your Pet** going missing, to the extent that **We** are prejudiced by the late notification of the claim.
7. If **Your Pet** is stolen or goes missing during **Your Journey**:
 - More than seven (7) days' accommodation costs and more than NZ\$60 for each day's accommodation.
 - Any amount if the cost of accommodation is at a property owned by **You**

or **Your Family**.

8. Unless **You** have provided **Us** with some official documentation to certify the theft or loss was reported to the police or the shipping, or aircraft operator if the loss or theft happened while **You** were travelling with them.

Special Conditions – applying to Theft or Straying and Advertising and Reward as set out below:

1. **You** must immediately take all reasonable steps to find or recover **Your Pet**.
2. **You** must take the following steps:
 - a) Within twenty-four (24) hours of **You** discovering **Your** dog or cat is stolen, **You** must tell the appropriate authority and obtain written confirmation of **Your** report. Depending on where **You** live the appropriate authority may be **Your** local Council or the police.
 - b) Tell all the **Vets** and local rescue centres within a reasonable distance of the area where **Your** dog or cat was last seen, within five (5) days of **Your Pet** going missing; and
 - c) If **Your** dog or cat has not been found within thirty (30) days, fill in a claim form and return it to **Us** as soon as possible.
3. If **Your Pet** was lost or stolen while being transported by a shipping agent or aircraft, **You** must immediately report the loss to the operator and obtain written confirmation of **Your** report.

There are other actions **You** can take, which although are not requirements of this insurance, may help to improve the chances of **Your Pet** returning Home. This includes notifying all **Vets**, local rescue centres, distributing flyers, do a letterbox drop in the area **Your Pet** went missing and searching the local area; **We** are happy to share useful tips with **You** if **You** contact **Us**.

1. **For Advertising and Reward only:**
 - a) The **Maximum Benefit** covers the cost of both advertising and the reward. The full **Maximum Benefit** is available for **You** to use for advertising but the amount **You** can use for a reward is limited to 50% of the **Maximum Benefit**.
 - b) **You** must obtain **Our** approval before advertising a reward; if not, the cost of the reward will not be covered by the **Policy**.
 - c) **You** must provide **Us** with a receipt(s) for any amount which **You** are claiming for. Any costs not supported by a receipt will not be covered by Section 5 of the **Policy**.
2. **For Theft or Straying only:**
 - a) To submit a claim for Theft or Straying **You** must have advertised the loss of **Your Pet** for at least thirty (30) days and when **You** claim **You** must provide **Us** with evidence showing the advertising took place, the Pet's original Pedigree Certificate and purchase receipt from where **You** bought **Your Pet**, where applicable; **We** will not pay for this information.
 - b) If **Your Pet** has not been found within thirty (30) days, please fill in a claim form and return it to **Us** as soon as possible.
 - c) If the claim is paid the original pedigree certificate and purchase receipt will not be returned to **You**.
 - d) If **Your Pet** is found or returns, **You** must repay the full amount **We** have paid **You**.
 - e) If the loss or theft happened during **Your Journey** please also send **Us** the booking invoice for **Your Journey** or any other official documentation to show the dates of **Your Journey**.

Section 6 – Third Party Liability

(This section only applies to Your dog named on the Certificate of Insurance)

Cover under this section applies in **New Zealand** only.

In this section, 'You' and 'Your' mean **You** or any person looking after or handling **Your Pet** with **Your** permission.

We will pay:

Your legal liability for payment of compensation in respect of:

- death, bodily **Injury** or **Illness** of another person;
- physical loss of or damage to property; and/or
- occurring during the **Period of Insurance** and which is caused by an **Accident** caused by **Your Pet**.

We will pay Legal costs and expenses:

We will also pay the legal costs and expenses **You** incur for a **legal liability** claim covered under this Section with **Our** consent for which **You** are legally liable, plus the cost of any lawyers **We** appoint.

All **Accidents** of a series consequent upon or attributable to one source or original cause are treated by **Us** as one **Accident**. This cover applies in respect of an **Accident** occurring anywhere in **New Zealand**. The maximum amount **We** will pay for each claim under this **Section 6 – Legal Liability** for Dogs covered is NZ\$1,000,000 (New Zealand). Where permitted by law, this limit will be reduced by any amount paid under any other insurance **You** have with **Us**, that provides cover for the same liability, loss, **Accident**, occurrence or incident.

You must pay:

The first Nz\$500 of each claim under this Section 6.

We will not pay under Section 6 (applying to Third Party Liability):

1. Any amount which exceeds the **Maximum Benefit** for the relevant section or which will result in the **Maximum Benefit** being exceeded.
2. Any amount in relation to **Your legal liability** for:
 - a) damage to **Your** property,
 - b) **Injury** to or death of any person who normally lives with **You** or is part of **Your Immediate Family**, or for damage to their property,
 - c) **Injury** to **Your** employees or anyone who works for **You**, or for damage to their property,
 - d) loss of or damage to property in **Your**, a person who lives with **You** or a member of **Your Immediate Family's** care, custody or control or the care, custody or control of **Your** employees or any person who normally lives with **You**.
 - e) involving **Your** business trade or profession, or for events that happen where **You** work. This includes where **You** live, if **You** work from home and **Your Pet** has access to **Your** work area.
 - f) Any costs and expenses for defending **You** which **We** have not agreed beforehand.
 - g) because of the terms of an agreement (unless **You** would have been liable if the agreement did not exist),
 - h) claims caused by, arising out of, or in any way connected with asbestos,
 - i) claims caused by, arising out of or in any way connected with the discharge, dispersal, release or escape of pollutants defined as smoke, vapours, soot, fumes, acid, alkalis, toxic chemicals, liquids, gases, waste materials or other irritants, contaminants or pollutants into or upon land, the atmosphere or any watercourse or body of water. This exclusion will not apply if such discharge, dispersal, release or escape is caused by an **Accident** which occurred during the **Period of Insurance** involving **Your Pet**.
 - j) the prevention of such contamination or pollution,
3. Claims caused by, arising out of, or in any way connected with
 - a) pregnancy, or
 - b) the transmission of disease
4. Claims caused by, arising out of or in any way connected with an **Accident**, if **You** have not followed the instructions or advice given to **You** by the previous owners of **Your Pet**, or the re-homing organisation or a qualified behaviourist about the behaviour of **Your Pet**.

5. Where **Your legal liability** is covered or indemnified, in any way under any:
 - a) statutory or compulsory scheme, fund or insurance, or
 - b) compensation scheme or workers compensation policy of insurance, or
 - c) industrial award, even if the amount recoverable is nil,
6. where **Your legal liability** is over that recoverable under any:
 - a) statutory or compulsory scheme, fund or insurance, or
 - b) **Accident** compensation scheme or workers compensation policy of insurance, or
 - c) industrial award.
7. for any aggravated, exemplary or punitive damages, damages resulting from the multiplication of compensatory damages, fines or penalties,
8. If **Your Pet** is kept or lives on premises that sell alcohol, unless there is no access from the residential premises to the business premises,
9. for an incident which takes place when **Your Pet** is in the care of a business or a professional and **You** are paying for their services. For example, but not limited to, when **Your Pet** is in the care of a dog minder, a dog trainer, a dog sitter or at the grooming parlour or boarding kennel.
10. if the **Accident** happens in an area or place where dogs are specifically prohibited, unless **Your Pet** escapes and enters the area outside of **Your** control.

Special Conditions – applying to Section 6 Third Party Liability:

1. **You** must not admit responsibility, agree to pay any claim or negotiate with any person following an incident which may give rise to claim under section 6.
2. **You** must immediately send **Us** any writ, summons or legal documents **You** receive and **You** or any other person on **Your** behalf must not respond to any of these documents.
3. **You** agree to provide **Us** with any information connected with the claim **We** reasonably ask for including details of **Your Pet**'s history.
4. **You** agree to tell **Us** or help **Us** find out all the circumstances of an incident that results in a claim, provide written statements and go to court if needed.
5. **You** must allow **Us** to take charge of **Your** claim and allow **Us** to prosecute in **Your** name for **Our** benefit.
6. If more than one of the dogs insured under the **Policy** are involved in, or contribute towards, an **Accident** which is covered under Section 6 only one **Maximum Benefit** will apply to the **Accident** for all of the dogs. This means that if:
 - a) The dogs involved all have the same **Maximum Benefit**; the most **We** will pay for the **Accident** is that **Maximum Benefit**. For example, if all of the dogs insured each have a **Maximum Benefit** of NZ\$1million, **We** will pay no more than NZ\$1million for the **Accident**.
 - b) The dogs involved are covered under a **Policy** which has different **Maximum Benefits**; the most **We** will pay for the incident is the highest of the **Maximum Benefits**. For example if one dog has a **Maximum Benefit** of NZ\$1 million, and another of NZ\$2 million, **We** will pay no more than NZ\$2 million for the incident.
 - c) If dogs involved (all owned by **You**, but some are uninsured) **We** will pay no more than a pro ratio portion of the total amount of the claim, up to the **Maximum Benefit**.
7. If a business or a professional is being paid to care for **Your Pet** in any way (for example, but not limited to a dog minder, a dog trainer, a dog walker or a groomer) it is **Your** responsibility to:
 - a) Make sure the business/person has the appropriate third party liability insurance cover, and
 - b) Tell them if **Your Pet** has any behavioural problems or requires any special handling so they are able to handle **Your Pet** in an appropriate manner.
8. **Legal Liability for Dogs** cover will be governed by the law of the State or Territory where the **Policy** was arranged and whose courts will have jurisdiction in any dispute.

Section 7 – Boarding Fees

Cover under this section applies in **New Zealand only**. In this section '**You**' means **You** or **Your** husband, wife, civil partner or de facto partner.

We will pay:

The cost of boarding **Your Pet** at a licensed boarding kennel or cattery or NZ\$15 a day towards the cost of someone who does not live with **You** (or is a co-owner of the **Pet**), looking after **Your Pet** while **You** are an inpatient in hospital during the **Period of Insurance**.

You must pay:

The **Excess** shown on **Your Certificate of Insurance**.

We will not pay under Section 7 (applying to Boarding Fees):

1. Any amount which exceeds the **Maximum Benefit** for the relevant section for all hospitalisations or which will result in the **Maximum Benefit** being exceeded.
2. To the extent permitted by law, any amount if **You** are in hospital for less than four (4) consecutive days during each hospital stay.
3. To the extent permitted by law resulting from **You** having to go into hospital because of a sickness, disease, disability, **Injury** or **Illness** that first occurred or manifested itself prior to or at the commencement of the **Period of Insurance** or was showing symptoms before **Your Pet** was covered.
4. If the person looking after **Your Pet** normally lives with **You** or is a member of **Your Family**, or is a Co-Owner of the **Pet**.
5. Resulting from **You** being pregnant, giving birth or any treatment that is not related to an **Injury** or **Illness**.
6. Resulting from **You** having to go into a hospital for the treatment of alcoholism, drug abuse, drug addiction, attempted suicide or a self-inflicted **Injury** or cosmetic surgery or other forms of elective surgery.
7. Resulting from care in a Nursing Home or from convalescence care that **You** do not receive in a hospital.
8. If a claim under this section has not been submitted within one year of the stay in hospital, to the extent that **We** are prejudiced by the late notification of the claim.

Section 8 – Holiday Cancellation

Cover under this section applies in **New Zealand only**.

We will pay;

1. Travel and accommodation expenses for **You** and **Your Immediate Family** that **You** cannot recover if **You** have to cancel **Your Journey** during the **Period of Insurance** because **Your Pet** is suffering from an **Injury** or **Illness** and is too ill to travel with **You**.
2. Any travel and accommodation expenses for **You** and **Your Immediate Family**, that **You** cannot recover if **You** have to cancel **Your Journey** during the **Period of Insurance** because **Your Pet** is Injured or shows the first **Clinical Signs** of an **Illness** up to seven (7) days before **You** leave and so needs immediate lifesaving surgery.
3. Any travel and accommodation expenses for **You** and **Your Immediate Family** that **You** cannot recover if **You** have to cut short **Your Journey** during the **Period of Insurance** because **Your Pet**:
 - goes missing; or
 - is injured or shows the first **Clinical Signs** of an **Illness** while **You** are away and needs immediate lifesaving surgery.
4. If **Your Pet** goes with **You** on the **Journey** during the **Period of Insurance** and is injured or shows the first **Clinical Signs** of an **Illness** during the **Journey** and has to return **Home** for **Vet Treatment**, which means **You** have to cut short **Your** holiday,

We will pay:

1. the value of any unused travel and accommodation expenses that **You** and **Your Immediate Family** have paid for, and
2. any extra travel expenses to return **Your Pet Home**.

You must pay:

The **Excess** shown on **Your Certificate of Insurance**.

We will not pay under Section 8 (applying to Holiday Cancellation):

1. Any amount which exceeds the **Maximum Benefit** for all **Journeys** or which will result in the **Maximum Benefit** being exceeded for all **Journeys** undertaken during the **Period of Insurance**.
2. To the extent permitted by law, any amount or expenses resulting from:
 - a) **Pre-Existing Condition**;
 - b) An **Illness** that first showed **Clinical Signs** before **Your Pet's** cover started; or
 - c) A **Illness** that is the same as, or has the same diagnosis or **Clinical Signs** as an **Illness** or **Clinical Sign Your Pet** had before cover started; or
 - d) an **Injury** or **Illness** that is caused by, relates to or results from an **Illness** or **Clinical Signs Your Pet** had before its cover started, no matter where the **Injury, Illness** or **Clinical Signs** occurred or happen in or on **Your Pet's** body.
3. To the extent permitted by law, any amount or expense resulting from:
 - a) an **Illness which starts in the first 21 days of cover**;
 - b) an **Illness** that first showed **Clinical Signs** within twenty-one (21) days of **Your Pet's** cover starting; or,
 - c) an **Illness** that is the same as, or has the same diagnosis or **Clinical Signs** as an **Illness** or **Clinical Signs Your Pet** has before its cover started or within twenty-one (21) days of **Your Pet's** cover starting; or
 - d) an **Illness** that is caused by, relates to or results from an **Illness** or **Clinical Sign** that first occurred, or an **Illness** that first showed **Clinical Signs** within twenty-one (21) days of **Your Pet's** cover starting, no matter where the **Injury, Illness** or **Clinical Signs** occurred or happen in or on **Your Pet's** body.
4. Any amount payable for travel expenses to return **Your Pet Home** unless a **Vet** has certified **Your Pet** is too ill to travel or has to return **Home** for **Treatment**.
5. Any amount if **Your Journey** was made to get **Veterinary Treatment** or **Alternative or Complementary Treatment** outside of **New Zealand**.
6. As permitted by law, any amount **You** can claim back for anywhere else.
7. For the cost of food.
8. Any costs relating to a holiday **You** booked less than twenty-eight (28) days before **You** were due to leave.
9. Any costs resulting from an **Injury** or **Illness We** have specified as excluded on **Your Certificate of Insurance** or generally not covered by these terms and conditions.
10. Any costs if a claim has not been submitted within one year of **Your Journey** being cancelled, to the extent that **We** are prejudiced by the late notification of the claim.

Special Conditions – applying to claiming for Holiday Cancellation:

1. When claiming for a benefit under Section 8 Holiday Cancellation **You** must supply **Us** with:
 - a) the booking invoice and cancellation invoice from the travel agent, **tour** operator or other holiday sales organisation if **You** have cancelled or cut short **Your Journey**; and
 - b) Receipts for **Your** expenses if **You** are claiming for extra travelling expenses.
2. The invoices must show the date of the booking, the dates of the **Journey**, the date **You** decided to cancel or return **Home** and any expenses **You** cannot recover.

We will not pay for this information.

Section 9 – Emergency Repatriation

Cover under this section applies in New Zealand only.

We will pay:

If **Your Pet** is injured or shows the first **Clinical Signs** of an **Illness** during **Your Journey** and cannot travel **Home** the same way it travelled to **Your** holiday destination **We** will pay the:

1. Extra costs to get **Your Pet Home**,
2. Cost of accommodation for **You** to stay after **Your** scheduled date of travel **Home** until **Your Pet** is well enough to travel, and
3. If **Your Pet** dies, the costs of returning **Your Pet's** body **Home** or the cost of disposal, charged by the **Vet** where **Your Pet** dies.

We will not pay under Section 9 (applying to Emergency Repatriation):

1. Any amount which exceeds the **Maximum Benefit** for all **Journeys** or which will result in the **Maximum Benefit** being exceeded for all **Journeys** during the **Period of Insurance**.
2. Any costs resulting from a **Pre-Existing Condition**.
3. Any costs resulting from an **Illness which starts in the first twenty-one (21) days of cover**.
4. Any costs resulting from an **Injury** that happens or an **Illness** first showing **Clinical Signs** before the start of **Your Journey**.
5. Any costs that can be reclaimed from anywhere else.
6. Any costs unless a **Vet** has certified **Your Pet** is too ill to travel **Home** the same way it travelled to **Your** holiday destination.
7. Any amount if **Your Journey** was made to get **Veterinary** or **Alternative or Complementary Treatment** outside of **New Zealand**.
8. For more than seven (7) days' accommodation costs and more than NZ\$60 for each day's accommodation.
9. The cost of cremation or a coffin, casket or any other container for **Your Pet's** remains.
10. For the cost of food.
11. Any costs if a claim has not been submitted within one year of the date **Your Pet** returns Home, to the extent that **We** are prejudiced by the late notification of the claim.

Section 10

Quarantine Expenses and Loss of Documents

*Cover under this section applies in the **Agreed Countries** only.*

We will pay;

If **Your Pet** is either unable to return to **New Zealand** or must be quarantined on return to **New Zealand** because of:

1. An **Illness** first showing **Clinical Signs** during **Your Journey**,
2. The failure of the microchip, or
3. The Importation Documents being lost or stolen.

We will pay:

1. The cost to keep **Your Pet** in quarantine,
2. The cost of getting duplicate Importation Documents,
3. The cost of temporary accommodation while getting the duplicate Importation Documents, and
4. Extra costs to travel **Home** if the delay in getting duplicate Importation Documents has caused **You** to miss **Your** scheduled travel arrangements back to **Your Home**.

You must pay:

The **Excess** shown on **Your Certificate of Insurance**.

We will not pay under Section 10 (applying to Quarantine Expenses and Loss of Documents):

1. Any amount which exceeds the **Maximum Benefit** for all **Journeys** or which will result in the **Maximum Benefit** being exceeded for all **Journeys**.
2. Any costs resulting from a **Pre-Existing Condition**.
3. Any costs resulting from an **Illness which starts in the first twenty-one (21) days of cover**.
4. Any costs resulting from an **Injury** that happens or an **Illness** first showing **Clinical Signs** before the start of **Your Journey**.
5. Any costs that can be reclaimed from anywhere else.
6. Any costs that result from the failure of any microchip that does not meet the International Standards Organisation (ISO) Standard Microchip 11784 or Annex A of ISO Standard 11785.
7. Any costs that result from a microchip reader failing to read a microchip.
8. For more than seven (7) days' accommodation costs and more than NZ\$60 for each day's accommodation.
9. Any costs if a claim has not been submitted within one year of the date **Your Pet** returns Home, to the extent that **We** are prejudiced by the late notification of the claim.

Special Conditions – applying to Travel Quarantine Expenses and Loss of Documents:

1. When the Importation Documents are left unattended they must be kept in **Your** locked accommodation or in the locked boot, covered luggage area

- or glove compartment of a locked vehicle.
2. If the Importation Documents are lost or stolen, within twenty-four (24) hours of discovering them missing, **You** must report the incident to the police and obtain a police report. If the loss or theft occurred on a ship, aircraft, train or coach **You** must report the loss to the operator and obtain a report.

General Exclusions

We will not pay any benefit under the **Policy** for any costs or expenses incurred by **You** that are caused by, arise out of, or are in any way related to or connected with:

Your Certificate of Insurance	A Condition specifically excluded on Your Certificate of Insurance .
Your Pet's age	Any Pet that is less than eight (8) weeks old at the commencement of cover.
Your Pet's Use	Dogs used for security, guarding, track racing or Coursing.
Your Pet's breed	Any breed of dog that is banned by any New Zealand Government, Public or Local Authority or any dog that is, or is crossed with, a Pit Bull Terrier, Dogo Argentino, Perro De Presa Canario, Dogo Canario, Dingo, Japanese Tosa, Fila Brasileiro, Czechoslovakian Wolfdog, Saarloos Wolfhound/Wolfdog or any wolf hybrid. (This list may be modified from time to time).
Laws and regulations	<ol style="list-style-type: none"> Any dog that must be registered under the relevant legislation dealing with dangerous dogs, Dangerous Dog Act (Australia), or any further amendments to such legislation. Any dog declared as a dangerous dog by a Government authority. You breaking New Zealand laws or regulations, including those relating to animal health or importation regulations. Your Pet being confiscated or destroyed by any Government or Public or Local Authority or any person or Body having the jurisdiction to do so, including because it was worrying livestock. Any Government or Public or Local Authority or any person or Body having the jurisdiction to do so, having put restrictions on Your Pet. Legal expenses, fines and penalties connected with or resulting from a Criminal Court Case or an Act of Parliament.
Miscellaneous	<ol style="list-style-type: none"> An act of force or violence for political, religious or ideological reasons war, acts of terrorism, riot, revolution or any similar event, including any chemical or biological terrorism. Radiation, nuclear explosion, nuclear fallout or contamination by radioactivity. A disease transmitted from animals to humans.

<p>When Your Pet is on a Journey in an Agreed Country</p>	<ul style="list-style-type: none"> a. You not following the conditions of AQIS Pet Importation Regulation. b. Any Journey You take Your Pet on against a Vet's advice. c. Any animal less than twelve (12) weeks old. d. A foreign government or public authority putting restrictions on Your Pet. e. Your Pet living permanently outside of New Zealand. f. An Illness that Your Pet contracted while outside New Zealand, or the Agreed Countries that it would not normally have contracted in New Zealand or the Agreed Countries.
<p>Preventative or Routine Treatment</p>	<p>Cost of Routine or Preventative Treatment or care such as check-ups and procedures that are designed to prevent future Illnesses from occurring rather than treating existing Illnesses. These include, but are not limited to annual physical examinations and or check-ups, vaccinations, heart worm prevention medication; flea and other internal/external parasite prevention.</p>
<p>Elective Treatment</p>	<p>Cost of Elective Treatment, diagnostics or procedures including, but not limited to de-sexing, spaying or castration; micro-chipping; grooming and de-matting, cosmetic or aesthetic surgery, or elective surgery including but not limited to dew-claw removal, prescription diet foods, and any Treatment not related to an Injury, Illness, or trauma. Elective Treatment that is beneficial to the Pet but is not essential for Your Pet's survival or does not form part of a Treatment for an Injury or Illness.</p>
<p>Care & Negligence</p>	<p>Cost of treating any Injury or Illness or other bodily Injury or Illness caused by, arising out of, or in any way connected with a malicious act, deliberate Injury or bodily Injury or gross negligence caused by You or a member of Your Immediate Family or anyone living with You or acting with Your express or implied consent.</p>
<p>Pandemic Disease</p>	<p>Any pandemic disease that causes widespread Illness, death or destruction affecting dogs and cats.</p>
<p>Vaccinations</p>	<p>Any dog not being vaccinated against distemper, hepatitis, kennel cough, leptospirosis (in areas where it is prevalent and Vets recommend vaccination) and parvovirus.</p> <p>Any cat not being vaccinated against feline infectious enteritis, feline leukaemia and cat flu, or other disease that there is a known vaccine and Vets recommend vaccination.</p>
<p>Reasonable Precautions</p>	<p>Your failure to take all reasonable precautions to protect Your Pet from or by aggravating or prolonging an Injury or Illness. Your failure to take all reasonable precautions to protect Your Pet from or by aggravating or prolonging an Injury or Illness.</p>

Your Legal Liability

Your legal liability for payment of compensation in respect of:

- death, bodily **Injury** or **Illness**,
- physical loss or damage to property; and/or
- except to the extent **You** have such cover under **Section 6 – Legal Liability** for dogs of this **Policy** in relation to **Your** dog.

Claiming

This section tells **You** what **You** will need to send **Us** if **You** need to make a claim. Don't forget if **You** have a valid claim for **Veterinary Fees** **We** can pay the **Veterinary Practice** direct (if mutually agreed to by **Your Vet**) which means the only amount **You** will need to pay them is the **Excess** which applies to the **Treatment** for **Your Pet**.

Notifying Us of a potential claim:

- In all cases, other than **Veterinary Fees, Alternative or Complementary Treatment** claims, **You** must let **Us** know of any circumstances which are likely to lead to a claim.
- For Third Party Liability **You** must let **Us** know of any incident that happens even if **You** don't believe a claim will be made against **You** at this time. Details of what **You** need to do if an incident happens can be found in 'Special Conditions – applying to Third Party Liability – point 1 and 2.'

Requesting a claim form:

- Most claim forms can be downloaded from **Our** website www.thewarehouse.co.nz/c/warehouse-insurance/pet-insurance.
- Some proactive **Veterinary Practices** will also have a supply of **Veterinary Fees** claim forms and some will submit **Your** claim for **You** (providing **You** have completed **Your** section of the claim form).
- If **You** would like **Us** to send **You** a claim form please contact **Us**.

When to claim under **Veterinary Fees** and **Complementary Treatment**:

- Claims must be sent to **Us** as soon as possible, but no later than one year after the treatment start date.

Fraud

Fraud increases **Your** premium and the premiums of all Policyholders. If **You**:

- Provide **Us** with false information,
- Make a false or exaggerated claim with **Us**, or
- Make any claim with **Us** which involves **Your** dishonesty,

We will not pay **Your** claim and **We** may void **Your Policy** and inform the relevant authorities. If **We** pay a claim and subsequently find the claim was fraudulent, **You** must repay **Us** the full amount.

'Void **Your Policy**' means **We** will cancel **Your Policy** from the date the fraud occurred. If **We** take this action **You** must tell any other **Insurer** that **We** have void **Your Policy** and failure to do this could invalidate any future insurance **Policy**.

Making a Claim

It's distressing when a much loved pet suffers an **Injury** or **Illness** so **We** do all **We** can to make the claims process as quick and easy as possible. There's lots of useful information on **Our** website www.thewarehouse.co.nz/c/warehouse-insurance/pet-insurance to assist **You** making a claim.

How to claim

Notify **Us** of a potential claim as soon as possible by:

- Downloading and completing a claim form from **Our** website: www.thewarehouse.co.nz/c/warehouse-insurance/pet-insurance; or
- Claims for **Veterinary Fees** only may be lodged with **Your Vet** (if mutually agreed by **Your Vet**) and **We** will pay the **Veterinary Practice** directly. **You** will need to pay **Your Vet** the applicable **Excess(es)** and any non-claimable items. Claims for **Veterinary Fees** and **Complementary Treatment** must be notified to **Us** no later than one year after the treatment date. **We** will not guarantee on the phone if **We** will pay a claim. **You** must send **Us** a claim form that has been fully completed and **We** will then write to **You** with **Our** decision.

3. Contact **Us** immediately about any incident that happens involving **Injury** to a person, another animal or property even if **You** don't believe a claim will be made against **You** at the time. Call **Us** on 0800 968 687 between 8:30am – 5:00pm Monday to Friday. Do not admit responsibility, agree to pay any claim or negotiate with any person following an incident that may give rise to a claim. Any writ, summons or legal documents received by **You** need to be sent to **Us** immediately. **You** must not respond to any of these documents.
4. Please send **Us** the following supporting documentation related to **Your** claim or incident:

Veterinary Fees, Alternative or Complementary Treatment

- For both sections of cover, the **Veterinary Practice** must complete the relevant section of the claim form.
- Please send **Us** the original fully itemised invoices from the **Veterinary Practice** or **Therapist** (for **Alternative or Complementary Treatment** if the **Therapist** is not a **Member of a Veterinary Practice**) which show what **You** are claiming for. (Photocopies of fully itemised invoices are not acceptable).
- When **You** make the first claim for **Your Pet**, **We** will obtain its full clinical history. The full clinical history is a record of all visits **Your Pet** has made to a **Vet** and this information will be obtained from each **Veterinary Practice** **Your Pet** has attended.
- Claims for certain Conditions may also require additional information about **Your Pet's** full clinical history. **We** will advise **You** if **We** need this once **We** receive **Your** claim form.
- For **Veterinary Fees**, if the claim is for **Treatment** in an **Agreed Country**, **You** need to provide the booking invoice for **Your Journey** or any other official documents which show the dates of **Your Journey**.

Death from Injury, Death from Illness

- Please send **Us**:
- The death certificate from **Your Vet**,
 - The purchase receipt from when **You** bought **Your Pet**, and
 - If **Your Pet** is a pedigree, the original pedigree certificate.

Theft or Straying

- Please send **Us**:
- Evidence of the advertising carried out to try and find **Your Pet**,
 - The purchase receipt from when **You** bought **Your Pet**, and
 - If **Your Pet** is a pedigree, the original pedigree certificate.

Advertising and Reward

You must phone **Us** on 0800 968 687 and talk to **Our** Claims Supervisor, for the approval of any reward before **You** advertise it.

- Please send **Us**:
- The original fully itemised invoices and receipts to show the costs involved, including a receipt for any reward paid, and
 - If the loss or theft happened during **Your Journey**, the booking invoice or another official document to show the dates of **Your Journey** and
 - If applicable the police or operator's report.

Boarding Fees	<p>Your doctor/consultant and the owner of the boarding establishment (if one has been used, or pet sitter) must complete the relevant section(s) of the claim form.</p> <p>Please send Us:</p> <ul style="list-style-type: none"> • The original fully itemised invoice from the boarding establishment, Pet sitter or written confirmation from the person looking after Your Pet.
Holiday Cancellation	<p>Please send Us:</p> <ul style="list-style-type: none"> • The booking invoice and cancellation invoice from the holiday sales organisation. The invoices must show the date of the booking, the dates of the Journey, the total cost of the holiday, the date You decided to cancel or return Home and any expenses You cannot recover. • The receipts for Your extra travel expenses.
Emergency Repatriation, Quarantine Expenses and Loss of Documents	<p>Please send Us:</p> <ul style="list-style-type: none"> • The booking invoice or another official document showing the dates of Your Journey, • The original invoices and receipts to show the costs involved, and • If applicable the police or operator's report.
Claims involving Your Pet being attacked by another Animal	<p>If Your Pet has been injured or had to be put down due to being injured by another Animal, please contact Pet Insurance by The Warehouse for an additional form that needs to be completed and be included with Your claim form along with the following:</p> <ul style="list-style-type: none"> • Details of the owners of the other Animal(s), • Confirmation the matter was reported to the police/ relevant authority, and • Depending on where the attack happened, You must report the attack to the appropriate authorities in that Shire/municipality, i.e. The Ranger at the Local Council/Police Station.

Excess

An **Excess** is the amount(s) shown on the **Certificate of Insurance** that **You** must pay for each unrelated **Condition** when **You** make a claim under the **Policy** unless **We** state an **Excess** does not apply. There are different types of **Excess** that may apply to **You** at the time of the claim.

Fixed Excess

The Fixed **Excess** is the first amount **You** must pay for each unrelated **Condition** per **Policy Year**. The amount of the Fixed **Excess** will be shown on **Your Certificate of Insurance**.

The Fixed **Excess** may be **Our** standard minimum **Excess** or **You** may choose a higher **Excess** in exchange for a cheaper premium.

Age Excess

In addition to any Fixed **Excess** and Pet % Share **Excess**, an Age **Excess** will apply in the following circumstances:

	Age of Pet	Age Excess Loading
Dogs	8+ years	20%
	10+ years	35%
Select Breed Dogs	4+ years	20%
	7+ years	35%
Cats	8+ years	20%
	10+ years	35%

The Age **Excess** is calculated against the amount **You** are claiming.

Example calculation:

If **Your Pet** is a **dog** aged nine (9) years old:

Claimable Veterinary Fees	\$7,000
Less the Fixed Excess	\$150
<i>Revised claimable amount</i>	\$6,850
Less Age Excess loading 20% (on revised claimable amount)	\$1,370
Total claimable amount	\$5,480

Or,

Your Pet is a **cat** aged nine (9) years old:

Claimable Veterinary Fees	\$7,000
Less the Fixed Excess	\$125
<i>Revised claimable amount</i>	\$6,875
Less Age Excess 20% (on revised claimable amount)	\$1,375
Total claimable amount	\$5,500

*The above is an example only and subject to the total benefit amount and applicable excesses as shown on the **Certificate of Insurance**. All amounts are in NZ\$

Changes to this Notice

We keep **Our** privacy notice under regular review. This notice was last updated on the 20th February 2017.

Contacting Us

If **You** have any questions relating to the processing of **Your** information, please contact **Us**:

Pet Insurance by The Warehouse Customer Centre
PO Box 112250
Penrose
Auckland 1642
Ph: 0800 968 687

For information about the **Insurer** and HDI Global Specialty SE - Australia please visit www.hdi-specialty.com.

Sanctions

We will not provide any benefit under this insurance to the extent of providing cover, payment of any claim or the provision of any benefit where doing so would breach any sanction, prohibition or restriction imposed by law or regulation.

Choice of Law and Jurisdiction

You and **We** are free to choose the law applicable to this contract of insurance. Unless specifically agreed to the contrary this contract of insurance shall be governed by the laws of **Australia** and subject to the exclusive jurisdiction of the courts of **New Zealand**.

Any term in this contract which conflicts with the law which applies to the country in which **You** live shall be amended to conform to that law.

Service of Suit

The **Insurer** agrees that in the event of a dispute arising under this **Policy**, the **Insurer** shall, at **Your** request, submit to the jurisdiction of any competent court in **New Zealand**. Such dispute will be determined according to the law and practice applicable to such court. Any summons, notice or process to be served upon the **Insurer** may be served upon the **Insurer** as follows:

HDI Global Specialty SE -Australia
Tower 1. Level 33
100 Barangaroo Ave
Sydney NSW 2000
Australia

Language

Unless otherwise agreed in writing the language of **Your** policy and any communication throughout the duration of the **Policy** will be in English.

