



Pet Care Insurance Claims Procedures

All claims must be reported to Claims Department of Blue Cross (Asia-Pacific) Insurance Limited (“The Company”) within **30 days** after the incident. For the claim of “Third Party Liability” under the Policy, please **immediately** complete the Pet Care Insurance Claim Form and return to 29/F, BEA Tower, Millennium City 5, 418 Kwun Tong Road, Kwun Tong, Kowloon, Hong Kong.

To make a claim:

Please fill in all details in the Pet Care Insurance Claim Form and provide relevant claims documents as specified below to avoid delay in claim process.

	Claim Items	Claims Procedures & Required Document(s)
1	Medical Coverage (including Overseas Cover) - Veterinary Consultation Fee and Prescribed Medication	<ul style="list-style-type: none"> ✓ Claim form is not required for the claim of this item. ✓ The following information should contain in the original medical expenses receipt <ul style="list-style-type: none"> - Microchip number of the insured pet (must be verified by the Veterinarian) - Diagnosis of the insured pet and veterinary consultation fee - Itemised prescribed medication (including prescribed drugs, dressings and injection) - Signature of the veterinarian with company chop of the veterinary facility ✓ The following information should contain on the reverse side of the receipt <ul style="list-style-type: none"> - Policy number - Policyholder’s name and contact number
	- Room and Board, Clinical and Surgical Expense	<ul style="list-style-type: none"> ✓ Itemised medical invoice stating the diagnosis and expenses, original receipt and medical report (if any)
2	Third Party Liability (including Overseas Cover)	<ul style="list-style-type: none"> ✓ Letter of claim from third parties ✓ Original police report and/or copy of statement to police (if any) <p>Important Notes:</p> <ul style="list-style-type: none"> - Any third party correspondences, summons or writs should be forwarded to The Company immediately unanswered - No admission of liability, offer, settlement, promise of payment or payment should be made or agreed without The Company’s prior knowledge and written consent
3	Funeral Service (including Overseas Cover)	<ul style="list-style-type: none"> ✓ Original receipt for the expenses of cremation, funeral service and/or handling charges from the Veterinarian or funeral service provider
4	Holiday Cancellation	<ul style="list-style-type: none"> ✓ Veterinarian’s confirmation to certify the insured pet required emergency life-saving surgery ✓ Original travel ticket, receipt, agreement relevant to the claim and documentary proof of trip cancellation or curtailment with non-refundable amount
5	Advertising Expenses	<ul style="list-style-type: none"> ✓ Original receipt for the cost of advertising for finding the stolen/lost insured pet in the local newspaper, magazine or mass media
6	Overseas Cover	<ul style="list-style-type: none"> ✓ In addition to the required items 1,2 and 3, please provide travel record of you or your family and the insured pet

This material is for reference only. The Company may reasonably further request you to provide supplementary information or evidence. For details of the Claims Conditions, please refer to the terms and conditions of the relevant insurance policy.