

For Petplan use only

# Equine Claim Form for Veterinary Fees, Death or Permanent Loss of Use

Please use a separate claim form for each animal, each illness or injury and each treating veterinary practice.

## How to make a claim:

- Step 1** Please complete Section 1 of this claim form
- Step 2** Take the claim form to your Vet and ask them to complete Section 2 and sign
- Step 3** Please complete Section 3. Payee details
- Step 4** Attach the original invoices and receipts to the completed claim form and post, fax or email to Petplan Australasia Pty Ltd  
Petplan Australasia Pty Ltd 1-3 Smolic Crt, Tullamarine, VIC 3043 Fax: 03 9339 3377 Email: claims@petplan.com.au

## Section 1. Policyholder to complete

### About You

Policy number \_\_\_\_\_ Your Name \_\_\_\_\_  
 Day phone \_\_\_\_\_ Home phone \_\_\_\_\_ Mobile phone \_\_\_\_\_  
 Email \_\_\_\_\_  
 Postal address \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

Please tick here if this is different to the address on your Certificate of Insurance. Your policy records will be updated with these details.

### About Your Horse

Horse's name \_\_\_\_\_ Colour \_\_\_\_\_ Height \_\_\_\_\_ Age \_\_\_\_\_

Stallion/Colt  Mare/Filly  Gelding

Are you the sole owner? (Tell us who shares ownership on a separate page) Yes No

Is this horse insured with any other company? (Tell us details on a separate page) Yes No

Was anyone else responsible for your horse when it was injured or became ill? (Tell us details on a separate page) Yes No

Name of your usual vet \_\_\_\_\_

Address \_\_\_\_\_ Postcode \_\_\_\_\_ Contact no. \_\_\_\_\_

### About Your Claim

What are you claiming for?

Vet fees Have you claimed for this condition before? Yes No If yes, please provide claim no. \_\_\_\_\_

Permanent loss of use

Death/humane destruction When did the horse die or was destroyed? \_\_\_\_\_ AM/PM

Disposal costs

Are you claiming for the cost of correct shoeing? Yes No If yes, how much does your shoeing normally cost? \$ \_\_\_\_\_ per set

What was the horse being used for when it became ill or injured? \_\_\_\_\_

Where did the illness or injury occur? \_\_\_\_\_ When did the illness or injury occur? \_\_\_\_\_ AM/PM

When was the vet first called? \_\_\_\_\_ AM/PM

If there was more than 24 hours before the vet attended advise reason \_\_\_\_\_

Details of the illness or injury (please give precise details of the part of the body affected) \_\_\_\_\_

\_\_\_\_\_

## Section 2. Please ask your vet to complete this section

### About the illness or injury

Did the horse die due to this illness or injury? (A post mortem must be carried out unless we have advised that it is not required) Yes No

Was the horse euthanised due to the illness or injury? Yes No

Did the horse's condition meet the guidelines set by AVA for immediate destruction? Yes No

Have you sent us a claim for this illness or injury before? Yes No

When did the illness or injury first begin? Date \_\_\_\_\_

Is the illness or injury likely to need further treatment? Yes No

Diagnosis of illness or injury, or clinical signs if no diagnosis has been made \_\_\_\_\_

Please give history and dates if this horse has been seen before for this illness or injury, any similar or related illness or injury, or any similar or related clinical sign \_\_\_\_\_

Is the illness or injury being claimed for related to this history? Yes No

### About the treatment

Date of treatment \_\_\_\_\_ Does the horse require remedial farriery? Yes No

If yes, please advise how many feet this is for \_\_\_\_\_

Did you recommend any alternative treatment? Yes No If yes, please give details \_\_\_\_\_

### Declaration By Veterinary Practice

This practice is authorised to have the claim(s) paid direct Yes No

I have checked the information on this claim form and confirm that it is all correct to the best of my knowledge and belief.

Name \_\_\_\_\_ Position in practice \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

Signature  \_\_\_\_\_ (Vet practice stamp here)

(Vet practice manager) Date \_\_\_\_\_ / \_\_\_\_ / \_\_\_\_

Petplan Australasia, ABN 64 069 468 542 AFSL No. 245663 administers the policy on behalf of Allianz Australia Insurance Limited ABN 15 000 122 AFSL 234708 which underwrites the policy.

## Section 3. Payee details

PLEASE COMPLETE **ONE** OF THE FOLLOWING *Please understand that we will not pay your vet unless it has been previously agreed with them to do so. Please check with your vet prior to selecting your payment option below.*

**Pay Vet.** I/We have arranged with my/our vet and would like this claim paid directly to them, less my excess and any other non-claimable items.

Name of the vet practice \_\_\_\_\_

or **Pay Policyholder(s).** I/We wish the claim to be paid to the policyholder(s) name on the Certificate of Insurance.

Electronic payment into policyholder's bank account  
(If you pay your premium by bank account, we will transfer your claim amount to this account)

Electronic payment into a chosen bank account  
(If you pay your premium by credit card, we will transfer your claim amount to the Bank account nominated below)

Account name \_\_\_\_\_ BSB \_\_\_\_\_ Account number \_\_\_\_\_

### What happens next:

Once we receive the necessary documentation, your claim will be processed as quickly and easily as possible. If you have any questions about your claim please call us on 1300 738 225 between 8:30am – 5:00pm (AEST) Monday to Friday.