

Pet Insurance

Insurance Product Information Document

Company: **Agria Försäkring**

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Product: **Agria Lifetime Pet Insurance**

This Insurance Product Information Document is only intended to provide a summary of the main cover and exclusions, and is not personalised to your specific individual needs in any way. Complete pre-contractual and contractual information on the product is provided in your policy documentation.

What is this type of insurance?

This is a pet insurance policy which provides cover for the cost of your pet's veterinary treatment for illnesses and injuries.



What is insured?

- ✓ **Veterinary Fees up to £6,500**
Cover is provided for veterinary treatment your pet receives for an illness or injury.
- ✓ **Advertising and Reward up to £1,000 (includes up to £250 for a reward)**
Advertising costs to recover your pet if it is lost or stolen, including the cost of a reward.
- ✓ **Travel and Accommodation up to £300**
The cost of travel and accommodation expenses if your usual vet refers your pet to another vet.
- ✓ **Third Party Liability up to £2,000,000 (This cover only applies to dogs)**
Compensation, costs and expenses awarded by a Court if you are found legally responsible as a result of someone being accidentally injured or killed by your dog, or if your dog accidentally damages or destroys someone's property.

The following are optional sections that are only covered if you choose them.

Death from Illness or Injury up to £1,500

The purchase price of your pet if it dies or has to be put to sleep by a vet as a result of an illness or injury.

Theft or Straying up to £1,500

Your pet's purchase price if it is lost or stolen and is not recovered within 45 days.

Breeding Cover

Fertility Examination, Pregnancy, Giving Birth and Veterinary Fees for Puppies and Kittens up to a combined amount of £1,000. Death from Pregnancy and Giving Birth up to £1,500.

- The cost of fertility examinations and treatment costs for complications of pregnancy and giving birth.
- Your pet's purchase price if it dies as a result of complications of pregnancy or giving birth.
- The cost of veterinary treatment your female pet's puppies or kittens receive for an illness or injury.

Boarding Fees or Daily Minding up to £1,000

The cost to board your pet at a licensed premises or for someone to look after your pet, if you or a member of your immediate family have to go into hospital for three or more consecutive days.

Holiday Cancellation up to £1,000

The cost of travel and accommodation expenses you lose if your pet needs emergency lifesaving treatment and/or surgery while you are on holiday or in the 7 days before it starts.

Overseas Travel

Cover while you are on holiday with your pet in a member country of the PETS Travel Scheme

- for quarantine costs up to £2,000,
- repeat worming treatment costs up to £250,
- replacement animal travel certificate or Pet Passport up to £250,
- emergency expenses up to £500,
- if we have offered cover, Third Party Liability in the European Union only, up to £2,000,000.



What is not insured?

- ✗ Any pet under the age of 8 weeks at the start of your policy.
- ✗ Preventative veterinary treatment.
- ✗ Veterinary treatment you choose to have carried out that does not treat an illness or injury.
- ✗ Illnesses that cats and dogs are usually vaccinated against if your pet has not been vaccinated.
- ✗ Anything that occurs outside the UK or the member countries of the PETS Travel Scheme (if overseas cover included).
- ✗ Pre-existing conditions: Illnesses and injuries that first showed signs before your policy started.
- ✗ Illnesses and injuries that happened before your policy started which are the same as illnesses and injuries your pet has during your policy. These include disorders that your pet can have in different eyes, ears, front and back legs and feet, knees, hips, shoulders and elbows.
- ✗ The use of your pet for guarding, security or racing.
- ✗ Any dog which should be registered under the Dangerous Dogs Act 1991 or the Dangerous Dogs Act (Northern Ireland) Order 1991 or any subsequent amendments.
- ✗ The following breeds:
Dogs: African Boerboel, Alapaha Blue Blood Bulldog, American Bull Terrier, American Bulldog, American Bully, American Pitbull Terrier, Bully Kutta, Cane Corso, Caucasian Shepherd, Czechoslovakian Wolfdog, Dogo Argentino, Fila Brasileiro, Japanese Tosa, Perro De Presa Canario (Canary Dog), Saarloos Wolfdog, Thai Ridgeback, any wolf hybrid and any cross with the preceding breeds.
Cats: Munchkin, any cat that you require a wild animal licence to keep, any breed of wild cat and any cross with the preceding breeds.
- ✗ War, terrorism, revolution and similar events, nuclear and radioactive contamination.



Are there any restrictions on cover?

- ! Costs for and resulting from an Illness in the first 10 days of your policy (this does not apply to the second or subsequent consecutive period of insurance).
- ! • Complementary treatment to a maximum of £1,000.
• Cover to a maximum of £750 for treatment for behavioural disorders.
• 50% of the cost of a prescription diet to a maximum £250.
• The cost of Platelet Rich Plasma therapies to a maximum of £750.
- ! The cost of cremation, burial and a house visit by a vet to put your pet to sleep to a maximum of £150.
- ! Any costs under Breeding Cover within 12 weeks of the start of this section.
- ! Death from Pregnancy and Giving Birth under Breeding Cover is only included if you have also chosen the Death and Theft or Straying option.
- ! Cover for tooth or gum disease if your pet has not had a dental health check in the last 12 months and had any veterinary treatment recommended by the vet carried out within three months of the recommendation.
- ! The maximum age for death cover from an illness as shown on your schedule of insurance.



Where am I covered?

✓ This policy is valid in the United Kingdom, the Channel Islands and the Isle of Man.

✓ If Overseas Travel cover is added:

Veterinary Fees: Cover is extended to include any country or territory that is part of the PETS Travel Scheme.

Third Party Liability (This cover only applies to dogs): Cover is extended to include any country or territory that is part of the European Union. Cover is provided for up to 120 days in each period of insurance.



What are my obligations?

- You must answer any questions truthfully, honestly and to the best of your knowledge.
- You must tell us if at any time during this insurance:-
 - o You move from the address you gave us.
 - o You do not own the animal insured any more or you become a joint owner.
 - o The animal does not live at the same address as you.
- If your pet is a dog you must also tell us if:
 - o You or anyone else is found legally liable for damage or injury caused by your dog.
- You are required to pay the amount of the Fixed Excess and Percentage Excess, as specified on your Schedule of Insurance:
 - o **Fixed Excess** - This is applied once per period of insurance to each separate illness and injury your pet receives veterinary treatment for. This means that if your pet suffers from one or more illness or injury in the same period of insurance, then you must pay a fixed excess for each illness or injury. Also, if the veterinary treatment your pet receives carries on into the next period of insurance and any more periods of insurance, then the fixed excess is applied to the treatment received in each period of insurance and you must pay two or more fixed excess, one for each period of insurance.
 - o **Percentage Excess** - This is calculated after the fixed excess has been deducted and is applied to all claims.
 - o Neither the Fixed Excess or Percentage Excess can be reduced and they can only be increased at the renewal of your policy.
- You must keep your premium payments up to date.
- If you move address during the policy year you are required to pay any additional premium that may become due.
- This is an annual contract of insurance and you are required to pay the full premium for the period of insurance, however, cancellation rights apply.
- You must give us all reasonable information that we ask for in connection with a claim, be available for interviews and cooperate with us or anyone acting for us.
- You must submit your claim by the end of the period of insurance or within 6 months of the first treatment date, whichever is the latter.
- You must take all reasonable precautions to maintain your pet's health and prevent the loss or theft of your pet.



When and how do I pay?

You can pay your premium as a one-off annual payment or by monthly instalments. Payment can be made by direct debit, debit card or credit card.



When does the cover start and end?

The policy covers you for a period of 12 months and the effective dates are detailed on your Schedule of Insurance.



How do I cancel the contract?

You can cancel the contract (conditions will apply) by contacting our Customer Service Centre by telephone (03330 30 83 98), email (info@agriapet.co.uk) or writing to us (Agria Pet Insurance Ltd, PO Box 506, Manchester, M28 8EN).