

LIFETIME PET INSURANCE

Policy Document

FOR PEACE OF MIND

Please take a little time to read and understand what **We** will cover and what **We** will not cover under **Your** insurance contract along with what **You** should do in the event of a claim to avoid any frustration or disappointment.

This document explains the detailed terms of **Your** insurance once **Your** details are accepted by **Us**. **We** have tried to make this insurance contract easily understood by **You**, the customer, in an effort to eliminate unrealistic expectations if an unfortunate incident should occur.

At the same time let **Us** assure **You** that if something occurs that is covered by this insurance contract, then **We** will try **Our** best to provide **You** with a high level of timely and courteous service.

PET INSURANCE

This Pet Insurance is underwritten by Alpha Insurance A/S. Registered Office: Sundkrogsgade 21, DK-2100, Copenhagen,, Denmark. Alpha Insurance A/S are authorised and regulated by the Finanstilsynet (the Danish Financial Regulator). Their authorisation reference is 53068. As an Insurance Company authorised within the European Union, Alpha is permitted to conduct business within the United Kingdom and is authorised by the Financial Conduct Authority. Their UK Financial Conduct Authority authorisation number is 431621.

This evidence of insurance is to confirm that the pet(s) for which you have paid the appropriate premium are insured. This document only constitutes a valid evidence of insurance when it is issued in conjunction with a **certificate of insurance**.

READ ME FIRST

ELIGIBILITY

- 1) **Your pet** must be aged between 8 weeks or before the age of 8 years on the date of purchasing this insurance **policy**.
- 2) **Your pet** must not be used for guarding, track racing or coursing.
- 3) **Your pet** must not be a dog that is, or is crossed with, a Pit Bull Terrier, Dogo Argentino, Perro De Presa Canario (Dogo Canario), Japanese Tosa or a Fila Brasileiro.
- 4) Your dog must not have been the subject of any complaint to the police.
- 5) This **policy** is only available to **you** if **you** and **your pet** are permanently resident in the **United Kingdom**.
- 6) **Your dog** must be microchipped.
- 7) **Your pet** must be registered at a **United Kingdom** Veterinary Practice on the **Policy** start date.

STATEMENT OF DEMANDS AND NEEDS

This **policy** meets the demands and needs of the customer who requires cover for **vet fees** incurred due to the treatment of their cat or dog for **injury** or **illness**. We do not make personal recommendations as to the suitability of the **policy** to individual circumstances.

EVIDENCE OF COVER

You should read this document carefully. It gives **you** full details of what is and is not covered and the conditions of the cover.

POLICY INFORMATION OR ADVICE

If **you** would like more information or if **you** feel the insurance may not meet **your** needs, please call the number shown on **your certificate of insurance**.

CANCELLATION PERIOD

If, after reading this document, **you** decide the terms of the insurance contract do not meet **your** requirements **you** can, within 14 days of the date of **you** received this document, simply call **the Administrator** on 01285 626020, for a full refund of premium, provided **you** have not made or intend to make a claim under this insurance **policy**.

At any other time during the **period of insurance**, **we** or **you** may cancel the **policy** by giving 30 days notice. However, **we** reserve the right to cancel this **policy** on 7 days written notice if **you** do not abide by the terms of these conditions, this will include acting dishonestly or fraudulently.

If **we** cancel the **policy** during this time, **we** will refund any amount **you** have paid for the rest of the **period of insurance**, as long as **you** have not made a claim. **You** cannot make a claim for medical treatment which occurred after the date the **policy** was cancelled, but cancelling the **policy** will not affect **your** right to claim for an event which occurred before the date the **policy** was cancelled.

Every notice to cancel this **policy** must be given in writing by recorded delivery. If **you** give **us** notice to cancel the **policy**, **you** must send it to the Administrator, Trent-Services (Administration) Ltd at Trent House, Love Lane, Cirencester, Gloucestershire, GL7 1XD, e-mail: admin@trent-services.co.uk. If **we** give **you** notice **we** will send it to **your** last known address.

LAW APPLICABLE UNDER THIS CONTRACT

You and **we** are free to choose the laws applicable to the **policy**. **We** propose to apply the laws of England with exclusive jurisdiction to the Courts of England and Wales and by purchasing this **policy**, **you** have agreed to this.

COMPLAINTS PROCEDURE

If **you** have any cause for complaint regarding this insurance, please refer to the Complaints Section of **your policy** wording.

LEVELS OF COVER

Your Certificate of Insurance will show you which level of cover you have chosen

LEVEL 1: LIFETIME £4,000 LIMIT

We will pay for veterinary fees for each new medical condition. You will be covered for veterinary fees up to the policy limit each year and this will be reinstated each year providing cover is made available to you and you continue to renew your policy with us.

The most we will pay out any one period of insurance is £4,000.

LEVEL 2: LIFETIME £6,000 LIMIT

We will pay for veterinary fees for each new medical condition. You will be covered for veterinary fees up to the policy limit each year and this will be reinstated each year providing cover is made available to you and you continue to renew your policy with us.

The most we will pay out any one period of insurance is £6,000.

IMPORTANT

Upgrade/Downgrade cover – If **You** transfer **Your Pet** to a policy with an additional or higher policy limits, the additional or higher policy limits will not apply if the Condition signs or symptoms started before the transfer date. If **You** transfer **Your Pet** to a plan with lower policy limits, the higher policy limits will no longer apply to any claims **You** are currently making.

DEFINITIONS

Any word defined below will have the same meaning wherever it is shown in **Your Policy** in bold print. These definitions have been listed in alphabetical order.

Accident

A sudden and unexpected event which happens during the **Policy** year, which results in bodily **Illness** or **Injury** to **Your Pet**.

Administrator

Means Trent-Services (Administration) Ltd, Trent House, Love Lane, Cirencester, Gloucestershire, GL7 1XD, e-mail: admin@trent-services.co.uk, telephone: 01285 626020. Trent-Services (Administration) Ltd are authorised and regulated by the Financial Conduct Authority No. 315285.

Behavioural illness

Any changes to **your pet's** normal behaviour, resulting from a mental or emotional disorder.

Certificate of insurance

An insurance validation **Certificate** issued by **Us** which forms part of this **Policy** and contains the name of policyholder and gives **Your Pet's** details and details of the cover provided by this **Policy**.

Chronic Condition

Means any condition that continues indefinitely, or cannot be cured or eradicated and that may recur or requires ongoing treatment.

Claims Handler

Trent-Services (Administration) Ltd. Telephone: 01285 626020 or e-mail us at admin@trent-services.co.uk quoting your policy number.

Clinical signs

Changes in **Your Pet's** normal healthy state, its bodily functions or behaviour.

Co-insurance

The amount **you** are required to pay towards the costs of the **veterinary fees** where **your** pet is aged 7 years or older at the time of the claim. The **excess** amounts applicable are as follows:

7 Years or older: 20% will be deducted from the claims settlement after the **excess**;
12 Years or older: 25% will be deducted from the claims settlement after the **excess**.

An example of how a claim would be calculated with a 20% **excess** is as follows:

Valid claim arises for Veterinary fees :	£500.00
Excess amount:	£95.00
Amount payable less excess :	£405.00
20% co-insurance:	£81.00
Claim total settlement:	£324.00

Complementary therapist

A Certified Clinical Animal Behaviourist or a member of one of the following organisations: Association of Chartered Physiotherapists in Animal Therapy, Association of Pet Behaviour Counsellors, Bowen Technique Therapists, Canine and Feline Behaviour Association, Canine Hydrotherapy Association, McTimoney Animal Association, McTimoney Chiropractic Association, National Association of Veterinary Physiotherapists, or The International Association of Animal Therapists (UK).

Complementary treatment

Complementary treatment, including herbal or homeopathic medicine as recommended and prescribed by **Your Vet**, excluding complementary treatment that has not been specifically recommended by **Your** vet in respect of the condition suffered.

Excess

This is the first amount of each unrelated claim for a new condition which is payable by **You**. The **Excess** amount as stated on **Your Certificate of Insurance**.

Home

The place in the **United Kingdom** where **You** usually live.

Illness

Changes to a normal healthy state, sickness, disease, defects and abnormalities including defects and abnormalities **Your Pet** was born with or were passed on by its parents.

Immediate family

Your husband, wife, civil partner, life partner, parents, sons and daughters.

Injury

A physical **Injury** caused immediately by an **Accident**. It does not include **Injury** that happens over a period of time.

Maximum benefit

The most **we** will pay during the **Period of Insurance** is detailed in the **Certificate of Insurance**.

Period of Insurance

The period for which **We** have accepted the premium as stated in **Your Certificate of Insurance**. This is an annually renewable **Policy** which can be premium funded to enable monthly instalments.

Pet Passport

The official **UK** Pet Travel Scheme documents provided by a **Vet** who has the Government's authority to do so.

Pet Travel Scheme (PETS)

The **UK** Government scheme which allows you to take your pet to certain qualifying countries and to re-enter the **United Kingdom** without putting your pet into quarantine, so long as you have met the rules of the scheme.

Policy

Your Certificate of Insurance, this **policy** and endorsements

Pre-existing conditions

Any condition, **illness** or **injury** which occurred or first showed **clinical signs** prior to the **Policy** start date, whether diagnosed or not. This includes if the condition, **illness** or **injury** has the same diagnoses or is caused by, relates to or results from a condition, **illness** or **injury** which occurred prior to the policy start date.

A condition will cease to be a pre-existing condition if:

- a) **Your Pet** has fully recovered, leaving no susceptibility to future problems or underlying weakness and since that point;
- b) **Your Pet** has not received any treatment for or in connection with the condition for a continuous period of 24 calendar months;
- c) there are no symptoms or vet consultations relating to the condition for the previous 24 months.

Territorial Limits:

1. **United Kingdom** and:
2. Anywhere in the world for up to three (3) months during the **Period of Insurance** provided that **Your Pet** has a valid **Pet Passport** and is accompanying you on holiday. You must ensure that all the conditions of the **Pet Travel Scheme** have been met and a full invoice and any relevant clinical notes have been provided.

United Kingdom

England, Wales, Scotland and Northern Ireland.

Vet

A current, qualified member of the Royal College of Veterinary Surgeons practising within the **United Kingdom** or is registered to practice in the country in which **Veterinary Treatment** is received.

Veterinary Fees

The amount **Vets** in general or referral practice usually charge.

Veterinary Treatment

Any examination, consultation, advice, tests, X-rays, legally prescribed medication, surgery and nursing required to treat an **Illness** or **Injury**, provided by a **Vet**, a veterinary nurse or another member of the veterinary practice under the supervision of a **Vet**. This includes **Complementary Treatment** and alternative treatment as recommended by a **Vet**.

We, Us, Our, Insurer

Alpha Insurance A/S, Harbour House, Sundkrogsgade 21, DK-2100, Denmark.

You/Your

The person whose name appears on **Your Certificate of Insurance** document.

Your pet

Any dog or cat named on the **Certificate of Insurance**.

SECTIONS OF COVER:

Section 1A - Veterinary fees

What You Are Covered For:

We will pay **You** up to the limit shown on your **Certificate of Insurance** for the cost of **Veterinary Fees** for **Veterinary Treatment** your **pet** has received within the **Territorial Limits** during the **Period of Insurance** to treat an **Illness** or **Injury**.

What You Are Not Covered For:

In addition to the General Exclusions of the **policy**, the **Insurer** shall not be responsible for:

1. The **Excess** as shown in **Your Certificate of Insurance**. The **Excess** is payable directly to the **Vet**.
2. The **Co-insurance** amount of 20% where **Your Pet** is 7 year of age or older.
3. The **Co-insurance** amount of 25% where **Your Pet** is 12 years of age or older.
4. More than the **Maximum Benefit** for the combined treatment cost of all **Illnesses** and injuries in the **Period of Insurance**.
5. Any **Pre-existing Conditions**.
6. Any **Chronic Condition** that pre dates the **Policy** start date.
7. The cost of treatment for:
 - a. An **Accident** within the first 5 days of **Your Pet's** first policy year,
 - b. An **Illness** within the first 14 days of **Your Pet's** first policy year,
 - c. An **Illness** caused by or relating to or a clinical sign that was noticed, or an **Illness** that showed **Clinical Signs**, within the first 14 days of **Your Pet's** first **Period of Insurance**.
8. The cost of treatment to prevent **Injury** or **Illness**.
9. The cost of treatment or complications arising from treatment, **You** choose to have carried out and is not directly related to an **Injury** or **Illness**, including but not limited to dew claws (unless damaged) and umbilical hernias.
10. The cost of killing and controlling fleas, general health improvers and any treatment in connection with pregnancy or giving birth including caesareans.
11. The cost of any food (including food prescribed by a **Vet**) unless 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 6 months.
12. The cost of pheromone Vet Plan Product, including DAP diffusers and Feliway unless used as part of a structured behaviour modification programme, and then limited to a maximum period of 6 months.
13. The cost of vaccinations, urine tests, routine blood tests, castration, spaying (including spaying for mammary tumours and false pregnancy) unless:
 - a. The procedure is carried out to treat a specific **Illness** or **Injury** not excluded above, or;

- b. The costs claimed are for treating complications that arise from these procedures.
14. Any costs associated with breeding as well as pregnancy and birth (including caesarean sections).
15. The cost of treating an **Injury** or **Illness** deliberately caused by **You** or anyone living with **You**.
16. The costs of having **Your Pet**:
 - a. Put to sleep, including veterinary consultations, visits or prescribed medications specifically needed to carry out the procedure, or
 - b. Cremated, buried or disposed of and post mortem costs.
17. The cost of house calls unless the **Vet** confirms that moving **Your Pet** would further damage its health, regardless of **Your** personal circumstances.
18. Extra costs for treating **Your Pet** outside usual surgery hours, unless the **Vet** confirms that the condition is life threatening.
19. The cost of hospitalisation and any associated **Veterinary Treatment**, unless the **Vet** confirms it is essential that **Your Pet** is hospitalised, regardless of **Your** personal circumstance.
20. Costs resulting from an **Injury** or **Illness** specified as excluded on **Your Certificate of Insurance** or generally not covered within these terms and conditions.
21. The cost of surgical items that can be used more than once.
22. The cost of treatment for aggression which is inherent in **Your Pet** or behavioural **Illness** if **Your Pet's** behaviour is caused by **You** failing to provide training.
23. The cost of any form of housing, including cages, whether hired or purchased.
24. The cost of bathing, grooming or de-matting **Your Pet** unless: **You** have taken all reasonable steps to maintain **Your Pet's** health; and
 - a. A **Vet** confirms veterinary expertise is needed and therefore only a **Vet** or
 - b. a member of a veterinary practice can carry out these activities, regardless of **Your** personal circumstances.
25. The cost of any prosthesis, including any **Veterinary Treatment** needed to fit the prosthesis, other than the cost of hip, knee and/or elbow replacement(s).
26. The cost of any claim caused by **Your** negligence (including the treatment of obese **Pets** and symptoms incidental to obesity).
27. The cost of dental treatment unless **Your** pet has had its teeth checked by a **Vet** in the 12 months before the onset date of the claim. If any treatment was recommended as a result of the check this must have been carried out.
28. More than one claim for a dietary indiscretion during any one **Period of Insurance**.
29. Any **Veterinary Fees** for treatment to a **Vets** own **Pet** and fees for pets belonging to veterinary practice staff unless claimed at cost price.
30. The cost of any treatment in connection with retained testicles if **Your** pet is over the age of 12 weeks when cover commenced.
31. Any cost associated with routine or investigative laboratory tests or procedures unless the **Clinical Signs/symptoms** exist and the tests and procedures are to diagnose a specific condition. This includes pre-operative blood tests unless your pet's medical history indicates a life threatening risk during surgery.
32. Any administrative costs incurred by completing a claim form, vet referral letters postage and packing fees and clinical waste fees.
33. The cost of obtaining a second opinion regarding your pet's condition.
34. Any claim notified 90 days after the date of the first **Veterinary Treatment** for the condition, **Injury** or **Illness**.
- 35.

Section 1B – Complementary treatment

What You Are Covered For:

Following receipt of instructions from the **Vet**, we will pay you up to £1,000 for the cost of **Complementary Treatment** **Your Pet** has received within the **United Kingdom** during the **Period of Insurance** to treat an **Illness** or **injury**.

What You Are Not Covered For:

In addition to all the exclusions listed above (Section 1A - Veterinary fees, Exclusions 1 to 34) **You** will not be covered for:

1. **Any complimentary Therapy Fees for treatment to a Complementary Therapists own Pet and Fees for Pets belonging to Complementary Therapists practice staff unless claimed at cost price**

Section 1C – Theft or Straying

Please note that cover only applies if the Additional Benefits section is shown as Included on **Your Certificate of Insurance**.

What is covered

The purchase price of **Your Pet** if it is stolen or goes missing during the **Period of Insurance**. If you did not pay for **Your Pet** or cannot provide evidence of the purchase price, **We** will pay the market value instead.

What is not covered

1. More than the purchase price, £250 for dogs and £100 for cats;
2. Any amount until **Your Pet** has been missing for 90 days;
3. Any amount if a claim has not been submitted within 180 days of **Your Pet** going missing.

Section 1D – Accidental Death

Please note that cover only applies if the Additional Benefits section is shown as Included on **Your Certificate of Insurance**.

What is covered

The purchase price of **Your Pet** if it dies or has to be put to sleep by a vet following an accident during the **Period of Insurance**. If **You** did not pay for **Your Pet** or cannot provide evidence of the purchase price **We** will pay the market price instead.

What is not covered

1. More than the purchase price, £250 for dogs and £100 for cats;
2. Death caused by an **Illness** for pets over 5 years of age;
3. Any amount after 180 days from the date of the loss.

Section 1E – Accidental Damage

What is covered

We will insure **You** up to £500 for the Accidental Damage to personal property that is not owned by you, a member of your immediate family, a relative, employee, guest of other person who is responsible for or in control of **Your Pet**.

You are covered while the pet is visiting someone else's property, whether or not you are legally liable for the damage.

What is not covered:

1. Damage to any other motor vehicle or its contents;
2. Damage caused by **Your Pet** vomiting, defecating or urinating;
3. Damage while the pet is left unattended.

Section 1F – Emergency Boarding Kennel/Cattery Fees

What is covered:

We will pay **You** up to £500 for the cost of boarding **Your** pet for the duration that **You** are registered as an in-patient of a hospital provided **You** suffer:

1. Any bodily injury, sickness or disease and **You** are in hospital for longer than 4 consecutive days during a policy year; and
2. There is no other responsible person who can care for **Your Pet**. **You** must board **Your Pet** at a licensed kennel or cattery or place it in the care of a professional home carer.

What is not covered:

Any claims by you for:

1. Any hospitalisation that could reasonably have been expected or foreseen when **You** took out or renewed this policy and any potentially recurred medical condition you already have;
2. Any costs resulting from you or your partner being pregnant, giving birth or any treatment that is not as a result of an injury or illness.

Any claim by you for:

1. Costs as a result of any hospital stay that was not on the advice of a doctor, specialist or consultant;
2. Costs as a result of nursing-home care or convalescence care that **You** do not receive in hospital;
3. Costs as a result of **You** being hospitalised for alcoholism, drug abuse, attempted suicide or self-inflicted injuries;
4. Any amount if the boarding kennel/cattery/pet minding business is not licensed.

Section 2 – Public Liability

Policy Cover:

Third Party Liability Cover under this section only applies to dogs for Cover Levels 1 & 2. This section does not apply to anywhere outside of the **United Kingdom**.

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

What we will pay for:

If property is damaged, or someone is killed, injured or falls ill as a result of an incident involving **Your** pet during the **Period of Insurance** and **You** are legally responsible, **We** will pay:

1. Compensation and claimant's costs and expenses, and
2. Legal costs and expenses for defending a claim against **you**.
3. Public Liability Limit of Indemnity £1,000,000 in aggregate, within the **Period of Insurance**.

What you pay:

The first £250 of any compensation claim paid under this section of your policy.

What we will not pay:

1. Liability covered by any other policy unless all cover under that policy has been exhausted.
2. More than the maximum limit of indemnity for each incident.
3. Any costs and expenses for defending **You** which **We** have not agreed beforehand.
4. Any compensation, costs and expenses for an incident which involves **Your** profession, occupation or business.
5. Any compensation, costs and expenses if **You** are legally responsible only because of a contract **You** have entered into.
6. Any compensation, costs and expenses if the person who is killed, injured or falls ill, lives with **You**, is a member of **Your** immediate family or is employed by **You**.
7. Any compensation, costs and expenses if the property damaged belongs to **You**, any person who lives with **You**, a member of **Your** immediate family or a person who is employed by **You**.
8. Any compensation, costs and expenses if **You**, a member of **Your** immediate family or any person who lives with **You** or is employed by **You** is responsible for, or looking after, the property that is damaged.
9. Any compensation, costs and expenses that result from an incident if **You** have not followed instructions or advice given to **You** by previous owners or the re-homing organisation about the behaviour of **Your Pet**.
10. Any compensation, costs and expenses if **You** are deemed responsible under the laws of any country, other than members of the European Union.
11. Any compensation, costs and expenses if **You** are responsible for air, water or soil pollution, unless it can be proven that the pollution took place immediately after and as a result of an accident involving **Your Pet**.
12. Any compensation, costs and expenses resulting from an incident that happens where **You** work.
13. Any compensation, costs and expenses if **Your Pet** is kept or lives on premises which sell alcohol.
14. Costs resulting from any incident specified as excluded on **Your Certificate of Insurance** Animal Details or generally not covered within these Terms and Conditions.
15. Death or bodily injury (including disease and illness) and loss or damage to property arising out of ownership, custody or control by or on behalf of **You** or a dog of a type specified in Section 1 of the Dangerous Dogs Act 1991 (or designated for the purposes of that Section by an order of the Secretary of State) or in the Dangerous Dogs (Northern Ireland) Order 1991.
16. Any fines, penalties or breach of quarantine restrictions or import or export regulations

Special conditions that apply to this section

1. **You** must not admit responsibility, agree to pay any claim or negotiate with any person following an incident.
2. **You** agree to provide us with any information connected with the claim we reasonably ask for including details of your **Pet's** history.
3. **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.
4. **You** must allow **Us** to take charge of **Your** claim and allow **Us** to prosecute in **Your** name for **Our** benefit.
5. **You** must immediately send **Us** any writ, summons or legal documents **You** receive and **You** must never send any replies to these documents.

GENERAL CONDITIONS

1. Throughout the **Period of Insurance** **You** must take all reasonable steps to maintain **Your Pet's** health and to prevent **Accidents, Injury, Illness** and loss.
2. **You** must keep **Your Pets** vaccinations and boosters up to date and in line with the vets recommendations:
Dogs – Distemper, hepatitis, leptospirosis and parvovirus
Cats – Feline infectious enteritis, feline leukaemia and cat flu
If you do not vaccinate your pet for these conditions, we will not pay any claims that result from any of these illnesses.
3. If, when **You** claim, there is another insurance under which **You** are entitled to an indemnity; **We** will only pay **Our** share of the claim. **You** must tell **Us** the name and address of the other insurance company and **Your** policy number.
4. 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.
5. If **You** have provided false information, or make a false or exaggerated claim, or any claim involves **Your** dishonesty, this **Policy** will end and **Our Claims Handler** will not make any further claim payments.
6. **Your Pet** is only covered under this **Policy** if **You** pay the premium. If **You** pay the yearly premium in instalments and **You** miss an instalment **You** must pay the outstanding amount within 10 days of the date the instalment is due to be paid. If **We** do not receive **Your** payment within 10 days of the date the premium is due, **Your** insurance will automatically stop and **We** will make no further claim payments.
7. **You** agree that any **Vet** has **Your** permission to release information **We** ask for about **Your Pet**. If the vet makes a charge for this, **You** must pay the charge.
8. Under normal circumstances the **Claims Handler** will pay the claim to the **Vet**. **You** will be required to pay the **Excess** to the **Vet**. 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, the **Claims Handler** will tell the vet what the insurance covers, what they will not pay for, how the amount they pay is calculated and if the premiums are paid to date.
9. If the **Claims Handler** receives a request to pay the claim payment direct to **You**, they reserve the right to decline this request.
10. If the **Claims Handler** considers the **Veterinary Treatment** or **Complementary Treatment** **Your Pet** receives may not be required or may be excessive when compared with the treatment that is normally recommended to treat the same **Illness** or **Injury** by general or referral practices, they reserve the right to request a second opinion from a **Vet** that they choose.
If the **Vet** they choose does not agree with the **Veterinary Treatment** or **Complementary Treatment** provided they may decide to pay only the cost of the **Veterinary Treatment** or **Complementary Treatment** that was necessary to treat the **Injury** or **Illness**, as advised by the **Vet** from whom they have requested the second opinion.
11. When the **Claims Handler** offers further periods of insurance they may change the premium and the **Policy** terms and conditions.

12. The **Claims Handler** will not guarantee on the phone to pay a claim. **You** must send them a claim form that has been fully completed and they will then write to **You** with their decision.
13. When **You** claim **You** agree to give the **Claims Handler** any information they may reasonably ask for.
14. **You** and **We** are free to choose the laws applicable to the **Policy**. **We** propose to apply the British Law with exclusive jurisdiction to the Courts of England and Wales and by purchasing this **Policy**, **You** have agreed to this.
15. Unless **We** agree otherwise the language of the **Policy** and all communications relating to it will be in English.
16. **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 an **Illness**. And, if the **Claims Handler** decides, they will refer the case to a **Vet** that they choose.
17. **You** agree to pay translation costs for any claim documentation not written in English.
18. If **You** pay **Your** premium by direct debit instalments or monthly instalments, when **Your Policy** is due for renewal 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** before the **Policy** expires with full details of **Your** next year's premium and **Policy** conditions. If **You** do not want to renew this **Policy**, all **You** need to do is contact us on 01285 626020.
19. **Your Pet** must have annual check ups.

GENERAL EXCLUSIONS

In addition to the exclusions listed under "what **You** are not covered for", the **Insurer** shall not be responsible for:

1. Any animal less than 8 weeks old at the date cover started as shown on **Your Certificate of Insurance**.
2. Any claim for treatment not carried out within the **Territorial Limits**.
3. Any claim for dogs which are used for guarding, track racing or coursing.
4. Any claim for a dog that is, or is crossed with, a Pit Bull Terrier, Dogo Argentino, Perro De Presa Canario (Dogo Canario), Japanese Tosa or a Fila Brasileiro.
5. Any amount if **You** break the **United Kingdom** laws or regulations, including those relating to animal health or importation.
6. Any amount if **Your Pet** is confiscated or destroyed by government or public authorities or under the Animals Act 1971 **United Kingdom** because it was worrying livestock. This includes any further amendments to this Act.
7. Any costs caused because the Department for Environment, Food and Rural Affairs (DEFRA) have put restrictions on **Your Pet**.
8. Any loss as a result of an act of force or violence for political, religious or ideological reasons, war, riot, revolution or any similar event, including any chemical or biological terrorism.
9. Any dog that must be registered under the Dangerous Dogs Act 1991, Dangerous Dogs (amendment) Act 1997, Dangerous Dogs Order (Northern Ireland) 1991 or any further amendments to this Act.
10. Any legal expenses, fines and penalties connected with or resulting from a Criminal Court Case or an Act of Parliament.
11. Any amount resulting from a disease transmitted from animals to humans.
12. Any amount if **You** or **Your Pet** live outside the **United Kingdom**.
13. Any costs caused by **You** taking **Your Pet** on a journey against a **Vet's** advice.
14. Any claim for a dog that is not microchipped in accordance with the 2016 Dog Microchipping Legislation.

COMPENSATION SCHEME

Alpha Insurance A/S is covered under the Forsikrings Garantifond which provides financial compensation in the event of any financial failure of the Insurer.

FRAUD

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

- i. provide **us** or **our claims handler** with false information or
- ii. make a false or exaggerated claim with **us** or
- iii. make any claim with **our claims handler** which involves **your** dishonesty.

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

HOW WE USE YOUR DATA

Please be aware that telephone calls may be monitored and recorded.

1. **Your** details will be stored on **Our Claims Handler's** computer system to administer **Your Policy** but will not be kept longer than is necessary.
2. **Our Claims Handler** can only discuss **Your** personal details with **You**. If **You** would like anyone else to act on **Your** behalf please let us know.
3. **Our Claims Handler** may use **Your** details to support the development of **Our** business by including them in customer surveys.
4. **We** may share **Your** details with other insurance companies, directly or through a number of databases. This allows **Us** to check information **You** give **Us** and also help **Us** prevent fraud.
5. **Your** personal details may be transferred to countries outside the European Economic Area (EEA). They will at all times be held securely and handled with the utmost care in accordance with all principles of the laws of England.
6. **We** may pass **your** information to selected third party advisors or suppliers outside **Our** group for the purpose of administering **Your** claim.

How to claim

1. **You** must contact the **Claims handler** to obtain a claims form. Please telephone Trent-Services (Administration) Limited on 01285 626020 or e-mail us at admin@trent-services.co.uk.
2. Please complete the claim form and ask:
 - a. **Your Vet** to fill out their section. (Unfortunately **We** do not pay **Your Vet** to do this) or
 - b. **Your Vet** and **Complementary Therapist** to fill out their section(s). (Unfortunately **We** do not pay **Your Vet** or **Complementary Therapist** to do this).
3. Please return the claim form to **Our Claims handler** with the invoices setting out the costs involved. This should be sent to Trent-Services (Administration) Ltd, Trent House, Love Lane, Cirencester, Gloucestershire, GL7 1XD.

When to claim

You or **Your Vet** should send **Our Claims Handler Your** claim form at the end of treatment or the end of the **Period of Insurance** if the treatment has not finished by this time. The claim must be submitted within 31 days of **Your Pet** receiving treatment.

Please note that failure to follow these steps may delay and/or jeopardise the payment of **Your** claim.

Complaints

We care about the service **We** provide to **You** and **We** make every effort to maintain the highest possible standards. If **You** have any questions about the Policy please ask **Us**. Please have this document available so that **We** can deal with **Your** enquiry speedily.

Although **We** set ourselves high standards, if **We** do not meet **Your** expectations and **You** are dissatisfied in some way **We** would like to know. If **You** follow the guidelines below, **Your** complaint will be dealt with in the most efficient way possible.

Any complaints about this policy or related services should, in the first instance, be made to the Complaints Manager, Trent Services (Administration) Ltd., Trent House, Love Lane, Cirencester, Gloucestershire, GL7 1XD, Tel: +44(0)1285 626020 who will respond to any complaint within 10 days.

If **You** remain dissatisfied with **Our** handling of and response to the complaint **You** may be referred to the Danish Insurance Complaints Board, Ankenævnet for Forsikring (the Board) or the U.K. Financial Ombudsman Service (FOS), depending on the nature of the complaint and whether it should properly be directed against **Us** or another party.

Contact details are as follows:

The Danish Insurance Complaints Board
Ankenævnet for Forsikring
Anker Heegaards Gade 2,
Postboks 360
DK-1572 Copenhagen
Denmark
Tel: 0045 3315 8900

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR
Tel: 0800 023 4567
Email: complaint.info@financial-ombudsman.org.uk
Website: <http://financial-ombudsman.org.uk/contact/>

You have the right to refer **Your** complaint to the FOS, free of charge, but **You** must do so within six months of the date of **Our** final response letter.

If **You** do not refer **Your** complaint in time, the Ombudsman will not have **Our** permission to consider **Your** complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.

In order for the Board to deal with **Your** complaint, **You** will need to agree to their applying the rules of Danish law and practice in the adjudication process. Referring a complaint to the Board or the FOS is an alternative form of dispute resolution. It does not affect **Your** right to take legal action.

Alpha Insurance A/S is authorised and regulated by Finanstilsynet (the Danish FSA), under authorisation number 53068 and you can check this by visiting the Finanstilsynet website at www.finanstilsynet.dk. As an insurance company authorised within the European Union, Alpha Insurance A/S is permitted to conduct business in the United Kingdom under FCA reference 431621. **You** can check this by visiting the Financial Services Register on the FCA website at www.fca.org.uk.