

## for Loss by Theft or Straying, Advertising and Reward

**PLEASE MAKE SURE THIS CLAIM FORM IS COMPLETED CLEARLY AND IN FULL TO ENSURE THE CORRECT ASSESSMENT OF YOUR CLAIM. PLEASE COMPLETE A SEPARATE FORM FOR EACH PET**

PLEASE COMPLETE USING A BLACK PEN AND BLOCK CAPITALS.

**We're happy to help!**  
If you have any questions call us on  
**0344 391 1087**

**1. Policyholder to complete** POLICY REFERENCE

P | H | M | G | | | | | | | | | |

**2. Policyholder to complete** ABOUT YOU

Policyholder name \_\_\_\_\_  
Daytime telephone no \_\_\_\_\_  
Email address \_\_\_\_\_  
Policyholder address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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

**A. When did you first notice your pet was missing?**  
(A claim cannot be submitted until 90 days have elapsed)

Date / / Time \_\_\_\_\_

Place \_\_\_\_\_

**B. Where and when was your pet last seen?**

Date / / Time \_\_\_\_\_

Place \_\_\_\_\_

**C. If your pet has been recovered, please state**

Date / / Time \_\_\_\_\_

Place \_\_\_\_\_

**3. Policyholder to complete** ABOUT YOUR PET

Your pet's name \_\_\_\_\_  
Pedigree name \_\_\_\_\_  
Pet's date of birth / /  
Dog  Cat  Rabbit  Male  Female   
Breed \_\_\_\_\_  
Is your pet insured with any other company? Yes  No

If Yes, please state which company \_\_\_\_\_

Where did you purchase your pet? \_\_\_\_\_  
Date of purchase / /

Original purchase price (dog/cat only): £ -

Value immediately prior to the loss (dog/cat only)  
£ -

**A. Please advise circumstances of loss** (continue overleaf if necessary)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**B. If you were overseas when the loss occurred, please state which country**

\_\_\_\_\_

**C. Please tell us the details of the police station the theft of your pet was reported to:** (continue overleaf if necessary)

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_

Telephone no (incl. STD) \_\_\_\_\_

Date reported / /

Police report no \_\_\_\_\_

\_\_\_\_\_

**D. Please tell us the details of the officer/vet/carrier to which the loss of your pet was reported:** (continue overleaf if necessary)

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_

Telephone no (incl. STD) \_\_\_\_\_

Date reported / /

\_\_\_\_\_

**4. Policyholder to complete** DOCUMENTATION

DOCUMENTS REQUIRED IN SUPPORT OF THIS CLAIM:  
**IF YOU ARE CLAIMING FOR THE PURCHASE PRICE OF YOUR PET, PLEASE INCLUDE ONLY ORIGINAL DOCUMENTS** Please tick if enclosed

**DOGS AND CATS**

- Purchase receipt
- Pedigree certificate
- Kennel Club/G.C.C.F registration
- Written confirmation of loss by the police (for dog), by a vet (for cat) or if overseas, the carrier/operator. If written confirmation cannot be provided an official police/vet stamp and other information requested will be required in **SECTION 7** below

**DOGS, CATS AND RABBITS**

- Any other relevant documents (copy of poster, advert)
- Receipts to support advertising expenses (If applicable)
- Receipts, including name, address and telephone number of recipient, to support a claim for reward (If applicable)

**N.B.** In cases where a missing pet is recovered subsequent to payment of a claim the claimant agrees to reimburse Pets at Home pet insurance the full amount received in respect of their claim.

**If unable to send any of these documents please offer explanation on a separate sheet of paper.** Please circle the number of documents enclosed **including** this form 1 2 3 4 5 6 7 8

**5. Policyholder to complete** ADVERTISING AND REWARD

**A.** Are you claiming for advertising? Yes  No

**If Yes,** please give full details  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Amount \_\_\_\_\_ **Currency** \_\_\_\_\_

**B.** Have you paid a reward? Yes  No

Was the reward agreed in advance with Pets at Home pet insurance? Yes  No

Amount \_\_\_\_\_ **Currency** \_\_\_\_\_

Please attach written confirmation from the person who received the reward.

**6. Policyholder to complete** PAYEE DETAILS

Cheques will be automatically made payable to the policyholder named on your Certificate of Insurance.

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

Please sign here 

**7. Reporting officer/vet/carrier to complete** DECLARATION

**Please ensure this section is completed and stamped**

Date reported / /

Police registration no (if applicable)

**I confirm that the loss of the above pet has been reported**

Signature of reporting officer/vet/carrier

 Date / /

Official stamp (if applicable)

Circumstances of loss (continued)  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Police/vet/carrier contacted (continued)  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Please continue on a separate sheet if necessary

**IMPORTANT NOTES**

- The insurance is underwritten and administered by Allianz Insurance plc.
- Please use a separate claim form for each pet.

- Please send completed forms, including copies of all receipts to:  
 Pets at Home Pet Insurance, Allianz Insurance plc, Great West House (GW2),  
 Great West Road, Brentford, Middlesex TW8 9DX.

Pet Insurance from Pets at Home Ltd, is sold, underwritten and administered by Allianz Insurance plc (Registered in England No. 846380).  
 Registered office: 57 Ladymead, Guildford, Surrey GU1 1DB.

Pets at Home Ltd is an Appointed Representative of Allianz Insurance plc which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Pets at Home Ltd is not part of the Allianz (UK) Group.

**INCOMPLETE CLAIM FORMS WILL BE RETURNED TO THE POLICYHOLDER**