

Hollard Pet Insurance Information

Hollard Pet Insurance - Protecting a healthy future for your pet!

Like any member of your family your pet can unfortunately and unexpectedly become ill or suffer an accident. Even expenses for annual routine care like vaccinations, flea, tick and worm control can come as quite a shock.

Imagine knowing your pet can be treated, but that it will cost hundreds or thousands of Rand. With Hollard Pet Insurance, you needn't worry as we may be able to assist with the cost of the very best Veterinary treatment, which your pet deserves.

Actual Claim Examples:

Description of Claim	Claimed Amount	Benefit Paid
Cruciate Ligament Rupture	R 14 378.81	R 11 564.87
Obstruction-Oesophagus	R 5 932.95	R 4 995.41
Skin Lesions	R 4 355.00	R 3 634.00
Femur Head Fracture	R 5 206.05	R 4 381.58

Facts:

- 2 out of 3 pets require Veterinary attention each year
- 66% of all Veterinary visits each year are due to sudden illness
- Accidents and serious illness can affect your pet at any time, no matter what their age

Why Hollard Pet Insurance?

Hollard Pet Insurance is the ideal plan for protecting your Pet's Health

- administered by PetSure - providing pet insurance since 1992
- brought to you by The Hollard Insurance Company Ltd, one of South Africa's largest insurance underwriters
- offers a comprehensive choice of cover - to suit your pet's needs
- no upper age limit for Accidental Injury Cover
- benefits for preventative Routine Care
- multi pet discount - insure more than one pet to qualify for discount
- 14 day money back guarantee
- claims settled promptly and fairly
- the choice to utilise any licensed Veterinarian countrywide

Responsible pet ownership means providing your pet with the best care you can. Hollard Pet Insurance means you don't have to worry about the cost of unexpected Vets bills.

Giving Back:

For every new member joining Hollard Pet Insurance we will donate a portion of your monthly paid premium to the South African Guide-Dogs Association



Frequently asked questions

Q: What is Hollard Pet Insurance?

A: Hollard Pet Insurance is peace of mind for pet owners who want assistance in reducing the cost of Veterinary bills over the life of their pets.

Q: What benefits does Hollard Pet Insurance offer?

A: Hollard Pet Insurance covers Veterinary treatments and surgeries for accidental injury and illnesses ranging from minor

problems such as ear infections and bee stings to major conditions such as broken bones, diabetes and cancer. We also provide cover towards preventative care such as vaccinations, spaying, flea, tick and worm control and dental scale and polish **when you choose the Hollard Pet Insurance Routine Care Cover Option.**

Q: How does Hollard Pet Insurance work?

A: Once your Vet has treated your Pet, simply send in a Hollard Pet Insurance claim form along with your Vet's detailed account. PetSure then calculates the benefit and value and sends payment directly to you. It is as simple as that. **Note:** Benefits are reimbursed according to the PetSure Tariff Rate which is the PetSure's internal tariff of fees and is reviewed annually.

Q: What is not covered?

A: Like most insurance policies, we have some exclusions to keep your premiums low. These include: pregnancy, elective procedures, foods/diets, grooming, behavioural problems, tick paralysis, hereditary and congenital defects, and pre-existing conditions that showed clinical signs before taking out the insurance.

Q: Can my pet visit any Vet I choose?

A: Yes, you can use any Veterinarian who is licenced to practice in South Africa.

Q: Are there any age limits for the insurance?

A: There is no upper age limit for Accidental Injury Cover but no pet under the age of 8 weeks or older than 8 years can enrol on the Plan 100 or Plan 80. Once enrolled, cover may be kept for life.

Q: When will my policy start?

A: Your membership will start on the first day of a month after your application has been accepted by us.

Q: When can I claim?

A: You may make a claim for conditions which arise one calendar month after your pet's start date.

Q: What is an Accidental Injury?

A: A physical or bodily injury that happens accidentally to your pet as a result of external, violent and visible means for example: broken bones, snake bite, dog/cat fight.

Q: What is an Illness?

A: An Illness means an unexpected sickness or disease or any change to your pet's normal healthy state, which is not caused by injury to your pet. For example: upset stomach, skin conditions, ear infection.

Q: Does Hollard Pet Insurance offer benefits towards preventative treatment?

A: Yes, we recommend and encourage responsible pet ownership. This includes spaying your pet, annual vaccination etc. **Benefits are available towards these services when choosing the Routine Care Cover option.**

Q: Does my pet have to have a microchip or tattoo to claim?

A: Yes, this provides permanent identification and acts as your pet's Medical Insurance Card, allowing you to utilise any Vet countrywide.

Q: What if I change my mind after signing up with Hollard Pet Insurance?

A: You have a 14 day money back guarantee period from the start date of your policy to review and cancel with no obligation. If you would like to cancel your policy after this period we require one calendar month's written notice to cancel.

Q: How can I find out more information about Hollard Pet Insurance and the costs?

A: Please refer to the Rates and Benefits Schedule for the current rates and benefits or contact Hollard Pet Insurance for further details on 860 738 787 or visit our web site www.hollardpetinsurance.co.za

Administered by

Underwriting Manager and Administrator
PetSure (Pty) Ltd ("PetSure")
Reg. No. 1991/007261/07
Authorised Financial Services Provider
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Other Products Available From Hollard Pet Insurance



PetSure Equine offers Veterinary fee cover for your Horses.

Contact us about your Equine insurance needs. Call 0860 738 787 or visit <https://equinevetcover.co.za>



Lifetime Lost and Found Pet Identification Tag Service.

Purchase a PetDetective Tag for your Dog or Cat and enjoy the benefits of a unique form of visible identification.

Each tag provides:

- 10 different contact numbers
- A private security code - no engraving required
- Your new contact details updated free - you never need to purchase another tag if your details change
- Guarantees emergency Veterinary treatment

Contact Sherlock Bones on 0860 738 787



“ The South African Veterinary Association recommends the principal of independent pet health insurance”.

IMPORTANT NOTICES:

We recommend the products we distribute. In doing so, we do not consider whether the product is appropriate for your own personal objectives, financial situation or needs. This Insurance is subject to limitations, conditions and exclusions.

For full details of the protection provided by the policy, please read the Hollard Pet Insurance Policy Document, Rates and Benefits Schedule and Certificate of Insurance carefully.

A comprehensive policy pack containing the above will be forwarded to you on our acceptance of your proposal or on request. This proposal is subject to underwriting guidelines. Acceptance of this insurance for any pet is at the discretion of the underwriters. We reserve the right to decline acceptance of a pet, to vary the conditions on which the insurance is accepted and to vary the conditions and premiums at any time.

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