



We've Got Your Pet Covered

# Pet Insurance

## Exotic, Rare & Unusual

Premier, Plus & Value Plans

Combined Financial Services Guide  
and Product Disclosure Statement  
(including Policy Wording)



Please read in conjunction with **Your Certificate of Insurance**  
to understand the **Policy for Your Pet**.



Dear Policyholder,

Thank You for considering insuring with Petcover,  
We would be delighted to have You and Your Pet as  
part of the Family.

We hope Your Pet is in the best of health, but rest  
assured, if You need Us we'll be there to help. We do  
all We can to make the claims process as quick and  
easy as possible so You can count on a prompt and  
caring service from Our experienced staff when You  
need it most.

The details of the cover the Policy provides are  
included in this booklet as well as useful information  
to make claiming as straightforward as possible.

Wishing You and Your Pet a happy and healthy  
time ahead.

*The Petcover Team*

# Contents

<b>Part 1: Financial Services Guide (FSG)</b> .....	<b>4</b>
Information About Petcover’s Services.....	4
Introduction .....	4
How You can instruct Us .....	4
Our products and services .....	5
Arranging Your insurances .....	5
Who do We act for?.....	5
The people who provide Our services.....	5
<b>Information on Remuneration</b> .....	<b>6</b>
Our remuneration.....	6
<b>Do We receive any other remuneration for Our service?</b> .....	<b>6</b>
Interest.....	6
Conflicts of interest .....	6
Relationships and Associations.....	7
<b>Other important information</b> .....	<b>7</b>
Compensation Arrangements.....	7
Professional Indemnity Insurance.....	7
Premium and Invoicing Calculations.....	7
Privacy Notice - Petcover Aust Pty Ltd.....	7
Privacy.....	7
International Transfers.....	7
Information We process .....	7
Information containing personal and sensitive personal information.....	7
Collecting electronic information .....	7
How We use Your information.....	8
Who We share Your information with .....	8
Why it is necessary to share information? .....	8
Your rights.....	8
<b>Providing consent to process Your information</b> .....	<b>9</b>
<b>Collection and use of client information</b> .....	<b>9</b>
How We use Your data.....	9
Insurance Brokers Code of Practice.....	9
Telephone Call Recording .....	9
Service issues and complaints.....	9
Making a complaint.....	10
<b>Part 2: Product Disclosure Statement (PDS)</b> .....	<b>10</b>
About this Insurance.....	10
Who is the Insurer?.....	11
Administrator.....	11
Our contract with You.....	11
What is covered.....	11
<b>Policy Summary</b> .....	<b>12</b>
Applying for cover – Eligibility .....	12
<b>Policy Terms and Conditions</b> .....	<b>15</b>
Some words have special meanings.....	15
Your obligation to comply with the Policy terms and conditions .....	15
Your Duty not to make a Misrepresentation .....	15
Who does the Duty apply to?.....	16
What happens if the Duty not to make a Misrepresentation is not complied with?.....	16

What type of insurance is this? .....	16
How long does my Policy run for? .....	16
Costs .....	16
Payments by Instalments.....	16
Goods and Services Tax (GST).....	16
Your cooling-off period and Cancellation rights.....	17
How do I make a claim? .....	17
General Insurance Code of Practice.....	17
Updating this PDS.....	17
Further information and confirmation of transactions.....	17
Your Pet Insurance Policy - Details.....	18
<b>Definitions .....</b>	<b>18</b>
<b>General Conditions .....</b>	<b>23</b>
<b>Cover .....</b>	<b>29</b>
<b>Section 1 – Veterinary Fees Cover .....</b>	<b>29</b>
<b>Section 2 – Advertising and Reward Cover .....</b>	<b>32</b>
<b>Section 3 – Third Party Liability Cover .....</b>	<b>34</b>
<b>Section 4 – Loss from Not Returning whilst Flying Cover .....</b>	<b>35</b>
<b>Claiming .....</b>	<b>36</b>
Making a claim .....	36
How to claim.....	36
Fraud.....	38
Excess .....	38
Fixed Excess .....	38
Claims Examples – With No Veterinary Specialist Treatment and No MRI/CAT Diagnostics .....	38
Optional High Excess.....	38
Normal Excess .....	39
Claims Examples – Including Treatment at Non-Specialist Vet plus treatment at a Referral/Specialist Vet and MRI/CAT Diagnostics .....	39
Optional High Excess.....	39
Normal Excess .....	40
Changes to this Notice .....	40
Contacting Us.....	40
Sanctions.....	41
Choice of Law and Jurisdiction.....	41
Service of Suit .....	41
Language.....	41

## Part 1: Financial Services Guide (FSG)

This combined Financial Services Guide (FSG) document and the Pet Insurance Product Disclosure Statement (which includes the Policy Wording) (PDS) that **You** have been given, aims to help **You** make an informed decision about the financial services and products **We** can provide to **You** as a retail client and together contains important information about:

- The financial services **We** can offer **You**;
- Who **We** act for in providing these services;
- How **We** and other relevant persons are paid; and
- How complaints are dealt with.

The Financial Services Guide (FSG) explains:

- Our products and services;
- Our remuneration;
- Other important information.

Please take the time to carefully read this FSG and keep it safely with **Your Policy** documents.

### Information About Petcover's Services

The PDS also contains information on the significant benefits and characteristics of the product and the standard terms, conditions, limits and exclusions of **Our** Pet Insurance cover to assist **You** in making an informed decision about whether to purchase it or not.

In this FSG "**We, Our and Us**" refers to Petcover Aust Pty Ltd ABN 97 117 476 990 AFSL No. 507143 of 1-3 Smolic Court Tullamarine VIC 3043 telephone 1300 731 324 which is authorised under its AFS Licence to provide advice on and deal in general insurance products, including Pet Insurance.

### Introduction

**We** aim to provide **You** with insurance products and services that protect **You** and/or enhance **Your Pet's** life. To help **Us** achieve this, it's important that **You** understand what **We** do as **Your** insurance broker.

**Our** FSG contains important information about the products and services Petcover Aust Pty Ltd offers. It also explains how **We**, and **Our** representatives, may be remunerated and contains details of **Our** internal and external complaints handling procedures.

By engaging Petcover Aust Pty Ltd to provide insurance services, **You** are, in the absence of a formal written retainer agreement, agreeing to the delivery of **Our** services and to **Our** remuneration as described in this FSG.

If **You** are buying a retail product (as defined in the Corporations Act 2001), **We** will, if and when required, also give **You** a Product Disclosure Statement. This contains information on the product and its features to assist **You** in making an informed decision about whether or not to buy it.

If **We** give **You** personal advice about a retail product, which takes into account **Your** individual objectives, financial situations or needs, **We** will, if required, also give **You** a Statement of Advice. This contains the advice **We** have given, the basis of that advice and other information about **Our** remuneration and any relevant associations or interests which may have influenced the advice provided.

This FSG is also available on **Our** website [www.petcovergroup.com/au](http://www.petcovergroup.com/au).

### Who do We act for?

As an Agent acting under a binder from the Insurer, Sovereign Insurance Australia Pty Ltd ABN 85 138 079 286 AFS License Number 342516 **We** act to arrange to enter into insurance products on their behalf. Under **Our** binder agreement, **We** also agree to handle and settle claims on the Insurer's behalf. For General Insurance products provided as an insurance intermediary **We** will act on your behalf. **We** will tell **You** before or at the time if **We** are not acting for **You** in providing any part of **Our** service.

Any advice given to **You** about pet insurance will be of a general nature only and will not take into account **Your** personal objectives, financial situation or needs. **You** need to determine whether this product meets **Your** Pet's needs.

### How You can instruct Us

**You** can give **Us** instructions by using the contact details set out in this FSG.

## Our products and services

As an insurance intermediary **We** are licensed to deal in and provide advice in relation to Pet Insurance and or general risk insurance products.

Under **Our** licence, amongst other things, **We** are able to:

- Arrange Pet Insurance and or general risk insurance products to help You protect against insurable risks;
- Collect information that Insurers require from You;
- Where needed, provide You with information and advice about Pet Insurance and or General risk insurance products; and
- Assess and pay Pet insurance claims and where needed, assist You to make general insurance claims.

**We** will endeavour to arrange insurance that meets **Your** Pet Insurance and or **Your** General risks and needs. However, as it is **You** who best understands **Your** risks and needs **You** should always consider the appropriateness of any products **We** provide or any insurance **We** recommend to **You** before acting on **Our** recommendations. **We** also rely on **You** for the accuracy and completeness of information **You** provide to **Us**.

**Your Policy** documents (including policies and endorsements) contain the terms of **Your** cover, including the applicable limits, sub-limits and deductibles and **Your** obligations. **You** must read these documents carefully to ensure that the cover suits **Your** needs and so **You** understand and comply with **Your** obligations under **Your Policy**(ies). Failure to do so may result in uninsured losses.

Finally, please note that **We** cannot guarantee the availability of insurance for **Your** particular risks or the solvency of Insurers.

## Arranging Your insurances

While cost is always important, the quality of insurance cover offered by a **Policy** is equally important. Insurance that does not match **Your** needs is worthless, however cheap the premium.

As one of Australia's leading Pet insurance providers, **We** have many clients with similar Pets, businesses and situations with similar risks and needs. For these, **We** design and develop **Petcover** products which combine good pricing and quality cover from reputable Insurers.

**We** understand that Pet insurance can be a complex area and not something that pet owners deal with every day. That is why **Our** employees who are involved in the sale of insurance products and services are Tier 2 qualified based on Financial Services Reform requirements. This enables them to provide **You** with meaningful advice and assistance when **You** need it.

## The people who provide Our services

**We** provide **Our** services using **Petcover** employees.

However, in some cases **We** may use "Authorised Representatives" or "Mere Referrers". "Authorised Representatives" are third parties who **We** have authorised to provide **You** and **Your Pet's** information to **Us** to allow **Us** to be able to provide **You** with **Pet** Insurance.

"Mere Referrers" are other third parties who **We** have authorised to provide **You** and **Your Pet's** information to allow **Us** to be able to provide **You** with **Pet** Insurance. They will only provide factual information and are not authorised to provide any advice.

**Our** Authorised Representatives and Mere Referrers are not employees and do not receive a salary. Instead they may be paid a percentage of the commission and/ or other part of **Our** remuneration for the financial services they provide. This percentage may be up to 10% of **Petcover's** remuneration.

The Authorised Representative or Mere Referrer's employees may receive salaries, bonuses and/ or company dividends in their own business depending on the nature of their employment. Bonuses may be linked to general overall performance, including sales performance and may include all or part of the commission received by the Authorised Representative or Mere Referrer.

The Authorised Representative or Mere Referrer, and/or its associates, may also receive other financial and non-financial incentives from **Petcover** for arranging **Your Pet** Insurance **Policy**. Such incentives may be dependent on a number of performance related or other factors and may include, for example, sponsorship of training events and conferences, marketing promotions and competitions.

# Information on Remuneration

## Our remuneration

Unless **We** have advised otherwise, **Our** remuneration will comprise the following:

- A commission paid to **Us** by the Insurer.

**We** receive commission from the Insurer each time **You** buy a **Policy**. It is calculated as a percentage of the Insurer's base premium (this is the premium less stamp duty, GST and other government taxes, charges and levies).

Commission paid to **Us** by the Insurer are rates of commission up to 30% of the **Premium** (before taxes and statutory charges) for Pet Insurance. Commissions depend on the type of insurance. Different Insurers may pay different rates of commission.

In addition, **We** may also receive the following:

- A service charge for **Policy** invoicing, premium collection and remittance and for issuing policies and other insurance administration work. This charge will appear on **Your** invoice and may vary depending on the work involved and the commission **We** receive; and
- **We** may charge an additional administration fee for any change to the **Policy** that necessitates **Us** producing a further statement or invoice or a Certificate of Insurance. **We** may retain this fee from any premium refund arising in connection with the **Policy** change.

Please note that **We** treat **Our** remuneration as fully earned when **We** issue **You** with a tax invoice, unless **We** have a written agreement with **You** that varies this statement.

**You** agree that **We** may retain all **Our** commission, fees and other remuneration in full in the event of any mid-term cancellation of a **Policy** or future downward adjustment of premium. **You** also agree that the Insurer and **Petcover** may offset such remuneration from any premium refund **You** are entitled to.

**We** want to be entirely transparent about **Our** remuneration so please ask **Us** if **You** want more information or have any questions.

Where **You** have been referred to **Us** by a third party, **We** pay them a fee, a proportion of **Our** commission or other appropriate merchandise. This does not increase the premium **You** pay to **Us**.

**We** pay **Our** staff and representatives an annual salary for their services and they may also receive bonuses or other incentives and rewards based on their performance relating to sales of products and other business criteria.

If **You** require further details about any of the above remuneration received by **Us**, please ask **Us** within a reasonable time after receiving this document and before **We** provide **You** with advice on or **We** issue **You** with Pet Insurance.

## Do We receive any other remuneration for Our service?

### Interest

The law requires **Us** to pay **Your** premiums (and certain monies paid to **Us** by Insurers for **Your** account) into a trust account pending payment to the Insurer. **We** are entitled to earn and retain interest on these monies. **Our** standard credit terms for premium payments are fourteen (14) days. **We** pay Insurers within the period dictated by the law or earlier if the Insurer requires.

**Petcover** and its staff may also receive non-monetary benefits from Insurers such as sponsorships of **Petcover** client functions and meals and entertainment. **Petcover** has and monitors compliance with a **Policy** that ensures that these do not create a conflict with **Your** interests.

Should **You** require further information regarding any of the above forms of indirect remuneration or benefits, please contact **Your** local **Petcover** office.

### Conflicts of interest

Conflicts of interest may arise in circumstances where some or all of **Your** interests as **Our** client are, or may be, inconsistent with some or all of **Our** interests.

**We** have a conflicts of interest **Policy** and procedure, including training and monitoring, to ensure **We** are aware of and manage any conflicts of interest. **Our** company, staff and **Our** representatives must comply with this **Policy** and procedure.

Where a conflict is unavoidable, **We** will consult with **You** and manage the conflict in such a way as to avoid prejudice to any party.



## Relationships and Associations

**We** often work closely with a trade or industry association in developing and distributing certain insurance products. Sometimes these associations endorse the insurance product **We** offer to their members. **We** may pay part of **Our** remuneration or an agreed referral fee to an association for their assistance or endorsement.

**We** also have relationships with various animal related businesses which, when they consider it appropriate, will recommend **Petcover** and **Our** Pet Insurance to their clients. **We** may pay part of **Our** remuneration or an agreed referral fee to these referrers in recognition of this introduction.

## Other important information

### Compensation Arrangements Professional Indemnity Insurance

**Petcover** have professional indemnity insurance which covers its products and services and the services provided by its representatives. In accordance with the requirements of the Corporations Act, Petcover Aust Pty Ltd maintains adequate Professional Indemnity Insurance. This insurance cover extends to claims in relation to **Our** conduct as an Australian Financial Services licence holder and **Our** employees and representatives both past and present, to compensate clients or their beneficiaries for loss or damage suffered if **We** provide negligent advice.

This insurance meets the requirements for compensation arrangements under s912B of the Corporations Act 2001 (Cth).

### Premium and Invoice Calculations

**We** adopt industry practice in calculating local statutory charges. All amounts referred to in **Our** invoices, unless stated otherwise, are to be treated as inclusive of GST.

### Privacy Notice - Petcover Aust Pty Ltd

In this Privacy Notice, '**We**,' '**Our**,' '**Us**' means Petcover Aust Pty Ltd and Sovereign Insurance Australia.

#### Privacy

**We** value the privacy of personal information and are bound by the Privacy Act 1988 when **We** collect, use, disclose or handle personal information. **We** collect personal information to offer, provide, manage and administer the many financial services and products **We** and **Our** group of companies are involved in (including those outlined in this FSG). Further information about **Our** privacy practices can be found in **Our** Privacy Policy which can be viewed on the Petcover website at [www.petcovergroup.com/au](http://www.petcovergroup.com/au), or Sovereign insurance Australia's website at [www.sovereignaustralia.com.au/wp-content/uploads/2019/01/JHG-Combined-Privacy-Policy-December-Final.pdf](http://www.sovereignaustralia.com.au/wp-content/uploads/2019/01/JHG-Combined-Privacy-Policy-December-Final.pdf) or alternatively, a copy can be sent to **You** on request. Please contact the Petcover office or visit **Our** Website at [www.petcovergroup.com/au](http://www.petcovergroup.com/au) if **You** wish to seek access to, or to correct, the personal information **We** collect or disclose about **You**.

### International Transfers

In providing **You** with insurance services, **We** may transfer **Your** personal and/ or sensitive personal information outside of Australia including UK, European Union and India. If this happens **We** will ensure that appropriate measures are taken to safeguard **Your** personal and/ or sensitive personal information.

### Information We process

**You** should understand that information **You** provide, have provided and may provide in future will be processed by **Us** and the Insurer, in compliance with the Privacy Act 1988 (Cth) and its Australian Privacy Principles for the purpose of providing insurance, handling claims and/or responding to complaints.

### Information containing personal and sensitive personal information

Information **We** process may be defined as personal and/or sensitive personal information. Personal information is information that can be used to identify a living individual e.g. name, address, driving licence or national insurance number. Personal information is also information that can identify an individual through a work function or their title.

In addition, personal information may contain sensitive personal information; this can be information about **Your** health and/or any criminal convictions.

**We** will not use personal and/or sensitive personal information except for the specific purpose for which **You** provide it and to carry out the services as set out within this notice.

### Collecting electronic information

If **You** contact **Us** via an electronic method, **We** may record **Your** Internet electronic identifier i.e. **Your** internet protocol (IP) address. **Your** telephone company may also provide **Us** with **Your** telephone number.

## How We use Your information

**Your** personal and/or sensitive personal information may be used by **Us** in a number of ways, including to:

- Arrange and administer an application for insurance;
- Manage and administer the insurance;
- Investigate, process and manage claims; and/or
- Prevent fraud.

## Who We share Your information with

**We** may pass **Your** personal and/or sensitive personal information to industry related third parties, including authorised agents; service providers; reinsurers; other insurers; legal advisers; loss adjusters and claims handlers.

**We** may also share **Your** personal and/or sensitive personal information with law enforcement, fraud detection, credit reference and debt collection agencies and within the Talanx Group of companies to:

- Assess financial and insurance risks;
- Recover debt;
- To prevent and detect crime; and/or
- Develop products and services.

**We** will not disclose **Your** personal and/or sensitive personal information to anyone outside the Talanx Group of companies except:

- Where We have Your permission;
- Where We are required or permitted to do so by law;
- To other companies who provide a service to Us or You; and/or
- Where We may transfer rights and obligations under the insurance.

## Why it is necessary to share information?

Insurance companies share claims data to:

- Ensure that more than one claim cannot be made for the same personal injury or property damage;
- Check that information matches what information was provided when the insurance was taken out;
- Act as a basis for investigating claims when We suspect that fraud is being attempted; and/or
- Respond to requests for information from law enforcement agencies.

## Your rights

**You** have a right to know what personal and/or sensitive personal information **We** hold about **You**. If **You** would like to know what information **We** hold, please contact **Us** at the address listed within this notice, clearly stating the reason for **Your** enquiry. **We** may write back requesting **You** to confirm **Your** identity.

If **We** do hold information about **You**, **We** will:

- Give You a description of it;
- Tell You why We are holding it;
- Tell You who it could be disclosed to; and
- Let You have a copy of the information in an intelligible form.

If some of **Your** information is inaccurate, **You** can ask **Us** to correct any mistakes.

## Providing consent to process Your information

By purchasing insurance products from **Us** and by providing **Us** with **Your** personal and/or sensitive personal information, **You** consent to **Your** information being used, processed, disclosed, transferred and retained for the purposes set out within this notice.

If **You** supply **Us** with personal information and/or sensitive personal information of other people, please ensure that **You** have fairly and fully obtained their consent for the processing of their information. **You** should also show this notice to the other person.

**You** should understand that if **You** do not consent to the processing of **Your** information or **You** withdraw consent, **We** may be unable to provide **You** with insurance services.

# Collection and use of client information

## How We use Your data

**You** have the right to request a copy of the personal data **We** hold about **You**. A small charge may apply. **We** can only discuss **Your** personal details with **You**. If **You** would like anyone else to act on **Your** behalf please let **Us** know in writing.

**Petcover** gathers data containing information about its clients and their insurance placements, including, but not limited to: names, industry codes, policy types, and policy expiration dates, as well as information about the insurance companies that provide coverage to its clients or compete for its clients' insurance placements. This information is maintained in one or more databases. **Petcover** may use or disclose information about its clients, if it is required to do so by:

- Foreign or Australian law;
- Petcover Policy,
- Pursuant to legal process; or
- In response to a request from foreign or Australian law enforcement authorities or other government officials.

In addition to being used for the benefit of **Petcover's** clients, these databases also may be accessed by other **Petcover** affiliates for other purposes, including providing consulting and other services to Insurers for which **Our** Group of Companies may earn compensation.

Due to the global nature of services provided by **Our** Group of Companies, the information **You** provide may be transmitted, used, stored and otherwise processed outside the country where **You** submitted that information. If **You** have questions about **Our** Group data processing or related compensation, please contact **Your** local **Petcover** office.

## General Insurance Code of Practice

The General Insurance Code of Practice was developed by the Insurance Council of Australia to further raise standards of practice and service across the insurance industry by promoting better communication between **Insurers** and customers and outlining a standard of practice and service to be met by **Insurers**.

We keenly support the standards set out in the Code.

**You** can obtain more information on the Code of Practice and how it assists **You** by contacting **Us**. Contact details are provided on the back cover of this document. For more information on the Code of Practice and Code Governance Committee (CGC) visit [insurancecode.org.au](http://insurancecode.org.au).

## Insurance Brokers Code of Practice

Petcover Aust Pty Ltd is a member of the Steadfast Group Ltd. Both **Petcover** and the Steadfast Group Ltd subscribes to the Insurance Brokers Code of Practice and is bound by their Code of Practice (the Code).

The Insurance Broker's Code of Practice demonstrates the Australian insurance broking industry's professional commitment to its clients. The Code is administered by the Code Administration team at the Australian Financial Complaints Authority (AFCA). The Code applies to the relationship between Insurance Brokers and their clients. It describes key service standards that clients can expect from brokers, as well as an overview of the complaints and disputes handling process. The Code has been specifically developed by the National Insurance Brokers Association (NIBA) to be a user-friendly and helpful tool for both insurance brokers and their clients.

The objective of the Code is to build upon the professional competence in the insurance broking profession, increase consumer confidence in insurance brokers and increase knowledge of the important role they play. The service standards outlined in the Code are also aimed at safeguarding self-regulation of the broking industry. To view a copy of the Code visit [www.niba.com.au](http://www.niba.com.au). The Code does not form part of any retainer **We** have with **You** and **Your** rights relating to any breach of the Code by **Us** are limited to remedies available under the Code.

## Telephone Call Recording

**We** may record incoming and/or outgoing telephone calls for training or verification purposes. This allows **Us** to check information **You** give **Us** and to verify information **We** have given **You**. Where **We** have recorded a telephone call, **We** can provide **You** with a copy at **Your** request, where it is reasonable to do so.

## Service issues and complaints

**We** have in place a formal dispute resolution process, encompassing both internal and external dispute resolution.

**We** are committed to providing quality services to **Our** clients. This commitment extends to giving **You** easy access to people and processes that can resolve a service issue or complaint.

### Making a Complaint

**We** treat complaints very seriously and believe **You** have the right to a fair, swift, prompt and courteous service at all times. If **You** are dissatisfied with any aspect **Our** relationship, **You** may lodge a complaint. **Our** complaints process has three steps:

#### Immediate Response & Resolution

Many concerns can be resolved immediately, or within a short amount of time. If **You** have a complaint about the service **We** have provided to **You**, please address **Your** enquiry or complaint to the staff member providing the service, or phone 1300 731 324 during normal office hours.

#### Internal Dispute Resolution

If **We** are unable to resolve **Your** concern, immediately or within 2 days, we will escalate your concerns as a complaint to Petcover's Internal Dispute Resolution Team. **Your** complaint will be handled by a person with appropriate authority, knowledge and experience. **You** will be provided with the contact details of the person assigned **Your** complaint. **We** will make a decision about **Your** complaint within 30 calendar days, however **We** will aim to resolve **Your** complaint within 15 business days. If **We** are not able to resolve your complaint within 15 business days, **We** will escalate the matter to Sovereign Insurance Australia or give **You** the option to contact them yourself. Both these internal review processes will be completed within the 30 calendar days.

**You** may also contact the Internal Dispute Resolution team directly on: 1300 731 324 or via email [idr.au@petcovergroup.com](mailto:idr.au@petcovergroup.com).

**You** may also contact Sovereign Insurance Australia, 263 Albany Highway, Victoria Park, WA 6100 or via email: [complaints@sovereigninsurance.com.au](mailto:complaints@sovereigninsurance.com.au).

#### External Dispute Resolution

In the unlikely event that **Your** complaint is not resolved to **Your** satisfaction following Petcover's Internal Dispute Resolution Process, **You** may be able to take **Your** matter to the independent dispute resolution body, the Australian Financial Complaints Authority (AFCA).

AFCA resolves certain insurance disputes between **consumers** and **Insurers** and will provide an independent review at no cost to **You**.

**We** are bound by the determination of AFCA but the determination is not binding on **You**.

Contact details for AFCA:

Australian Financial Complaints Authority Telephone: 1800 931 678

Email: [info@afca.org.au](mailto:info@afca.org.au)

GPO Box 3, Melbourne VIC 3000

Petcover Aust Pty Ltd is a leading provider of Pet and Animal industry related insurances and risk services. It is part of **Our** Group of Companies, which is a global leader in the design and provision of insurance, reinsurance, risk and employee benefit services. **Petcover** meets the diverse and varied needs of **Our** clients through **Our** Animal industry knowledge, expertise and global resources.

If **You** have any questions about **Our** services or anything in this FSG, please contact

**Petcover** on 1300 731 324.

## Part 2: Product Disclosure Statement (including Policy Wording) (PDS)

This Product Disclosure Statement ('PDS') which includes the **Policy** wording contains important information about this **Your Petcover** Exotic, Rare and Unusual Pet Insurance and how it works.

### About this insurance

This is an important document. **You** should read it carefully before making a decision to purchase this insurance. It will help **You** to:

- Decide whether this insurance will meet **Your** needs; and
- Compare it with other products **You** may be considering.

Please note that any recommendation or opinion in this document is of a general nature only and does not take into account **Your** objectives, financial situation or needs.

**You** need to decide if this insurance is right for **You** and **You** should read all of the documents that make up the **Policy** to ensure **You** have the cover **You** need.

### Who is the Insurer?

Sovereign Insurance Australia (ABN 85 138 079 286 AFS License Number 342516) with its registered address at 263 Albany Highway, Victoria Park, WA 6100 is the Insurer of the **Policy**.

Sovereign Insurance Australia is authorised to carry out insurance business in Australia by the Australian Prudential Regulation Authority in accordance with the Insurance Act 1973 (Cth).

### Administrator

Petcover Aust Pty Ltd ABN 97 117 476 990, AFSL No. 507143, is the sole Administrator of the **Policy**, acting under a binding agreement with the Insurer that authorises it to issue, varying and dispose of this Insurance and to manage and settle claims and deal with complaints.

### Our contract with You

Where **We** agree to enter into a **Policy** with **You** it is a contract of insurance between **Us** and **You** (see the definition of **'You'** for details of who is covered by this term). The **Policy** consists of:

- This document which sets out the standard terms of Your cover and its limitations;
- The relevant Certificate of Insurance issued by Us. The Certificate of Insurance is a separate document, which shows the insurance details relevant to You. It may include additional terms, conditions and Exclusions relevant to You that amend the standard terms of this document. Only those sections shown as covered in Your Certificate of Insurance are insured. If the Policy is varied during the Period of Insurance We will send You an updated Certificate of Insurance taking into account the variations; and
- Any other change to the terms of the Policy otherwise advised by Us in writing (such as an endorsement or Supplementary PDS) specified before entry into the contract or where required or permitted by law. These written changes may vary or modify the above documents.

These are all important documents and should be carefully read together as if they were one document to ensure that **You** are satisfied with the cover. All **Policy** documentation should be kept in a safe place for future reference.

**We** reserve the right to change the terms of the **Policy** where permitted to do so by law.

### What is covered

Where **We** have entered into a **Policy** with **You**, **We** will insure **You** for:

- Loss or damage caused by one or more of the covered insured events; and
- The other covered benefits, as set out in the Policy occurring during the Period of Insurance.

Other persons may be entitled to cover, but only if specified as so entitled and limited only to the extent and interest specified.

## Policy Summary

Please note that this is a limited summary only and not a full description of the covers. Each cover noted is subject to terms, conditions, **Exclusions** and limitations that are not listed in the summary.

**You** need to read the full terms, conditions and **Exclusions** of the **Policy** and the **Certificate of Insurance** which specifies the options taken for a full explanation of the cover provided under the **Policy**.

### Applying for cover – Eligibility

Rare and unusual birds, birds of prey, reptiles, turtles and mammals can be covered. Pets must be aged within the following age limits at the commencement of **Your** insurance.

- Bird(s) not less than 12 weeks of age or over the age of 25 years
- Reptile(s) not less than 8 weeks of age or over the age of 15 years
- Turtle(s) not less than 12 weeks of age or over the age of 30 years
- Mammal(s) not less than 8 weeks of age or over the age of 5 years

**Your Pet** must live in **Australia**.

**Your Pet** must not have shown any sign of **Illness, Injury** or been unwell at the start of the insurance or in the previous three months.

Third Party Liability cover cannot be offered if **You** have had a previous liability incident with **Your Pet**.

Other eligibility criteria may apply and **We** will tell **You** what they are when **You** apply for this insurance.

Depending upon the type of pet **You** have, and the **Policy** cover **You** choose, **Your Policy** may cover some or all of the following risks;

Subject to the **Policy** terms and conditions (including limits and **Exclusions**), the following benefits are provided under the **Policy**:

#### COVER SUMMARY

##### Veterinary Fees

**We** will pay the cost of **Veterinary Fees** incurred by **You** for **Veterinary Treatment** provided during the **Period of Insurance** to treat **Your Pet's Injury or Illness**.

The cost of **Treatment** for **Illnesses** and **Injuries** is covered up to **twelve (12) months**, starting from the date the **Injury** happened, or the **Clinical Signs** of the **Illness** first occurred, and ending after **twelve (12) months** or when the **Maximum Benefit** is reached, whichever happens first.

The cost of **Veterinary Treatment** carried out by a specialist referral centre or a specialist **Vet** will only be covered up to the maximum value of the total cost of 70% (after the deduction of **Your Excess**) if and when **Your Pet** is referred by the original **Treatment Vet**.

The **Maximum Benefit** **We** will pay for **Injury** and **Illness** for all **Treatment** types is shown on **Your Certificate of Insurance**.

<p>Veterinary Fees (cont.)</p>	<p>The cost of diagnostic examinations of Magnetic Resource Imaging (MRI), Nuclear Magnetic Resonance Imaging (NMRI) or Computed Axial Tomography (CT or CAT) carried out by a <b>Vet</b> will only be covered up to the maximum value of 50% of the total cost.</p>	
<p>Alternative or Complementary Treatment</p>	<p>When referred and endorsed by <b>Your Vet</b> the cost of <b>Alternative or Complementary Treatments</b> and <b>Physiotherapy</b> to treat an <b>Injury</b> and/or <b>Illness</b> in the <b>Period of Insurance</b>.</p>	<p>The Maximum amount <b>We</b> will pay under <b>Alternative or Complementary Treatments</b> for <b>Injury</b> and <b>Illness</b> is shown on <b>Your Certificate of Insurance</b>.</p>
<p>Advertising and Reward</p>	<p><b>We</b> will pay for the cost of advertising and the reward advertised and paid, with <b>Our</b> prior agreement to get <b>Your Pet</b> back, if <b>Your Pet</b> is stolen or goes missing during the <b>Period of Insurance</b>.</p> <p>If <b>Your Pet</b> is stolen or goes missing during <b>Your Journey</b>, <b>We</b> will also pay the cost of <b>Your</b> accommodation to stay and look for <b>Your Pet</b> if it has not been found or returned by the scheduled last date of <b>Your Journey</b>.</p>	<p>The <b>Maximum Benefit</b> <b>We</b> will pay for <b>Advertising and Reward</b> is shown on <b>Your Certificate of Insurance</b>.</p>
<p>Third Party Liability</p>	<p><b>We</b> will cover <b>Your Legal Liability</b> for payment of compensation in respect of:</p> <p>Death, bodily <b>Injury</b> or <b>Illness</b> of another person; and/or</p> <p>Physical loss of or damage to property, occurring during the <b>Period of Insurance</b> and which is caused by an <b>Accident</b> caused by <b>Your Pet</b>.</p>	<p>The <b>Maximum Benefit</b> <b>We</b> will pay for <b>Third Party Liability</b> is shown on <b>Your Certificate of Insurance</b>.</p>
<p>Excesses</p>	<p>If <b>You</b> need to make a claim under this <b>Policy</b>, <b>You</b> may be required to pay an <b>Excess</b>.</p>	<p><b>Your Excess</b> will depend on the product <b>You</b> choose, where <b>You</b> live and the breed and/or age of <b>Your Pet</b>. For full details, please refer to the terms and conditions of the <b>Policy</b> and <b>Your Certificate of Insurance</b>.</p>

Cover Options Summary	Description	Premier Plan	Plus Plan	Value Plan
<p>Birds:</p> <p>Large Parrots: African Greys, Macaws, Cockatoos Eclectus, etc.</p> <p>Birds of Prey: Owls, Eagles, Falcons, Hawks, etc.</p> <p>Small Birds: Budgies, Canaries, Finches and Small parrots, Lovebirds, Quakers, etc.</p>	<p>Veterinary Fees for <b>Treatment of Injury, Accident or Illness</b>, including <b>Alternative or Complementary Treatments</b> and <b>Physiotherapy</b>, Specialist Referral or Specialist Vet and diagnostic examinations of Magnetic Resource Imaging (MRI), Nuclear Magnetic Resonance Imaging (NMRI) or Computed Axial Tomography (CT or CAT).</p>	Up to \$6,000	Up to \$4,000	Up to \$2,000
<p>Reptiles: Lizards, Snakes &amp; Turtles, etc.</p>	<p>Alternative or Complementary Treatments</p>	Up to \$6,000	Up to \$4,000	Up to \$2,000
<p>Small Mammals: Guinea Pigs, Ferrets, Rabbits &amp; Rats, etc.</p>	<p>and <b>Physiotherapy</b> to treat an <b>Injury</b> and/ or <b>Illness</b> in the <b>Period of Insurance</b>.</p>	This plan is Not Available for Small Mammals	Up to \$4,000	Up to \$2,000
<p>Alternative or Complementary Treatment</p>		Up to \$500 (Any amounts paid under this benefit are part of the <b>Policy</b> Aggregate of Veterinary <b>Fees</b> )	Up to \$400 (Any amounts paid under this benefit are part of the <b>Policy</b> Aggregate of Veterinary <b>Fees</b> )	Up to \$300 (Any amounts paid under this benefit are part of the <b>Policy</b> Aggregate of Veterinary <b>Fees</b> )
<p>Advertising &amp; Reward</p>	<p><b>We</b> will pay for the cost of advertising and the reward <b>You</b> have offered and paid to get <b>Your Pet</b> back, if <b>Your Pet</b> is stolen or goes missing during the Period of Insurance.</p>	\$500 Not Available for Small Mammals	\$500	\$500



Third Party Liability	<b>We will cover Your Legal Liability</b> for payment of compensation in respect of: Death, bodily injury or illness; and/or Physical loss of or damage to property occurring during the <b>Period of Insurance</b> and which is caused by an <b>Accident</b> involving <b>Your Pet</b> .	\$1 million (any one loss occurrence)	\$1 million (any one loss occurrence)	\$1 million (any one loss occurrence)
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The benefit listed below is an **Optional Extra Benefit** and may not be included in cover for **Your Pet**.  
*\*\*Please note, Your Pet will only be covered under an **Optional Extra Benefit** if You have selected the cover option and have paid an additional premium and it is shown on Your Certificate of Insurance.*

## Policy Terms and Conditions

Cover under this **Policy** is provided on the basis:

- That You have paid or agreed to pay Us the Premium for the cover provided; and
- Of the verbal and/or written information provided by You which You gave after having been advised of Your Duty not to make a Misrepresentation either verbally or in writing.

If **You** failed to comply with **Your** Duty not to make a Misrepresentation or have made a misrepresentation to **Us**, **We** may be entitled to reduce **Our** liability under the **Policy** in respect of a claim and/or **We** may cancel the **Policy** to the extent **We** are prejudiced by **Your** failure. If **You** have told **Us** something which is fraudulent, and it is related to **Your Policy** and the cover provided, **We** may also have the option of avoiding the **Policy** (i.e. treating it as if it never existed).

**Your** Duty not to make a Misrepresentation and the consequences of non-disclosure, are set out under the heading 'Your Duty not to make a Misrepresentation'.

### Some words have special meanings

Certain words used in the **Policy** have special meanings. The definitions section of this document on pages 20 - 24 contains such terms. In some cases, certain words may be given a special meaning in a particular section of the **Policy** when used or in the other documents making up the **Policy**.

Headings are provided for reference only and for interpretation purposes and do not form part of the **Policy**.

### Your obligation to comply with the Policy terms and conditions

**You** are required to comply with the terms and conditions of the **Policy**. Please remember that if **You** do not comply with any term or condition, **We** may (to the extent permitted by law) decline or reduce any claim payment and/or cancel the **Policy** to the extent **We** are prejudiced by **Your** non-compliance.

### Your Duty not to make a Misrepresentation

**You** must take reasonable care not to make a Misrepresentation to **Us**. This responsibility applies until **We** issue **You** with a **Policy** for the first time or agree to renew, extend, vary/change, or reinstate **Your Policy**.

You must answer **Our** questions honestly, accurately and to the best of **Your** knowledge. A Misrepresentation includes a statement that is false, partially false, or which does not fairly reflect the truth. It is not Misrepresentation if **You** do not answer a question or if **Your** answer is obviously incomplete or irrelevant to the question asked.

The responsibility to take reasonable care not to make a Misrepresentation applies to everyone who will be insured under the **Policy**. If **You** are answering questions on behalf of anyone, **We** will treat **Your** answers or representations as theirs.

Whether or not **You** have taken reasonable care not to make a Misrepresentation is to be determined having regard to all relevant circumstances, including the type of insurance, who it is intended to be sold to, whether **You** are represented by a broker, **Your** particular characteristics and circumstances **We** are aware of.

If **You** do not meet the above **Duty**, **We** may reject or not fully pay **Your** claim and/ or cancel **Your** Policy. If the Misrepresentation was deliberate or reckless, this is an act of fraud, and **We** may treat **Your Policy** as if it never existed.

### Who does the duty apply to?

The Duty not to make a Misrepresentation applies to **You** and everyone that is an insured under the **Policy**. If **You** provide information for another insured, it is as if they provided it to **Us**.

### What happens if the Duty not to make a Misrepresentation is not complied with?

If the Duty not to make a Misrepresentation is not complied with **We** may cancel the **Policy** and/or reduce the amount **We** pay if **You** make a claim. If fraud is involved, **We** may treat the **Policy** as if it never existed, and pay nothing.

### What type of insurance is this?

Subject to the **Policy** terms and conditions (including exclusions and limits) this **Policy** covers the cost of **Veterinary Fees** if **Your Pet** is injured or becomes ill, Third Party Liability, Advertising and Reward, Loss from not returning whilst flying. Each

**Illness** or **Injury** will be covered for **twelve (12) months** starting from the date the **Injury** first happened after **You** obtained cover, or the date the **Illness** first showed **Clinical Signs**, after **You** obtained cover and the conclusion of the **twenty-one (21) day Waiting Period**.

### When does my Policy begin?

The Policy will begin at **11:59 PM** on the day you sign up to the policy.

### How long does my Policy run for?

The **Policy** will remain in force for **twelve (12) months** from the date it starts and for any period which **You** renew unless cancelled earlier by **You** or **Us** in accordance with the terms of the **Policy**. The Policy will end or renew at **11:59 PM** on the same date, **twelve (12) months** later, that the policy began or was renewed.

### Costs

The **Premium** payable by **You** will be shown on **Your** tax invoice. **We** take into consideration a number of factors in setting premiums. The base **Premium** **We** charge varies according to **Your** risk profile (e.g the breed, age, gender and location of **Your Pet**, **Our** claims experience, **Your** individual claims experience, the increased costs of doing business and any events that impact the insurance industry.

**You** will also have to pay any compulsory government charges (e.g. Stamp Duty and GST) plus any additional charges of which **We** tell **You**. These amounts will be set out separately on **Your Certificate of Insurance** (or tax invoice) as part of the total **Premium** payable.

Minimum **Premiums** may apply. In some cases discounts may apply if **You** meet criteria **We** set. Any discounts/entitlements only apply to the extent any minimum **Premium** is not reached. If **You** are eligible for more than one, **We** also apply each of them in a predetermined order to the **Premium** (excluding taxes and government charges) as reduced by any prior applied discounts/entitlements. Any discounts will be applied to the base **Premium** calculated prior to any taxes being added.

When **You** apply for this insurance, **You** will be advised of the total amount payable, when it needs to be paid and how it can be paid. If **You** fail to pay **We** may reduce any claim payment by the amount of **Premium** owing and/or cancel the **Policy**. Special rights and obligations apply to instalment **Premium** payments as set out below.

The amount **You** pay for **Your Premium** (excluding government charges) is apportioned as follows: 70% Insurer premium, 30% Administrator management fee. If a person has referred **You** to **Us**, **We** may pay them a part of the amount that relates to commission. This will not increase the amount **You** pay **Us**.

### Payments by Instalments

If **You** pay **Your** premium by instalments refer to the 'General **Policy** Conditions' applicable to all sections for important details on **Your** and **Our** rights and obligations. Note that an instalment premium outstanding for fourteen (14) or longer days may allow **Us** to refuse to pay a claim.

### Goods and Services Tax (GST)

All monetary limits in the **Policy** are inclusive of GST. In the event of a claim, if **You** are not registered for GST, **We** will reimburse **You** the GST component in addition to the amount **We** pay **You**. If **You** are registered for GST, **You** will need to claim the GST component from the Australian Taxation Office.

**You** must advise **Us** of **Your** correct input tax credit percentage where **You** are registered as a business and have an Australian Business Number. **You** are liable to **Us** for any GST liability **We** incur arising from **Your** incorrect advice.

### Your cooling-off period and Cancellation rights

**You** have a cooling off period of **twenty-one (21) days** from the date **You** purchased the **Policy**. During this period **You** can return the **Policy** and receive a refund of any **Premium** paid, provided **You** have not exercised right or power under the **Policy** (e.g. made any claim) or the **Period of Insurance** has not ended.

To exercise **Your** cooling off rights **You** must advise **Us** of **Your** intention to cancel by contacting **Us** at: Petcover Pet Insurance, 1-3 Smolic Crt, Tullamarine VIC, 3043, or email to [info.au@petcovergroup.com](mailto:info.au@petcovergroup.com) or 1300 731 324.

After the cooling off period has ended, **You** still have cancellation rights, however **We** may deduct a pro rata proportion of the **Premium** for time on risk, plus any reasonable administrative costs and any government taxes or duties **We** cannot recover (refer to 'General Conditions': Cancellation on pages 26-27, for full details).

If **We** pay any claim, whether by settlement, compromise or otherwise, then no refund of **Premium** will be allowed. Cancellation of the insurance by **Us** does not affect the **Treatment** of any claim arising under the insurance in the period before cancellation.

### How do I make a claim?

**We** will not guarantee on the phone if **We** cover a claim. **You** must send **Us** a claim form that has been properly filled in. **We** will then contact **You** with **Our** decision.

**You** must fill in a claim form. Send **Us** the claim form together with a copy of the fully itemised invoices setting out the costs involved. Where requested **You** may need to provide a complete medical history and clinical notes relating to the treatment,

**You** can obtain a claim form online at [www.petcovergroup.com/au](http://www.petcovergroup.com/au) or by contacting **Us** on either 1300 738 225 or [claims.au@petcovergroup.com](mailto:claims.au@petcovergroup.com). **You** can email the completed claim form to [claims.au@petcovergroup.com](mailto:claims.au@petcovergroup.com) or post it to:

Petcover Aust Pty Ltd, Claims Centre 1-3 Smolic Court  
Tullamarine, VIC 3043

If **You** post **Your** claim **We** recommend **You** keep a copy of the claim.

### General Insurance Code of Practice

The General Insurance Code of Practice was developed by the Insurance Council of Australia to further raise standards of practice and service across the insurance industry by promoting better communication between Insurers and customers and outlining a standard of practice and service to be met by Insurers.

**We** keenly support the standards set out in the Code.

**You** can obtain more information on the Code of Practice and how it assists **You** by contacting **Us**. Contact details are provided on the back cover of this document. For more information on the Code of Practice and Code Governance Committee (CGC) visit [insurancecode.org.au](http://insurancecode.org.au).

### Updating this PDS

**We** may need to update this PDS from time to time if certain changes occur where required and permitted by law. **We** will issue **You** with a new PDS or a Supplementary PDS or other compliant documents to update the relevant information except in limited cases. Where the information is not something that would be materially adverse from the point of view of a reasonable person considering whether to buy this insurance, **We** may issue **You** with notice of this information in other forms or keep an internal record of such changes (**You** can get a paper copy free of charge by contacting **Us** using **Our** details on the back cover of this PDS). Other documents may form part of **Our** PDS and the **Policy**.

**Policy** (for example Certificate of Insurance, Supplementary PDSs and/or endorsements). If they do **We** will tell **You** in the relevant document. **We** may also issue other documents forming part of **Our** PDS and the **Policy** where required or permitted by law.

### Further information and confirmation of transactions

If **You** require further information about this insurance or wish to confirm a transaction, please contact **Us**.

## Your Pet Insurance Policy - Details

Details of **Your Pet's** cover are outlined in the **Policy** and the **Certificate of Insurance**. There are four (4) sections of cover but please be aware that some of the sections of cover may not be automatically provided and as such may not be included in the **Policy**. Cover under a section is only provided to **You** if it is shown as covered on **Your Certificate of Insurance**. We recommend **You** check **Your Pet's** cover and contact **Us** as soon as possible if this is not as expected.

These Terms and Conditions are part of **Your** insurance contract. The other parts are **Your Certificate of Insurance**, and **Your** written, internet or telephone application. To understand exactly what **Your** insurance contract covers **You** must read **Your Certificate of Insurance**, together with all other documents that make up **Our** contract with **You**.

## Definitions

If **We** explain what a word means, that word has the same meaning wherever it appears in the **Policy**. For ease, **You** will see that these words appear in bold throughout.

<b>Twelve (12) Months</b>	means a consecutive period of 365 days.
<b>Accident</b>	means a sudden, unexpected, unusual, specific event, which occurs fortuitously at an identifiable time and place and is unforeseen or unintended. All <b>Accidents</b> consequent upon or attributable to one source or original cause are treated by <b>Us</b> as one <b>Accident</b> . This does not include any physical damage or trauma that is of a gradual nature or that happens over a period of time. For the sake of clarity, the following <b>Conditions</b> are not considered <b>Accidents</b> : luxating patella; a rupture or strain of one or both cruciate ligaments; degenerative joint disease; hip dysplasia and hyperextending hocks; Juvenile Pubis Symphysiodesis.
<b>Accidental Injury</b>	means a sudden and unforeseen <b>Injury</b> which is the result of an identifiable and known cause or event during the <b>Period of Insurance</b> .
<b>Agreed Countries</b>	means any Australian Quarantine & Inspection Service (AQIS) approved Countries from which a <b>Pet</b> can return to <b>Australia</b> and does not require quarantine. (At the date of this document the countries specified are New Zealand, Cocos (Keeling) Island, Norfolk Island.)
<b>Alternative or Complementary Treatment</b>	means the cost of any examination, consultation, advice, test or legally prescribed medication for the following procedures where they treat an <b>Illness</b> or <b>Injury</b> . This includes any <b>Veterinary Treatment</b> specifically needed to carry out the procedure: <ol style="list-style-type: none"><li>1. Acupuncture or Homeopathy carried out by a <b>Member of a Veterinary Practice</b>.</li><li>2. Chiropractic Manipulation carried out by a <b>Member of a Veterinary Practice</b>, providing the member is a qualified animal chiropractor.</li><li>3. Hydrotherapy carried out by a <b>Member of a Veterinary Practice</b> in a pool/water treadmill owned by the <b>Veterinary Practice</b> providing the member is a qualified animal Hydrotherapist.</li><li>4. Osteopathy carried out by a <b>Member of a Veterinary Practice</b> providing the member is a qualified animal Osteopath.</li><li>5. <b>Herbal medicine</b>.</li></ol>
<b>Australia</b>	means the Commonwealth of <b>Australia</b> .

<b>Behaviour modification programme</b>	means a programme written by an Animal Behaviourist who is a <b>Member of a Veterinary Practice</b> detailing specific techniques to be used and action to be taken with the aim of permanently changing <b>Your Pet's</b> behaviour.
<b>Behavioural illness</b>	means any change to <b>Your Pet's</b> normal behaviour, resulting from a mental or emotional disorder diagnosed by a <b>Vet</b> .
<b>Certificate of Insurance</b>	means the relevant <b>Certificate of Insurance We</b> issue including on renewal or variation of the <b>Policy</b> containing details of the cover provided under the <b>Policy</b> , and any <b>Exclusions</b> and other specific insurance details that <b>We</b> have applied to <b>Your</b> cover.
<b>Clinical signs</b>	means changes in <b>Your Pet's</b> normal healthy state or its bodily functions.
<b>Condition</b>	<p>means any <b>Condition</b> that causes discomfort, dysfunction, distress, including <b>Injuries</b>, disabilities, disorders, <b>Clinical signs</b>, syndromes, infections, isolated symptoms, deviant behaviour, and atypical variations of structure and function and/or death to the <b>Pet</b> afflicted.</p> <p>Conditions are separated based on the body system affected and the treatment provided.</p> <p>If multiple parts of the body have been affected secondary to an illness, we may split these secondary conditions into their own separate claims if the treatments required for the secondary conditions do not overlap.</p> <p>For an injury, all body systems directly affected as a result of the injury will be considered under the single condition.</p>
<b>Dental</b>	means <b>Dental</b> check-ups; <b>Dental</b> scale and polish; teeth cleaning; removal or repair of misaligned; retained deciduous teeth or teeth rasping and de-burring.
<b>Elective Surgery or Treatment</b>	<p>means a <b>Surgery</b> or <b>Treatment</b> that is beneficial to the <b>Pet</b> but is not essential for <b>Your Pet's</b> survival or does not form part of a <b>Treatment</b> for an <b>Injury</b> or <b>Illness</b>. <b>Treatment</b> or <b>Surgery</b> includes, but is not limited to:</p> <ul style="list-style-type: none"> <li>• De-sexing, spaying or castration; surgical sexing;</li> <li>• Micro-chipping; ringing;</li> <li>• Grooming; de-matting; beak trimming; dew claw and claw removal;</li> <li>• Cosmetic or aesthetic surgery;</li> <li>• Pinioning (removal of a birds pinion joint); wing or feather clipping;</li> <li>• Debudding/dehorning (horn bud / horn removal);</li> <li>• Prescription diet foods; and/or</li> <li>• Any <b>Treatment</b> not related to an <b>Injury</b>, <b>Illness</b>, or trauma.</li> </ul> <p><b>Veterinary Treatment</b> including diagnostic or a procedure <b>You</b> request, which the <b>Vet</b> confirms is not necessary to treat an <b>Injury</b> or <b>Illness</b>.</p>
<b>Excess</b>	means the amount stated on <b>Your Certificate of Insurance</b> which <b>You</b> will have to pay in the event of a claim.
<b>Exclusion</b>	means a <b>Condition</b> or circumstance for which <b>the Insurers</b> will not pay. Any specific <b>Exclusion</b> will be shown on <b>Your Certificate of Insurance</b> and <b>You</b> will be told of this before <b>You</b> take out the insurance or at renewal. (See the 'What <b>We</b> will not pay' under each cover section).

<b>Experimental Therapies &amp; treatments</b>	Means any medication and / or treatment that is either: <ul style="list-style-type: none"> <li>a. Not registered by the Australian Pharmaceuticals and Veterinary Medicines Authority (APVMA), or</li> <li>b. Registered with the Therapeutics Goods Administration (TGA) only, and the efficacy and safety of the medication has not been established in the species of animal it is being used in by the veterinarian.</li> </ul>
<b>Family</b>	means <b>Your Immediate Family</b> and grandparents, brothers, sisters, grandsons, and/or granddaughters including <b>Family</b> of step and defacto relationships.
<b>Herbal Medicine</b>	means <b>Herbal Medicine</b> prescribed by a <b>Member of a Veterinary Practice</b> .
<b>Home</b>	means the place in <b>Australia</b> where <b>You</b> usually live.
<b>Illness</b>	means any sickness, disease or changes in <b>Your Pet's</b> normal healthy state. Excluding any mental or emotional disorders.
<b>Immediate Family</b>	means spouse, civil partner, life partner, partner, defacto partner, parents, sons and daughters, including step and/ or defacto relationships.
<b>Injury</b>	means a physical <b>Injury</b> or trauma caused immediately, solely and directly from an <b>Accident</b> . This does not include any physical <b>Injury</b> or trauma that happens over a period of time or is of a gradual nature.
<b>Insurers</b>	means Sovereign Insurance Australia.
<b>Journey</b>	means travel from <b>Your Home</b> undertaken during the <b>Period of Insurance</b> for a maximum of thirty (30) days for all journeys in the <b>Period of Insurance</b> . This includes the duration of <b>Your</b> holiday or business trip and any travel, in and between <b>Australia</b> and an <b>Agreed Country</b> and return <b>Journeys</b> to <b>Your Home</b> .
<b>Mammal</b>	means a warm-blooded vertebrate animal of a class that is distinguished by the possession of hair or fur, females that secrete milk for the nourishment of the young, and (typically) the birth of live young including, but not limited to, guinea pig, ferret, rabbit, mouse or rat, goat, pig, or sugar glider.
<b>Market Value</b>	means the price generally paid for an animal of the same age, breed, pedigree, sex and breeding ability at the time <b>You</b> took ownership of <b>Your Pet</b> as determined by <b>Us</b> .
<b>Maximum Benefit</b>	means the most <b>We</b> will pay for the relevant level of cover <b>You</b> have chosen during the <b>Period of Insurance</b> as set out in the <b>Certificate of Insurance</b> , subject to <b>Exclusions</b> of the <b>Policy</b> less the applicable <b>Excess</b> .
<b>Member of a Veterinary Practice</b>	means any person legally employed by a <b>Veterinary Practice</b> under a contract of employment, other than a <b>Vet</b> who may be <b>the Insured</b> under this <b>Policy</b> .
<b>Optional Extra Benefit</b>	means an additional <b>Benefit</b> that <b>You</b> can elect to include in addition to the basic insurance. For <b>Optional Extra Benefits</b> to be included <b>You</b> must select the <b>Option</b> and pay an additional <b>Premium</b> . If applicable the <b>Optional Extra Benefit</b> will be shown on <b>Your Certificate of Insurance</b> .

Our Vet	means any <b>Vet</b> appointed or engaged by <b>Us</b> to carry out <b>Treatment to Your Pet</b> or discuss <b>Your Pet's Treatment</b> with <b>Your Vet</b> .
Period of Insurance	means the time during which <b>We</b> give cover as shown on <b>Your Certificate of Insurance</b> . It does not refer to any prior <b>Period of Insurance</b> if the <b>Policy</b> is a renewal of a previous <b>Policy</b> or any future <b>Period of Insurance</b> for any <b>Policy You</b> may enter into with <b>Us</b> upon renewal. Each <b>Period of Insurance</b> is treated as separate. This is normally <b>twelve (12) months</b> but may be less if <b>Your Pet</b> has been added to <b>Your Insurance</b> or it has been cancelled.
Pet Immigration Rules	means a system that allows pet owners in <b>Australia</b> to take their pets to the <b>Agreed Countries</b> and bring them back to <b>Australia</b> without the need for quarantine.
Physiotherapy	means <b>Physiotherapy</b> (not including <b>Hydrotherapy</b> ) carried out by a <b>Member of a Veterinary Practice, or a qualified Physiotherapist</b> recommended by the <b>Veterinary Practice</b> who is a qualified animal Physiotherapist.
Policy	means this document and the <b>Certificate of Insurance</b> and any other documents <b>We</b> issue to <b>You</b> which are expressed to form part of the <b>Policy</b> terms, and which set out the cover <b>We</b> provide for the <b>Period of Insurance</b> . For the sake of clarity, it does not include any prior <b>Policy</b> that this is a renewal of or any future <b>Policy</b> that is a renewal of this <b>Policy</b> .
Policy Aggregate	means the total amount payable for all <b>Veterinary Fees</b> and <b>Alternative or Complementary Treatment for Injuries</b> and/or <b>Illnesses</b> occurring during any one <b>Policy Year</b> as specified in the <b>Certificate of Insurance</b> .
Pre-Existing Conditions	<p>means any <b>Condition(s)</b> or symptom(s), sign(s) or <b>Clinical sign(s)</b> of that <b>Condition, Injury or Illness</b> occurring or existing in any form that;</p> <ol style="list-style-type: none"> <li>Has happened or first showed <b>Clinical signs</b>;</li> <li>Has the same diagnosis or <b>Clinical signs</b> as an <b>Injury, Illness or Clinical sign Your Pet</b> had; or,</li> <li>Is caused by, relates to, or results from, an <b>Injury, Illness or Clinical sign Your Pet</b> had occurring or existing: <ul style="list-style-type: none"> <li>Before <b>Your Pet's</b> cover started, or prior to the <b>Policy</b> commencement date;</li> <li>During the <b>Waiting Period</b>; or</li> <li>Before the section was added to <b>Your</b> insurance.</li> </ul> </li> </ol> <p>This applies no matter where the <b>Injury, Illness or Clinical sign(s)</b> occurred or happen in, or on, <b>Your Pet's</b> body. This is regardless of whether or not <b>We</b> place any <b>Exclusion(s)</b> for the <b>Injury/Illness</b>. A <b>Condition</b> from which <b>Your Pet(s)</b> may be suffering before the insurance cover started and which may have existed without <b>Your</b> knowledge i.e. (but not limited to) a latent, genetic or hereditary disease, <b>Injury</b> or deformity.</p> <p>For the avoidance of doubt when referring to Pre- Existing Conditions, where <b>Your Pet</b> has a Condition affecting a part of its body of which it has two, including, but not limited to eyes, ears, patella's (knees), cruciate ligaments, both instances of the <b>Condition</b> will be excluded from cover if either of the parts of the <b>Pet's</b> body were affected by the <b>Condition</b> before <b>Your Pet's</b> cover started, or prior to the <b>Policy</b> commencement date.</p>
Premium	means the cost of <b>Your</b> insurance including any fees and taxes specified on <b>Your Certificate of Insurance</b> .

Routine or Preventative Treatment	means care or <b>Treatment</b> such as check-ups and procedures that are designed to prevent <b>Illnesses</b> or <b>Injury</b> from occurring. These include annual physical examinations and check-ups, vaccinations, worm prevention medication; routine beak trimming; nail/ claw clipping; flea; tick; mite and other internal/external parasite prevention; removal of misaligned or retained deciduous teeth.
Terrorism	means an act, whether or not including the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public, or any section of the public, in fear.
Treatment	means <b>Veterinary Treatment</b> or <b>Alternative or Complementary Treatment</b> .
The Insured, You, Your	means the person or organisation named on <b>Your Certificate of Insurance</b> .
Vermin	means, but not limited, to the following feral, wild animals including - Rats, Mice, Foxes, Cats, Dogs, Possums, Stoats, Weasels and Ferrets.
Vet	means a registered Veterinarian, Specialist or Referral Veterinarian, <b>Vet Practice</b> , clinic, hospital, centre including referral hospitals, licensed to practice in <b>Australia</b> , other than a <b>Vet</b> who may be <b>the Insured</b> under this <b>Policy</b> .
Veterinary Fees	means the amount <b>Vets</b> in general or referral practices usually charge.
<b>Veterinary Practice</b>	means any veterinary service provided by a veterinary organisation or business.
<b>Veterinary Treatment</b>	<p>means the cost of the following when required to treat an <b>Illness</b> or <b>Injury</b>;</p> <ul style="list-style-type: none"> <li>• any examination, consultation, advice, tests, X-rays, diagnostic procedure, surgery and nursing carried out by a <b>Vet</b>, a Veterinary Nurse or another <b>Member of a Veterinary Practice</b> under the supervision of a <b>Vet</b>; and</li> <li>• Any medication legally prescribed by a <b>Vet</b>; and</li> <li>• Any surgery, essential hospitalisation, nursing and/or the application of medicines provided by a qualified <b>Vet</b> in respect of an <b>Accident</b> to, or <b>Illness</b> in <b>Your Pet(s)</b>.</li> </ul> <p>Not otherwise excluded under this Policy.</p> <p>This does not include general consultations, health checks, vaccinations, or the administering of un- prescribed drugs.</p>
<b>Waiting Period</b>	means a period of twenty-one (21) days starting from the commencement date of the <b>Policy</b> (excluding renewals) as shown on <b>Your Certificate of Insurance</b> during which an <b>Illness</b> or <b>Condition</b> that first occurs or shows <b>Clinical Signs</b> will be excluded from cover unless otherwise stated on <b>Your Certificate of Insurance</b> . The <b>twenty- one (21) day Waiting Period</b> will cease at 00.01 on the 22 <sup>nd</sup> day of cover.
<b>We, Us, Our</b>	means Petcover Aust Pty Ltd trading as <b>Petcover</b> acting on behalf of Sovereign insurance Australia, the Insurer of the <b>Policy</b> .



<b>Your Pet</b>	means the animal(s) named or otherwise identified on <b>Your Certificate of Insurance.</b>
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## General Conditions

<b>Conditions of the Policy</b>	<b>You</b> must comply to the <b>General Conditions</b> and <b>Special Conditions</b> to have the full protection of the <b>Policy</b> . If <b>You</b> do not, and the <b>Condition You</b> have not complied with relates to a claim, <b>We</b> may refuse or reduce the amount <b>We</b> pay under the claim.
<b>Caring for Your Pet</b>	<p>Throughout the <b>Period of Insurance You</b> must take all reasonable steps to maintain <b>Your Pet's</b> health and to prevent <b>Injury, Illness</b> and loss.</p> <ul style="list-style-type: none"> <li>• <b>You</b> must provide <b>Routine or Preventative Treatment</b> normally recommended by a <b>Vet</b> to prevent <b>Illness</b> or <b>Injury</b>. If there is a disagreement between <b>You</b> and <b>Us</b> as to what would be reasonable <b>Routine or Preventative Treatment</b>, the details will be referred to an independent pet specialist or an independent <b>Vet</b> mutually agreed upon.</li> <li>• For any <b>Mammals You</b> must arrange and pay for <b>Your Pet</b> to have a yearly <b>Dental</b> examination and to receive any oral <b>Treatment</b> normally recommended by a <b>Vet</b> to prevent <b>Illness</b> or <b>Injury</b>. Any <b>Dental Treatment</b> recommended as a result of the <b>Dental</b> examination must be carried out as soon as possible. If <b>You</b> do not comply with this obligation, then <b>We</b> may refuse or reduce the amount <b>We</b> pay in respect of any claim which related to <b>Dental Treatment</b> under the claim to the extent that <b>Your</b> non-compliance caused or contributed to the loss or damage.</li> <li>• <b>You</b> must keep <b>Your Pet</b> vaccinated against any disease <b>Your Vet</b> has recommended <b>Your Pet</b> be vaccinated against. If <b>You</b> do not keep <b>Your Pet</b> vaccinated, <b>We</b> may refuse or reduce the amount <b>We</b> pay under any</li> <li>• claim that relates to a disease that could have been prevented if <b>Your Pet</b> was vaccinated against.</li> <li>• <b>You</b> must arrange for a <b>Vet</b> to examine and treat <b>Your Pet</b> as soon as possible after it shows <b>Clinical Signs</b> of an <b>Injury</b> or <b>Illness</b>. <b>You</b> must follow the advice and recommendations of the treating <b>Vet</b> so as not to prolong or aggravate the <b>Illness</b> or <b>Injury</b>. If <b>You</b> do not follow the <b>Vet's</b> advice <b>We</b> may refuse or reduce the amount <b>We</b> pay relating to that <b>Injury</b> or <b>Illness</b>. If <b>We</b> decide, <b>You</b> must also take <b>Your Pet</b> to a mutually agreed upon independent <b>Vet</b>.</li> <li>• <b>You</b> must keep <b>Your Pet</b> in appropriate enclosures, cages or vivariums with adequate heating and ventilation. If there is a disagreement between <b>You</b> and <b>Us</b> as to what reasonable steps are, the details will be referred to an independent pet specialist or an independent <b>Vet</b> mutually agreed upon.</li> </ul>
<b>Claims Pre-Authorisation</b>	<b>We</b> will not guarantee on the phone if <b>We</b> will pay a claim. <b>You</b> must send <b>Us</b> a claim form that has been fully completed and <b>We</b> will then communicate our decision with <b>You</b> .
<b>Required Information</b>	When <b>You</b> make a claim <b>You</b> agree to give <b>Us</b> any information <b>We</b> may reasonably ask for.

<p><b>Legal rights against others</b></p>	<p>d. If there is any other insurance under which <b>You</b> are entitled to make a claim <b>You</b> must report the incident to that insurance company and tell <b>Us</b> their name and address and <b>Your Policy</b> and claim number with them. To the extent permitted by law, <b>We</b> will only pay <b>Our</b> share of the claim.</p> <p>e. If <b>You</b> have any legal rights against another person in relation to <b>Your</b> claim, <b>We</b> may take legal action against them in <b>Your</b> name at <b>Our</b> expense. <b>You</b> must provide all reasonable assistance to <b>Us</b> and provide any documents <b>We</b> ask for.</p>
<p><b>Claims - Paid Direct to Vet</b></p>	<p>If <b>We</b> agree for a claim payment to be paid directly to <b>Your Vet</b> and <b>You</b> allow this, then if the <b>Vet</b>, who has treated <b>Your Pet</b> or is about to treat <b>Your Pet</b>, asks for information about <b>Your</b> insurance that relates to a claim, <b>We</b> will tell the <b>Vet</b> what the insurance covers, what <b>We</b> will not pay for, how the amount <b>We</b> pay is calculated and if the <b>Premiums</b> are paid to date.</p>
<p><b>Claims - Vet Fee Charges</b></p>	<p>If the <b>Veterinary Fees</b> <b>You</b> are charged are higher than the <b>Veterinary Fees</b> normally charged by a general or referral <b>Practice</b>, <b>We</b> reserve the right to request a second opinion from an independent <b>Vet</b> as to whether the fees are reasonable. If the independent <b>Vet</b> does not agree that the <b>Veterinary Fees</b> charged are reasonable <b>We</b> may decide for future claims to pay only the <b>Veterinary Fees</b> usually charged by a general or referral <b>Practice</b> in a similar area as determined by the independent <b>Vet</b>.</p>
<p><b>Claims - Over Treatment</b></p>	<p>If <b>We</b> consider the <b>Veterinary Treatment</b> <b>Your Pet</b> receives may not be required or may be excessive when compared with the <b>Treatment</b> normally recommended to treat the same <b>Illness</b> or <b>Injury</b> by general or referral <b>Practices</b>, <b>We</b> reserve the right to request a second opinion from and independent <b>Vet</b>. If the independent <b>Vet</b> does not agree that the <b>Veterinary Treatment</b> provided is reasonably required <b>We</b> may decide to pay only the cost of the <b>Veterinary Treatment</b> that was necessary to treat the <b>Injury</b> or <b>Illness</b>, as determined by the independent <b>Vet</b>.</p>
<p><b>Claims - Settlement</b></p>	<p>When <b>We</b> settle <b>Your</b> claim, <b>We</b> reserve the right to deduct from the claim amount, any amount due to <b>Us</b>.</p>
<p><b>Cancelling Your Policy</b></p>	<p><b>You</b> can cancel <b>Your Policy</b> by calling us on 1300 731 324 or writing to <b>Us</b>. <b>You</b> are entitled to a refund of the money <b>You</b> have paid for the <b>Period of Insurance</b> after the cancellation date. However, If <b>We</b> pay any claim, whether by settlement, compromise or otherwise, then no refund of <b>Premium</b> will be allowed. Cancellation of the insurance by <b>Us</b> does not affect the <b>Treatment</b> of any claim arising under the insurance in the period before cancellation.</p>

**Cancellation rights**

- a. In addition to **Your** Cooling off rights detailed earlier,
- b. **You** may cancel the **Policy** at any time by notifying **Us**.
- c. Cancellation by **You** will be effective from 16:00 (4:00pm) AEST on the day **We** receive **Your** notice of cancellation.
- d. **We** have the right to cancel the **Policy** where permitted by and in accordance with law. For example, **We** may cancel:
  - If **You** failed to comply with **Your** Duty of Disclosure;
  - Where **You** have made a misrepresentation to **Us**
  - during negotiations prior to the issue of the **Policy**;
  - Where **You** have failed to comply with a provision of the **Policy**, including the term relating to payment of **Premium**; or
  - Where **You** have made a fraudulent claim under the **Policy** or under some other contract of insurance that provides cover during the same period of time that the **Policy** covers **You**, and **We** may do so by giving **You** seven (7) days' notice in writing of the date from which the **Policy** will be cancelled. The notification may be delivered personally or posted to **You** at the address last notified to **Us**.

**Cancellation rights**

- a. d. Cancellation by **Us** will be effective from the later of 16:00 (4:00pm) AEST on the third business day after the day it is given to **You** or such other date specified in the cancellation notice. If **You** or **We** cancel the **Policy** **We** may deduct a pro rata proportion of the **Premium** for time on risk, reasonable administrative and transaction costs related to the acquisition and termination of the **Policy** **We** incur and any government taxes or duties **We** cannot recover.
- b. e. For the avoidance of doubt, if the **Policy** is cancelled or comes to an end for any reason all cover for **Your** **Pet** will stop on the date and time the cancellation becomes effective and no further claims will be paid.

## Paying Your premium

- a. Cover under the **Policy** is provided on the basis that **You** have paid or agreed to pay **Us** the **Premium** for the Cover provided. The amount **You** pay is shown on **Your Certificate of Insurance** and includes all **Premiums**, administration fees, and any applicable government taxes, fees and/or charges.
- b. The **Premium** is payable when **You** take out a new **c. Policy** and when **You** renew **Your Policy**.
- d. You may choose to pay the premium:
  - Annually by Credit Card or Direct Debit; or
  - Annually by cheque.
- e. When premiums are paid monthly by instalment, claims are paid on the basis that **You** agree to pay the remaining **Premiums** for the **Policy Period**.

Note: If **We** accept and pay a claim under the **Policy**, **We** may deduct the balance of any outstanding premium from the claim payment.

**Your Policy** will not operate until **You** have paid **Your Premium** (or **Your** first instalment if **You** have elected to pay by instalments).

Your **Premium** must be paid on or before its due date.

- f. If **You** pay by monthly instalments and if **You** do not pay an instalment on time, **We** will let **You** know and **We** will try to deduct the overdue amount along with **Your** next regular payment on the next instalment due date. If the next attempt to deduct the outstanding amount and the next instalment amount fails, **We** will cancel **Your Policy** for non-payment. **We** will send **You** a notice advising **You** of cancellation and cancellation will be effective 14 days from the date on this notice. So it's important that **You** pay **Your** instalments on time. If **You** can't, **You** should get in touch with **Us** immediately. then if the outstanding instalment remains unpaid for at least fourteen (14) days **We** can refuse to pay a claim arising after the payment was due or if the instalment remains unpaid for at least one month **We** can cancel the **Policy**. **We** also reserve the right to have **You** pay the rest of the yearly premium immediately.
- g. If **We** cancel **Your Policy** due to non-payment of an instalment premium **You** need to be aware that:
  - No benefits or entitlements can be paid under the **Policy**;
  - **You** may be refused cover in the future under any **Policy** administered by **Petcover**; and
  - Any application for general insurance products in the future may be affected because **You** had a **Policy** cancelled as a result of unpaid premiums.
- h. g. If the **Policy** is cancelled by **Us** because **You** have not paid the premium **We** may agree to reinstate the **Policy**. If **We** agree, **We** may charge an administration fee and may require **You** to pay all premiums due until the end of the current **Period of Insurance**.
- i. h. When **We** settle **Your** claim, **We** will deduct from the claim, any amount due to **Us**

Renewing Your Policy

If **You** pay **Your Premium** by Direct Debit instalment, when the **Policy** is due for renewal and **We** have agreed to renew the **Policy**, **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** at least twenty-one (21) days before the **Policy** expires with full details of **Your Premium** and terms upon which renewal will be offered for a further **Period of Insurance**. If **You** do not want to renew the **Policy** just let **Us** know. It is important that **You** check the terms of any renewal offer to satisfy yourself that the details are correct. In particular, check the sum insured amounts and **Excess(es)** applicable and ensure that the levels of cover are appropriate for **You**.

At each renewal, **We** ask **You** to notify **Us** of certain information. The information **We** require from **You** will be stated in **Your** renewal documentation. It is important that **You** provide **Us** with full and accurate information

as this could affect a future claim. Please note that **You** need to comply with **Your** Duty not to make a Misrepresentation before each renewal (see above).

Automatic Renewal of Your Policy

**We** will advise **You** regarding renewal of **Your Policy** prior to the expiration of the current **Policy**. **We** may change the terms and conditions of the **Policy** on renewal to reflect the portion of the risk associated with insuring **Your Pet** based on factors such as (but not limited to) **Your Pet's** age, location and medical history. Unless otherwise notified, **Your** Cover will be automatically renewed on the terms contained in the renewal offer and **We** will deduct/charge the renewal **Premium** from **Your** nominated account/credit card unless **You** tell us not to.

If the account/ credit card is not yours, **You** confirm **You** have the authority of the relevant person to use it and they have agreed to these terms.

**We** require **You** to notify **Us** in writing should **You** decide not to renew **Your Policy**.

Should **You** renew **Your Policy** **You** must tell **Us** if the information **You** have previously supplied is incorrect or incomplete in order to comply with **Your** Duty not to make a Misrepresentation. If **You** do not **We** may reduce or refuse to pay a claim or cancel the **Policy**.

Direct Debit Request Summary

When **You** provide **Us** with **Your** bank details, **You** are instructing **Us** to directly debit the relevant premiums calculated by **Us** from **Your** nominated account. If **Your** premium cannot be paid (for example there is not enough money in **Your** nominated account) **Your** bank may dishonour that payment, and **You** may be charged a dishonour fee by **Your** bank. Neither **Petcover** nor Sovereign Insurance Australia will be responsible for dishonour fees charged by **Your** bank or financial institution. If **Your** direct debit is dishonoured **We** will automatically retry for the outstanding amount within fourteen (14) days, and **You** may be charged a dishonour fee by **Petcover**.

If **You** have concerns about the operation of the direct debit authority or **You** subsequently need to change any aspects of the authority, please notify **Us**.

Changes at renewal	<p>This document also applies for any offer of renewal <b>We</b> make, unless <b>We</b> tell <b>You</b> otherwise. When <b>We</b> offer renewal <b>We</b> may:</p> <p>Change the <b>Premium, Excesses and Policy Terms and Conditions</b>;</p> <p>Place <b>Exclusions</b> because of previous claims made by <b>You</b> and <b>Your Pet's Veterinary</b> history;</p> <p>Limit or withdraw Third Party Liability cover based on a review of <b>Your Pet's</b> behaviour. For example, any aggressive tendencies shown or any incidents where <b>Your Pet</b> has caused <b>Injury</b> to a person or another animal.</p>
Upgrading cover	<p>If a higher plan is available for <b>Your Pet</b> <b>You</b> can apply for an upgrade at renewal of <b>Your Policy</b> and at this time the request will be subject to an underwriting review of <b>Your Pet's</b> veterinary history.</p>
Changes during the Period of Insurance	<p>Changes will only be made to <b>the Policy</b> at renewal, <b>We</b> will not change the cover <b>We</b> provide for <b>Your Pet</b> during the <b>Period of Insurance</b>, unless:</p> <p><b>You</b> did not tell <b>Us</b> about something when <b>We</b> previously asked;</p> <p><b>You</b> provided <b>Us</b> with inaccurate information when previously asked, regardless of whether or not <b>You</b> thought it was accurate at the time;</p> <p>If <b>You</b> transfer <b>Your Pet</b> to a plan with additional or higher benefit limits at renewal, the additional or higher benefits will not apply if the <b>Condition</b> being claimed for first occurred prior to the change in the level of cover.</p>
Exclusions applicable to Your Pet	<p>Any <b>Injury/Illness</b> which occurred before <b>Your Pet's</b> cover started is a <b>Pre-Existing Condition</b> which will never be covered by <b>Your</b> insurance;</p> <p>Any <b>Illness</b> which starts in the first <b>twenty-one (21) days</b> of cover (<b>Waiting Period</b>); and/or</p> <p>In addition to the <b>Exclusions</b> set out in these Terms and Conditions, the <b>Policy</b> does not cover any amount that results from an <b>Injury, Illness</b> or incident which is shown as excluded on <b>Your Certificate of Insurance</b>.</p>
Claimable Period	<p>This <b>Policy</b> covers an <b>Injury</b> or <b>Illness</b> for a period of <b>twelve (12) months</b> only. The <b>twelve (12) months</b> starts on the date the <b>Injury</b> first happened after <b>Your Pet's</b> cover started, or the first <b>Clinical Sign</b> of the <b>Illness</b> or <b>Condition</b> occurring or existing in any form, after the conclusion of the <b>twenty-one (21) day Waiting Period</b>. After this <b>twelve (12) months</b> period <b>We</b> will not cover any further claims for that or any related <b>Injury</b> or <b>Illness</b>.</p>
Policy Limits	<p>Limits do apply to some items covered by <b>Your Policy</b>. <b>You</b> should read the <b>Policy</b> carefully so that <b>You</b> are aware of what limits may be applicable to <b>You</b> in the event of a loss.</p>
Travel Cover	<p>Some sections of <b>Your Policy</b> provide cover whilst <b>Your Pet</b> is on a <b>Journey</b>. While <b>Your Pet</b> is outside <b>Australia</b>. <b>You</b> must follow the conditions of any pet travel regulations currently in force at the time. <b>You</b> agree to pay translation costs for any claim documentation not written in English. Any claims will be paid in Australian Dollars.</p>

Jurisdiction	Australian law applies to this insurance contract. Unless <b>We</b> agree otherwise the language of the <b>Policy</b> and all communications relating to it will be in English.
Your Residence	<b>Your Pet</b> must live in <b>Australia</b> . If <b>Your</b> address, or the address of <b>Your Pet</b> , changes <b>You</b> must advise <b>Us</b> as soon as possible as this may affect the insurance cover provided.
False Information	If <b>You</b> have intentionally provided false information or make a false or exaggerated claim, or any claim involving <b>Your</b> dishonesty, <b>We</b> may cancel or <b>Void</b> this <b>Policy</b> and <b>We</b> may decline further claims and their associated payments under the <b>Policy</b> .
Fraudulent Claims	If <b>You</b> submit a fraudulent claim, or solicit <b>Your Vet</b> to behave in a fraudulent manner or persuade them to falsify or change information regarding a claim, then the claim may be denied and <b>We</b> may cancel the <b>Policy</b> . <b>We</b> may also be entitled to reclaim any payments already made to <b>You</b> in respect to such claims and <b>We</b> may retain <b>Your Premium</b> .
Transferring Insurance	This insurance is not transferrable.
Your Age when cover starts	<b>You</b> must be over the age of eighteen (18) at the time <b>Your</b> insurance cover starts.

### Cover

At **Petcover**, **We** are proud of the insurance cover **We** provide for pets. In return for the payment of **Your** premium, **We** will provide cover in the following sections if they are shown on **Your Certificate of Insurance**. The cover applies within **Australia** and any Journey undertaken during the **Period of Insurance**.

Benefit limits do apply to some items covered under the **Policy**. You should read **Your Policy** carefully so that **You** are aware of what limits may be applicable in the event of a claim.

Additional Exclusions and Policy Limits may apply to Your Policy. For full details of all relevant Policy Limits and Exclusions You must read Your Certificate of Insurance and the specific Exclusions to each section under the heading 'What We will not pay'.

## Section 1 – Veterinary Fees Cover

Cover under this section applies in **Australia** and **Agreed Countries** only.

### We will pay:

- The cost of fees incurred for the **Treatment Your Pet** has received to treat an **Injury** and/or **Illness** up to the **Maximum Benefit** as stated on **Your Certificate of Insurance**. The **Maximum Benefit** stated in **Your Certificate of Insurance** is the total amount **We** will pay for all claims during the **Period of Insurance**.
- When referred and endorsed by **Your Vet**, this section also covers the cost of **Alternative and Complementary Treatments** and **Physiotherapy** to treat an **Injury** and/or **Illness**. This amount will form part of **Your Veterinary Fee** cover as **Your Policy Aggregate**.
- Illness** and **Injury** is covered for **twelve (12) months**, starting from the date during the **Period of Insurance** the **Injury** happened, or the **Clinical Signs** of the **Illness** first occurred. Payment will continue for **twelve (12) months** or until the **Maximum Benefit** is reached, whichever happens first.
- 70% of the total cost of **Veterinary Treatment** if **Your Pet** is referred to a specialist referral centre by the original treating **Vet**. **You** are required to pay 30% of the total cost of **Veterinary Treatment** by the specialist referral centre in addition to any **Excess** stated on **Your Certificate of Insurance**. This amount will form part of **Your Veterinary Fee** cover as **Your Policy Aggregate**.
- 50% of the total cost of diagnostic examinations by Magnetic Resource Imaging (MRI), Nuclear Magnetic Resonance Imaging (NMRI) or Computed Axial Tomography (CT or CAT) carried out by a **Vet**. **You** are required to pay 50% of the total cost of diagnostic examinations in addition to any **Excess** stated on **Your Certificate of Insurance**. This amount will form part of **Your Veterinary Fee** cover as **Your Policy Aggregate**.

### You must pay:

For each **Illness** or **Injury** that is treated during the **Period of Insurance** and is not related to any other **Illness** or **Injury** treated during the same **Period of Insurance**, **You** must pay the **Excess** shown on **Your Certificate of Insurance**. **You** also pay a percentage of the total costs of **Veterinary Treatment** if **Your Pet** is referred to a specialist referral centre and/or the total cost of diagnostic examinations (See 'Section 1, What **We** will pay 4 & 5' for full details).

### We will not pay under Section 1:

1. More than the **Maximum Benefit** for this section or which will result in the **Maximum Benefit** being exceeded, subject to **Exclusions** of the **Policy** and subject to the **Policy Aggregate** less the applicable **Excess**.
2. The cost of any **Treatment** for a **Pre-Existing Condition**.
3. The cost of any **Treatment** for an **Illness** which starts in the **Waiting Period**.
4. The cost of any **Treatment** in relation to **Your Pet** being or coming into season, egg binding, breeding, pregnancy or giving birth.
5. The costs of any **Treatment** for the first **twelve (12) months** of **Your Pets** insurance unless otherwise stated on **Your Certificate of Insurance** for:
  - An Injury that happened or an Illness that first showed Clinical Signs before
  - Your Pet's cover started;
  - An Injury or Illness that is the same as, or has the same diagnosis or Clinical Sign as an Injury, Illness or Clinical Sign Your Pet had before its cover started;
  - An Injury or Illness that is caused by, relates to or results from an Injury, Illness or Clinical Signs Your Pet had before its cover started, no matter where the Injury, Illness or Clinical Signs occurred or happened in, or on Your Pet's body.
6. The costs of any **Treatment** for the first **twelve (12) months** of **Your Pet's** insurance unless otherwise stated on **Your Certificate of Insurance** for:
  - An Illness or Injury that first showed Clinical Signs within the Waiting Period of Your Pet's cover starting;
  - An Illness or Injury which is the same as, or has the same diagnosis or Clinical Signs as an Illness or Injury that first showed Clinical Signs within the Waiting Period of Your Pet's cover starting;
  - An Injury or Illness that is caused by, relates to or results from a Clinical Sign(s) that first occurred, or an Illness that first showed Clinical Signs within the Waiting Period of Your Pet's cover starting, no matter where the Injury, Illness or Clinical Signs occurred or happened in, or on Your Pet's body.
7. The cost of **Treatment** to prevent **Injury** or **Illness**.
8. The cost of any **Elective, Routine or Preventative Treatment**, diagnostics or procedure, or any **Treatment** that **You** choose to have carried out that is not directly related to an **Injury** or **Illness**, including any complications that arise.
9. The cost of any screening tests performed without any clinical signs suggestive of an active condition which is negatively affecting your pet
10. The cost of any
11. **Treatment** in connection with breeding, pregnancy, or giving birth, including any complications arising from the treatment.
12. The cost of any vaccinations, spaying and castration, or routine dental treatment, other than the cost of treating any complications arising from these procedures.
13. The cost of general health improvers including special food/diets, mineral supplements/vitamin supplements whether prescribed by a **Vet** or not.
14. The cost of killing and controlling any internal or external parasites.
15. In respect of **Dental Treatment** for mammals; more than 50% of the cost of any single **Treatment**, less the applicable **Excess** in each and every case, of any **Dental Treatment**.
16. Any costs for hibernation or bumblefoot as a result of poor husbandry and where previously veterinary advice relating to hibernation or bumblefoot has not been followed.
17. The cost of any **Herbal Medicines** or **Treatment**, other than milk thistle prescribed by a veterinarian used to treat an **Injury** or **Illness**.
18. For the cost of **Treatment** for any **Behavioural Illness** if **Your Pet's** behaviour is caused by **You** failing to provide training.
19. For the cost of **Treatment** for any **Behavioural Illness** relating to a mental or emotional disorder, including self-mutilation.



20. For the cost of any **Treatment** in connection with false pregnancy.
21. For the cost of any food, including food prescribed by a **Vet**, unless it is:
  - 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 six (6) months. A diagnostic test must be carried out to confirm the presence of the stones/crystals; and/or
  - Liquid food, used for up to five (5) days while Your Pet is hospitalised at a Veterinary Practice, providing the Vet confirms the use of the liquid food is essential to keep Your Pet alive.
22. The cost of periodontics, **Dental** check-ups, Comprehensive Oral Health Assessment and **Treatment** (COHAT), **Dental** x-rays, **Dental** prophylaxis, **Dental** scale and polish or teeth cleaning, gingival curettes, gingival hyperplasia, removal of plaque or calculus or periodontal surgery.
23. The cost of prosthodontics, the removal or repair of misaligned or retained deciduous teeth, orthodontic appliances, crowns, caps or splints, luxation, horizontal bone loss, impacted teeth or embedded teeth.
24. Any cost relating to orthodontics, malocclusion, wry bite, supernumerary teeth, reverse scissor bite, posterior cross bite, anterior crossbite, overbite, brachygnathia, open bite or level bite.
25. The costs of having **Your Pet**:
  - Put to sleep, including any Veterinary consultation/visit or prescribed medication specifically needed to carry out the procedure; or
  - Cremated, buried or otherwise disposed of.
  - Any post-mortem examination, or any other tests or procedures performed once your pet is deceased.
26. For costs resulting from an **Injury** or **Illness** that are excluded under the **Policy**.
27. For the cost of treatment during a house call unless the **Vet** confirms that **Your Pet** is suffering from a serious **Injury** or **Illness** and that moving **Your Pet** would either endanger its life or significantly worsen the serious **Injury/Illness**, regardless of **Your** personal circumstances.
28. The cost of having your pet transported
29. For extra costs for treating **Your Pet** outside usual surgery hours; unless the **Vet** confirms an emergency, consultation is essential, regardless of **Your** personal circumstances.
30. For any additional cost required to handle, diagnose, or treat your pet due to your pet's behaviour or your personal circumstances.
31. For the cost of any additional Veterinary attention required because **You** are unable to administer medication or **Your** personal circumstances.
32. For the cost of hospitalisation and any associated **Treatment**, unless the **Vet** confirms **Your Pet** must be hospitalised for essential **Treatment**, regardless of **Your** personal circumstances.
33. For any costs for treating an **Illness** or **Injury** after the last day of the **Period of Insurance**, unless a further **Period of Insurance** has been entered into by **You** and **Us**, in which case the costs may be paid under the new **Policy** entered into with **Us**.
34. Any costs for **Alternative or Complementary Treatment** or Veterinary
35. **Treatment** that does not improve the health or wellbeing of **Your Pet**.
36. For the cost of buying or hiring equipment or machinery or any form of housing, including cages.
37. For the cost of any surgical items that can be used more than once.
38. The cost for **Your Vet** to write a prescription, charge a dispensing fee, charge administration fees or a claim form completion fee
39. Any claim where the full medical history is not provided when requested.
40. Any bulk purchase of medicines that cannot be used in full by the end of the current **Policy** period.
41. Any prolonged course of veterinary medicines, **Alternative or Complementary Treatments** for more than three (3) months if there is a veterinary operation, that is recommended by **Us**, that would have improved or cured the **Condition** unless agreed by **Us**. The maximum payment will be limited to the equivalent cost of the operation.
42. The cost of any medication or drug course to treat a **Condition** that is for more than four (4) weeks at a time. **We** may consider a longer period of time providing **Your Vet** has submitted a full **Treatment** plan to **Us** for review prior to the **Treatment** being carried out.
43. The cost of any ongoing **Treatment** that will require more than six (6) visits, without a letter from **Your Vet** setting out a **Treatment** plan for permanent cure of the **Condition**. Any

further consultations and **Treatments** will require pre- authorisation by **Us**.

44. For the cost of any **Treatment** if a claim has not been submitted within **twelve**
45. **(12) months** of **Your Pet** receiving **Treatment**, **We** may refuse or reduce the amount **We** pay to the extent that **We** are prejudiced by the late notification of the claim.
46. Any medicines that have not been approved by the Australian Pesticides and Veterinary Medicines Authority (APVMA) or where there is no evidence to support the usage of this medicine for this **Condition**.
47. The cost of the following procedures; experimental **Treatments**, or therapies; prosthetics or orthopaedic supports or braces, open heart surgeries, cancer vaccinations, therapeutic antibody cancers, stem cell therapy, organ transplants, gene therapies, probiotics, **Dental** vaccines, cold laser **Treatments**, 3D printing, Juvenile Pubic Symphysiodesis (JPS), any drugs not used in accordance with the manufacturers recommendations.
48. Administrative fees, which include but are not limited to, postage fees, payment processing fees, courier fees, travel charges, or pet transport charges.
49. The cost of any shampoo, conditioner, Elizabethan collar (or any similar device to prevent access to a wound or surgery site), ear cleaners, supplements, or merchandise.
50. The cost of any medication that can be legally obtained without a prescription from a veterinarian, or by being dispensed directly by the veterinarian.
51. For the cost of any **Treatment** while on a **Journey** if a **Vet** believes it can be delayed until **Your Pet** returns **Home**.
52. Any cost of treating any condition where a routine preventative product is available, and the product is recommended by a veterinarian, if the pet has not been actively protected by the product.
53. Any cost of treating your pet for tick paralysis if the pet was not actively protected with an Australian Pesticides and Veterinary Medicines Authority (APVMA) approved parasite control product which has a label claim of protection against paralysis ticks.
54. In relation to any pandemic disease that causes widespread **Illness**, death or destruction affecting dogs and cats.

### Special Conditions for Veterinary Fees Cover (Section 1):

The maximum amount **We** will pay for the cost of **Treatment** for **Injury** and or **Illness** is the **Maximum Benefit** that applies on the date the **Injury** happened or the date the **Clinical Signs** of the **Illness** first occurred, provided the relevant date falls within the **Period of Insurance**, subject to **Exclusions** of the **Policy** and less the applicable **Excess**.

1. If the claim includes medication, these costs will be subject to the **Maximum Benefit** that applies on the date the medication will be used.
2. If **We** receive a request to pay the claim settlement direct to a **Veterinary Practice**, **We** reserve the right to decline this request.
3. We may refer **Your Pet's** case history to a mutually agreed upon independent **Vet** and if **We** request, **You** must arrange for **Your Pet** to be examined by the independent **Vet**.
4. If **You** decide to take **Your Pet** to a different **Vet** for a second opinion because **You** are unhappy with the diagnosis or **Treatment** provided, **You** must tell **Us** before **You** arrange an appointment with the new **Vet**. If **You** do not, **We** will not pay any costs relating to the second opinion. If **We** request, **You** must use the independent **Vet** **We** agreed upon. If **We** decide the diagnosis or **Treatment** currently being provided is correct, **We** will not cover any costs relating to the second opinion.
5. It is **Your** responsibility to ensure the **Veterinary Practice** is paid within the required time frame:
  - If an additional charge is added to the cost of **Treatment** due to the late payment of fees, **We** will deduct this charge from the claim settlement; and/or
  - If the **Veterinary Practice** provides a discount for paying the cost of **Treatment** within a certain time frame, **You** must provide payment within this time frame. If **You** do not, **We** will deduct the discount, which would have been provided, from the claim settlement.
6. **We** will require fully itemised invoices for all **Alternative, Complementary and Veterinary Treatment**.

## Section 2 - Advertising and Reward Cover

Cover under this section applies in Australia and Agreed Countries only

### We will pay:

If **Your Pet** is stolen or goes missing during the **Period of Insurance**; and

7. The cost of advertising; and
8. The reward **You** advertised and paid, with **Our** prior agreement to get **Your Pet** back.
9. If **Your Pet** is stolen or goes missing during **Your Journey**, **We** will also pay the cost of **Your** accommodation to stay and look for **Your Pet** if it has not been found or returned by the scheduled last date of **Your Journey**.

### You must pay:

1. Any amount which exceeds the **Maximum Benefit** for all incidents covered under the relevant section or which will result in the **Maximum Benefit** being exceeded for all incidents during the **Period of Insurance**; and
2. **Your Excess** as detailed in **Your Certificate of Insurance**.

### We will not pay under Section 2:

1. For any reward that **We** have not agreed before **You** have advertised it.
2. For any reward not supported by a signed receipt giving the full name, address and telephone number of the person who found **Your Pet**.
3. Any reward paid to:
  - A member of **Your Family** or any person living with **You** or employed by **You**, including any person travelling with **You** during **Your Journey**;
  - The person who was caring for **Your Pet** when it was lost or stolen; or
  - The person who stole **Your Pet** or any person who is in collusion with the person who stole **Your Pet**.
4. Any amount if a claim has not been submitted within **twelve (12) months** of **Your Pet** going missing, to the extent that **We** are prejudiced by the late notification of the claim.
5. If **Your Pet** is stolen or goes missing during **Your Journey**:
  - More than seven (7) days' accommodation costs and more than \$60 for each day's accommodation;
  - Any amount if the cost of accommodation is at a property owned by **You** or **Your Family**.
6. Any amount unless there is some official documentation to certify the theft or loss was reported to the police or the shipping, or aircraft operator if the loss or theft happened while **You** were travelling with them.

### Special Conditions for Advertising and Reward Cover (Section 2):

1. **You** must immediately take all reasonable steps to find or recover **Your Pet**. **You** must take the following steps:
2. As soon as possible after discovering **Your Pet** is stolen or lost, **You** must tell the appropriate authority and obtain written confirmation of **Your** report. Depending on where **You** live the appropriate authority may be **Your** local Council or the police. If **Your Pet** is microchipped **You** must also contact **Your** Microchip provider and Vet to advise that **Your Pet** is stolen or missing;
3. Tell all the Vets and local rescue centres within a reasonable distance of the area where **Your Pet** was last seen, as soon as reasonably possible of **Your Pet** going missing;
4. If **Your Pet** has not been found within ninety (90) days, fill in a claim form and return it to **Us** as soon as possible; and
5. If **Your Pet** was lost or stolen while being transported by a shipping agent or aircraft, **You** must, as soon as reasonably possible, report the loss to the operator and obtain written confirmation of **Your** report.

There are other actions **You** can take, which although are not requirements of this insurance, may help to improve the chances of **Your Pet** returning **Home**. This includes notifying all **Vets**, and local rescue centres, distributing flyers, do a letterbox drop in the area **Your Pet** went missing and searching the local area; **We** are happy to share useful tips with **You** if **You** contact **Us**.

1. **You** must obtain **Our** approval before advertising a reward; if not, the cost of the reward will not be covered by the **Policy**.
2. **You** must provide **Us** with a receipt(s) for any amount which **You** are claiming for. Any costs not supported by a receipt will not be covered under this section
3. **We** will require fully itemised invoices for any costs arising from advertising and reward cover.

## Section 3 – Third Party Liability Cover

Cover under this section applies in **Australia** only.

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

### We will pay

**Your Legal Liability** for payment of compensation in respect of:

1. Death, bodily injury or illness of another person; and/or
2. Physical loss of or damage to property, occurring during the **Period of Insurance** and which is caused by an **Accident** caused by **Your Pet**.

We will also pay as a part of and not in addition to **Your Maximum Benefit**, the legal costs and expenses **You** incur for a Legal Liability claim covered under this Section with **Our** consent for which **You** are legally liable, plus the cost of any lawyers **We** appoint. Please contact **Us** to confirm approval before authorising any legal costs and expenses.

All **Accidents** attributable to one source or original cause are treated by **Us** as one **Accident**. This cover applies in respect of an **Accident** occurring anywhere in **Australia**. The maximum amount **We** will pay for each claim under this Section 3 – Third Party Liability Cover under this Policy is \$1,000,000. Where permitted by law, this limit will be reduced by any amount paid under any other insurance **You** have with **Us**, that provides cover for the same liability, loss, **Accident**, occurrence or incident.

### You must pay

The first \$500 of each property claim under this Section.

### We will not pay under Section 3:

3. Any amount which exceeds the **Maximum Benefit** for this section or which will result in the **Maximum Benefit** being exceeded.
4. Any amount in relation to **Your Legal Liability** for:
  - Damage to **Your** property;
  - Bodily injury to or death of any person who normally lives with **You** or is part of **Your Family** or for damage to their property;
  - Bodily injury to **Your** employees or anyone who works for **You**, or for damage to their property;
  - Loss of or damage to property in the care, custody or control of **You**, a person who lives with **You** or a member of **Your Immediate Family's** care, custody or control or the care, custody or control of **Your** employees or any person who normally lives with **You**;
  - For loss, expenses or costs involving **Your** business trade or profession, or for events that happen where **You** work. This includes where **You** live, if **You** work from Home and **Your Pet** has access to **Your** work area;
  - Any costs and expenses for defending **You** which **We** have not agreed beforehand because of the terms of an agreement (unless **You** would have been liable if the agreement did not exist), claims caused by, arising out of, or in any way connected with asbestos, claims caused by, arising out of or in any way connected with the discharge, dispersal, release or escape of pollutants defined as smoke, vapours, soot, fumes, acid, alkalis, toxic chemicals, liquids, gases, waste materials or other irritants, contaminants or pollutants into or upon land, the atmosphere or any watercourse or body of water. This Exclusion will not apply if such discharge, dispersal, release or escape is caused by an **Accident** which occurred during the **Period of Insurance** involving **Your Pet**; and/or
  - The prevention of such contamination or pollution.
  - Please contact **Us** to confirm approval before authorising any legal costs and expenses.
5. Claims caused by, arising out of, or in any way connected with:
  - Pregnancy; or
  - The transmission of disease, to any other human or animal.
6. Claims caused by, arising out of or in any way connected with an **Accident**, if **You** have not followed the instructions or advice given to **You** by the previous owners of **Your Pet**, or the re-homing organisation or a qualified behaviourist or veterinarian about the behaviour of **Your Pet**.
7. Where **Your Legal Liability** is covered or indemnified, in any way under any:
  - Statutory or compulsory scheme, fund or insurance;

- Compensation scheme or workers compensation Policy of insurance; or
  - Industrial award, even if the amount recoverable is nil.
8. Where **Your** Legal Liability is over that recoverable under any:
    - Statutory or compulsory scheme, fund or insurance, or
    - Accident compensation scheme or workers compensation Policy of insurance, or
    - industrial award.
  9. For any aggravated, exemplary or punitive damages, damages resulting from the multiplication of compensatory damages, fines or penalties,
  10. If **Your Pet** is kept or lives on premises that sell alcohol, unless there is no access from the residential premises to the business premises.
  11. For an incident which takes place when **Your Pet** is in the care of a business or a professional and **You** are paying for their services. For example, but not limited to, when **Your Pet** is in the care of a pet minder, a trainer, a pet sitter or at a boarding establishment.
  12. If the **Accident** happens in an area or place where pets are specifically prohibited, unless **Your Pet** escapes and enters the area outside of **Your** control.

### Special Conditions for Third Party Liability Cover (Section 3):

1. **You** must not admit responsibility, agree to pay any claim or negotiate with any person following an incident which may give rise to claim under this section. If **You** do, **We** may reduce or refuse **Your** claim to the extent **We** are prejudiced.
2. **You** must, as soon as reasonably possible, send **Us** any writ, summons or legal documents **You** receive and **You** or any other person on **Your** behalf must not respond to any of these documents.
3. **You** agree to provide **Us** with any information connected with the claim **We**
4. reasonably ask for including details of **Your Pet**'s history.
5. **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.
6. **You** must allow **Us** to take charge of **Your** claim and allow **Us** to prosecute in
7. **Your** name any legal proceedings instituted for **Our** benefit.
8. If more than one of the pets insured under the **Policy** are involved in, or contribute towards, an **Accident** which is covered under this section only one **Maximum Benefit** will apply to the **Accident** for all of the pets. This means that if:
  - The pets involved all have the same Maximum Benefit; the most **We** will pay for the **Accident** is that Maximum Benefit. For example, if all of the pets insured each have a Maximum Benefit of \$1 million, **We** will pay no more than \$1 million for the **Accident**; and
  - If pets involved (all owned by **You**, but some are uninsured) **We** will pay no more than a pro ratio portion of the total amount of the claim, up to the Maximum Benefit.
  - If a business or a professional is being paid to care for **Your Pet** in any way (for example, but not limited to a pet minder, a trainer) it is **Your** responsibility to:
    - Make sure the business/person has the appropriate third-party liability insurance cover; and
    - Tell them if **Your Pet** has any behavioural problems or requires any special handling so they are able to handle **Your Pet** in an appropriate manner.
9. **Third Party Liability** cover will be governed by the law of the State or Territory where the **Policy** was arranged and whose courts will have jurisdiction in any dispute.

## Section 4 – Loss from Not Returning whilst Flying

Cover under this section applies in **Australia** only.

This section is an **Optional Extra Benefit** only available to birds of prey valued over \$500 and only applies if it is shown as covered on **Your Certificate of Insurance**.

### We will pay:

The price **You** paid for **Your Pet**, up to the **Maximum Benefit** as agreed and stated in **Your** Certificate of Insurance, if it is proven missing whilst flying during the **Period of Insurance** and is not recovered or does not return. If **You** have no formal proof of how much **You** paid for **Your Pet**, **We** will pay the **Market Value** or purchase price, whichever is less. If **You** did not pay for **Your Pet** **We** will pay the **Market Value**.

## You must pay:

The **Excess** shown on **Your Certificate of Insurance**.

## We will not pay under Section 4:

1. Any amount which exceeds the **Maximum Benefit** for this section or which will result in the **Maximum Benefit** being exceeded.
2. Any amount in the event of escape or mysterious disappearance.
3. Any amount if a claim has not been submitted within **twelve (12) months** of **Your Pet** going missing.
4. Any amount if the loss happened prior to the **Period of Insurance**.
5. Any amount due to a loss which is excluded on **Your Certificate of Insurance** or generally not covered within these terms and conditions.
6. Any amount if **Your** bird is not flown with telemetry tracking equipment

## Special Conditions for Loss from Not Returning whilst Flying Cover (Section 4):

1. **Your Pet** must be flown with telemetry tracking equipment.
2. No settlement will be made for loss of **Your Pet** until ninety (90) days after the incident is reported to **Us** and then only in the event that **Your Pet** is not recovered.
3. Any loss must be notified to **Us** as soon as it occurs.
4. To submit a claim for Theft or Loss **You** must have advertised the loss of **Your Pet** for at least ninety (90) days and when **You** claim **You** must provide **Us** with evidence showing the advertising took place, the **Pet's** original purchase receipt from where **You** bought **Your Pet**, where applicable; **We** will not pay for this information.
5. If the claim is paid the purchase receipt will not be returned to **You**.
6. If **Your Pet** is found or returns, **You** must repay the full amount **We** have paid **You**.
7. **You** must immediately take all reasonable steps to find or recover **Your Pet**. **You** must take the following steps:
  - Tell all the Vets and local rescue centres within a reasonable distance of the area where Your Pet was last seen, within a reasonable time of Your Pet going missing; and
  - If Your Pet has not been found within ninety (90) days, fill in a claim form and return it to Us as soon as possible.

There are other actions **You** can take, which although are not requirements of this insurance, may help to improve the chances of **Your Pet** returning **Home**. This includes notifying all **Vets**, local rescue centres, distributing flyers, do a letterbox drop in the area **Your Pet** went missing and searching the local area; **We** are happy to share useful tips with **You** if **You** contact **Us**.

## Claiming

### Making a claim

It's distressing when a much-loved pet suffers an **Injury** or **Illness** so **We** do all **We** can to make the claims process as quick and easy as possible. There's lots of useful information on **Our** website [www.petcovergroup.com/au](http://www.petcovergroup.com/au) to assist **You** making a claim.

**We** guarantee to handle **Your** claim fairly and promptly. **We** will provide a claims handling service for as long as **You** remain a client of Petcover Aust Pty Ltd, and **We** will assist **You** in the pursuance and settlement of **Your** claim.

Claim payments will be made by Electronic Funds Transfer directly into **Your** nominated bank account, if another method of payment is required any costs incurred for administration will be deducted from the claim settlement.

### How to claim

Notify **Us** of a potential claim as soon as possible by:

Downloading and completing a claim form from **Our** website: [www.petcovergroup.com/au/claims](http://www.petcovergroup.com/au/claims);

1. Contact **Us** if **You** would like **Us** to send **You** a claim form;
2. Claims for **Veterinary Fees** only may be lodged with **Your Vet** (if mutually agreed by **Your Vet**) and **We** will pay the **Veterinary Practice** directly. **You** will need to pay **Your Vet** the applicable **Excess(es)** and any non-claimable items.
3. Claims for **Veterinary Fees** must be notified to **Us** no later than one year after the **Treatment** date;
4. **We** will not guarantee on the phone if **We** will pay a claim. **You** must send **Us** a claim form that has been fully completed and **We** will then write to **You** with **Our** decision.

5. Contact **Us** immediately about any incident that happens involving **Injury** to a person, another animal or property even if **You** don't believe a claim will be made against **You** at the time. Call **Us** on 1300 731 324 Monday to Friday 8.30am – 6pm, Saturday 9am – 5pm. Do not admit responsibility, agree to pay any claim or negotiate with any person following an incident that may give rise to a claim. Any writ, summons or legal documents received by **You** need to be sent to **Us** immediately. **You** must not respond to any of these documents.

Please send **Us** the following supporting documentation related to **Your** claim or incident:

#### **For Section 1 - Veterinary Fees**

**You** will be required to complete a claim form in all instances, and **You** should telephone **Us** on 1300 731 324 or email [info.au@petcovergroup.com](mailto:info.au@petcovergroup.com) immediately **You** become aware of a potential claim, or alternatively **You** can download a claim form from **Our** website address for payment. The completed claim form together with all relevant documentation (e.g. **Your Pet's** clinical history) should be returned to **Us** within thirty (30) days of the completion of the **Treatment**. If **Your** completed claim form is not returned to **Us** within thirty (30) days, it may affect the validity of **Your** claim or delay renewal terms being offered on **Your** insurance **Policy**.

For this section of cover, the **Veterinary Practice** must complete the relevant section of the claim form.

- Please send **Us** the fully itemised invoices from the **Veterinary Practice** which show what **You** are claiming for.
- When **You** make the first claim for **Your Pet**, **We** will obtain its full clinical history. The full clinical history is a record of all visits **Your Pet** has made to a **Vet** and this information will be obtained from each **Veterinary Practice** **Your Pet** has attended.
- Claims for certain **Conditions** may also require additional information about **Your Pet's** full clinical history. **We** will advise **You** if **We** reasonably need this once **We** receive **Your** claim form.
- For **Veterinary Fees**, if the claim is for **Treatment** in an **Agreed Country**, **You** need to provide the booking invoice for **Your Journey** or any other official documents which show the dates of **Your Journey**.

#### **For Section 2 - Advertising and Reward**

**You** must phone **Us** on 1300 731 324 and talk to **Our** Claims Department for the approval of any reward before **You** advertise it.

Please send **Us**:

- The fully itemised invoices and receipts to show the costs involved, including a receipt for any reward paid;
- If the loss or theft happened during **Your Journey**, the booking invoice or another official document to show the dates of **Your Journey**; and
- If applicable the police or operator's report.

### For Section 3 - Third Party Liability

You must contact **Our** Claims Department on 1300 731 324 immediately or as soon as reasonably possible, for advice if someone is holding **You** responsible for an **Accidental Injury** or damage caused by **Your Pet**. **We** will send **You** a claim form to complete.

**IMPORTANT: DO NOT ACCEPT ANY RESPONSIBILITY OR RESPOND TO ANY CORRESPONDENCE WHETHER VERBAL OR WRITTEN.**

Please send **Us**:

- **Your** completed claim form with any detailed written description of the incident, and reward paid; and
- Any correspondence that **You** may have received from a Third Party, this includes court documentation and legal documents.

### For Section 4 - Not Returning Whilst Flying

In the event of the loss of **Your Pet** from not returning whilst flying, **You** will be required to complete a claim form, and **You** should therefore telephone **Us** on 1300 731 324 or email [info.au@petcovergroup.com](mailto:info.au@petcovergroup.com) immediately **You** become aware of a potential claim.

Please send **Us**:

- The purchase receipt from when **You** bought **Your Pet**.

## Fraud

Fraud increases **Your Premium** and the **Premiums** of all Policyholders. If **You**:

- Intentionally provide **Us** with false information;
- Make a false or exaggerated claim with **Us**; or
- Make any claim with **Us** which involves **Your** dishonesty.

**We**:

- Are not liable to pay the claim;
- May recover from **You** any sums paid by **Us** to **You** in respect of the claim; and
- May by notice to **You** treat this insurance as having been voided with effect from the time of the fraudulent act.

If **We** treat this insurance as voided:

1. **We** shall not be liable to **You** in respect of a relevant event occurring after the time of the fraudulent act. a relevant event is whatever gives rise to **Our** liability under this insurance (such as the occurrence of a loss, the making of a claim, or the notification of a potential claim); and
2. **We** need not return any of the **Premiums** paid.

'Void **Your Policy**' means **We** will cancel **Your Policy** from the date the fraud occurred. If **We** take this action **You** must tell any other Insurer that **We** have void **Your Policy** and failure to do this could invalidate any future insurance **Policy**.

## Excess

An **Excess** is the amount(s) shown on the **Certificate of Insurance** that **You** must pay for each unrelated **Condition** when **You** make a claim under the **Policy** per **Policy Year** unless **We** state an **Excess** does not apply. There are different types of **Excess** that may apply to **You** at the time of the claim.

### Fixed Excess

The Fixed **Excess** is the first amount **You** must pay for each unrelated **Condition** per **Policy Year**. The amount of the Fixed **Excess** will be shown on **Your Certificate of Insurance**.

The Fixed **Excess** may be **Our** standard minimum **Excess** or **You** may choose a higher **Excess** in exchange for a lower **Premium**.

## Claims Examples – With No Veterinary Specialist Treatment and No MRI/CAT Diagnostics

### Optional High Excess

The Optional High **Excess (Birds, Reptiles or Mammals)** is a higher voluntary **Excess** payable as the Fixed **Excess** in return for a lower **Policy Premium**.



Example calculation:

If **Your Pet** is a **Bird or Reptile**. Total Vet Invoice \$6,000:

Claimable <b>Veterinary Fees</b>	\$6,000
Less the Fixed High <b>Excess</b>	\$175
<b>Total claimable amount</b>	<b>\$5,825</b>

\*The above is an example only and subject to the total benefit amount and applicable **Excesses** as shown on the **Certificate of Insurance**.

Example calculation:

If **Your Pet** is a **Mammal**. Total Vet Invoice \$1,000:

Claimable <b>Veterinary Fees</b>	\$1,000
Less the Fixed High <b>Excess</b>	\$225
<b>Total claimable amount</b>	<b>\$775</b>

\*The above is an example only and subject to the total benefit amount and applicable **Excesses** as shown on the **Certificate of Insurance**.

### Normal (low) Excess

Example calculation:

If **Your Pet** is a **Bird or Reptile**. Total Vet Invoice \$1,000:

Claimable <b>Veterinary Fees</b>	\$1,000
Less the Fixed Low <b>Excess</b>	\$75
<b>Total claimable amount</b>	<b>\$925</b>

\*The above is an example only and subject to the total benefit amount and applicable **Excesses** as shown on the **Certificate of Insurance**.

Example calculation:

If **Your Pet** is a **Mammal**. Total Vet Invoice \$1,000:

Claimable <b>Veterinary Fees</b>	\$1,000
Less the Fixed Low <b>Excess</b>	\$125
<b>Total claimable amount</b>	<b>\$875</b>

\*The above is an example only and subject to the total benefit amount and applicable **Excesses** as shown on the **Certificate of Insurance**.

### Claims Examples – Including Treatment at Non-Specialist Vet plus treatment at a Referral/ Specialist Vet and MRI/CAT Diagnostics

If **Your Pet** has been treated at a Specialist or Referral Practice/Hospital and or has had one of the following procedures; the total claim amount will be reduced by the percentage amount shown on **Your Certificate of Insurance**.

1. The cost of **Veterinary Treatment** carried out by a specialist referral centre or a specialist **Vet** will only be covered up to the value of 70% (after the deduction of **Your Excess**) if **Your Pet** is referred by the original **Treatment Vet**.
2. The cost of diagnostic examinations of Magnetic Resource Imaging (MRI), Nuclear Magnetic Resonance Imaging (NMRI) or Computed Axial Tomography (CT or CAT) carried out by a **Vet** will only be covered up to the value of 50%.

### Optional High Excess

Example calculation:

If **Your Pet** is a **Bird or Reptile**. Total Vet Invoice \$1,850:

Total Claimable <b>Veterinary Fees</b> (Primary Vet)	\$1,000
Less the Fixed High <b>Excess</b>	-\$175
<i>Revised claimable amount</i>	\$825
Total Claimable Specialist Vet Fees	\$600
Less 30% Vet Invoice	-\$180.00
<i>Revised claimable amount - 70%</i>	\$420
Total Diagnostic MRI/CAT Fee	\$250
Less the 50% of vet invoice	-\$125.00
<i>Revised claimable amount - 50%</i>	\$125
<b>Total Claimable Amount payable</b>	<b>\$1,370.00</b>

\*The above is an example only and subject to the total benefit amount and applicable **Excesses** as shown on the **Certificate of Insurance**.

Example calculation:

If **Your Pet** is a **Mammal**. Total Vet Invoice \$1,850:

Total Claimable <b>Veterinary Fees</b> (Primary Vet)	\$1,000
Less the Fixed High <b>Excess</b>	\$225
Revised claimable amount	\$775
Total Claimable Specialist Vet Fees	\$600
Revised claimable amount - 70%	\$420
Total Diagnostic MRI/CAT Fee	\$250
Revised claimable amount - 50%	\$125
Total Claimable Amount payable	\$1,080

\*The above is an example only and subject to the total benefit amount and applicable **Excesses** as shown on the **Certificate of Insurance**.

### Normal Excess

Example calculation:

If **Your Pet** is a **Bird or Reptile**. Total Vet Invoice \$1,850:

Total Claimable <b>Veterinary Fees</b> (Primary Vet)	\$1,000
Less the Fixed Low <b>Excess</b>	\$75
Revised claimable amount	\$925
Total Claimable Specialist Vet Fees	\$600
Revised claimable amount - 70%	\$420
Total Diagnostic MRI/CAT Fee	\$250
Revised claimable amount - 50%	\$125
Total Claimable Amount payable	\$1,230

\*The above is an example only and subject to the total benefit amount and applicable **Excesses** as shown on the **Certificate of Insurance**.

Example calculation:

If **Your Pet** is a **Mammal**. Total Vet Invoice \$1,850:

Total Claimable <b>Veterinary Fees</b> (Primary Vet)	\$1,000
Less the Fixed High <b>Excess</b>	\$125
Revised claimable amount	\$875
Total Claimable Specialist Vet Fees	\$600
Revised claimable amount - 70%	\$420
Total Diagnostic MRI/CAT Fee	\$250
Revised claimable amount - 50%	\$125
Total Claimable Amount payable	\$1,180

\*The above is an example only and subject to the total benefit amount and applicable **Excesses** as shown on the **Certificate of Insurance**.

### Changes to this Notice

**We** keep **Our** privacy notice under regular review. This notice was last updated on the 8th March 2018.

### Contacting Us

If **You** have any questions relating to the processing of **Your** information, please contact **Us**:

Petcover Pet Insurance Customer Service Centre 1-3 Smolic Crt

Tullamarine VIC 3043

Phone 1300 731 324

[info.au@petcovergroup.com](mailto:info.au@petcovergroup.com)

For information about the Insurer and Sovereign Insurance Australia please visit <https://www.sovereignaustralia.com.au/>

### Sanctions

**We** will not provide any benefit under this insurance to the extent of providing cover, payment of any claim or the provision of any benefit where doing so would breach any sanction, prohibition or restriction imposed by law or regulation.

### Choice of Law and Jurisdiction

**You** and **We** are free to choose the law applicable to this contract of insurance. Unless specifically agreed to the contrary this contract of insurance shall be governed by the laws of **Australia** and subject to the exclusive jurisdiction of the courts of **Australia**.

Any term in this contract which conflicts with the law which applies to the country in which **You** live shall be amended to conform to that law.

### Service of Suit

The **Insurer** agrees that in the event of a dispute arising under this **Policy**, the **Insurer** shall, at **Your** request, submit to the jurisdiction of any competent court in the Commonwealth of Australia. Such dispute will be determined according to the law and practice applicable to such court. Any summons, notice or process to be served upon the **Insurer** may be served upon the Insurer as follows:

Sovereign Insurance Australia  
263 Albany Highway  
Victoria Park, WA 6100

### Language

Unless otherwise agreed in writing the language of **Your Policy** and any communication throughout the duration of the **Policy** will be in English.

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By Telephone	1300 731 324
Calling from overseas:	+61 3 9339 3333
By Email	info.au@petcovergroup.com
In Writing	Petcover Aust Pty Ltd 1-3 Smolic Court Tullamarine VIC 3043
Website	petcovergroup.com/au
Voice Call	1300 557 727
Relay Users and ask for	1300 731 324
TTY Users Call and ask for	133677 1300 731 324
SMS Relay Users	Contact 0423 677 767

### **Administrator**

Petcover Aust Pty Ltd (ABN 97 117 476 990, AFSL No. 507143) is the sole Administrator of the Policy acting on behalf of the Insurer. Petcover® is a registered trademark and products sold under this trademark in Australia are sold exclusively by Petcover Aust Pty Ltd.

### **Head Office**

1-3 Smolic Crt, Tullamarine VIC, 3043 Ph: 1300 731 324  
info.au@petcover.com petcover.com.au

### **The Insurer**

Sovereign Insurance Australia (ABN 85 138 079 286 AFS License Number 342516) with its registered address at 263 Albany Highway, Victoria Park, WA 6100.

Sovereign Insurance Australia is authorised to carry out insurance business in Australia by the Australian Prudential Regulation Authority in accordance with the Insurance Act 1973 (Cth).

