

How to claim in 2 easy steps

Step 1: Please complete the claim form on the following page.

Step 2: Send the form with all necessary documentation via email to claims.nz@petcovergroup.com. To expedite your claim, we recommend sending us all documents electronically.

Claim checklist

Before sending in your claim form, please ensure the following:

You have fully completed all relevant sections on this claim form.

For any item valued over \$800, the purchase receipt showing the make, model and date of purchase or saddlers valuation.

If the item has been stolen:

The police report.

Two quotations to replace the item with a new equivalent item.

Photographs showing any damage to the place where the items were stolen from.

If the item is damaged and repairable:

Two estimates for repair.

Photographs showing the damage to the item.

If the item is damaged and not repairable:

Written confirmation from a saddler stating the item is damaged beyond repair and stating the current salvage value.

Two quotations to replace the item with a brand-new equivalent item.

Photographs showing the damage.

How your claim will be paid

▶ If you have elected to pay your premium by direct debit, your benefits will be paid directly into your nominated bank account.

▶ If you pay your policy other than by Direct Debit, please add your bank account details in the payment options section on this claim form. Please note, we can only pay benefits to the policyholder(s).

Contact us

If you have any questions about your claim

please call us on **0800 255 426**

(between 08:30-17:00 NZST Mon-Fri)

or email us at claims.nz@petcovergroup.com

Note: We reserve the right to request additional information or original documents for submitted claims. We will advise you if we need this once we receive your claim form.

Tip: Should you not have access to a scanner then we are happy for you to simply take a picture with your mobile phone camera to send to us the invoice(s) and supporting document(s) via email. All documents need to be submitted in a legible resolution.

Saddlery & Tack Claim Form



Claim received on (Petcover use only):

Please complete the claim form and email the relevant documents to claims.nz@petcovergroup.com.

Section 1. Your details

Policy no. :

Your name:

Contact no. :

Email:

Address:

Postcode:

Town:

Please tick here if the above address is different to the address on your certificate of insurance. Your policy records will be updated with these details.

Address where insured items were stored:

Address where loss occurred (if different):

Is any of these items insured under your household contents insurance? Yes No

If Yes, name of insurer:

Section 2. Summary and details of the stolen/missing/damaged items

What are you claiming for?	Damage	Missing	Stolen	If damaged, are the items repairable?		Yes	No
Item/s being claimed	Purchased new/used?		Date of purchase	Purchase price \$	Replacement value \$		
	New	Used					
	New	Used					
	New	Used					
	New	Used					
				Claim total	\$	\$	

When did the theft/loss or damage occur? Date: Time: When were the item/s last seen by you? Date: Time:

Full details of how, when and where the theft/loss/damage occurred, and in case of theft how entry was gained etc.:

Name/s of any witness/es:

Precautions taken to prevent the theft/loss/damage, including details of locks on doors and windows if theft was from a building:

What steps have been taken to recover the lost items?:

Were the police informed? Date: Time: Did you receive a police report? Yes No

Station name/location: Contact no.: Report no.:

Please retain any damaged items, they may be required as salvage - if some or all of your stolen items are recovered by police you must advise us immediately. If we have already paid your claim prior to police recovering your stolen items you must immediately advise us by emailing claims.nz@petcovergroup.com or calling **0800 255 426**. The recovered items are the legal property of Petcover and is required as salvage.

Section 3: Payment and declaration

Payment

Payment into bank account.

Please note, we can only credit amounts into a nominated bank account, **we are unable to pay directly into a credit or debit card**. If your bank details have changed, please complete the fields below.

Account name: Account number:

Declaration

Petcover collects personal information (including sensitive information where relevant), directly and from third parties where permitted, to assess and manage claims, determine liability, prevent and detect fraud, and comply with legal obligations. We may disclose your information to veterinarians, other insurers, reinsurers, assessors, valuers, loss adjusters, investigators, the Insurance Reference Service (IRS), service providers, local councils, government agencies, external claims data collectors and others as required or authorised by law. Your information is collected and held by Petcover. You have the right to access and request correction of your personal information by contacting us via phone or email.

We/I certify that the information given in this form is truthful, accurate and complete. No information likely to affect this claim has been withheld. We/I understand that deliberate misrepresentation of the animal's condition or the omission of any material facts may result in the denial of the claim and/or cancellation of the policy. We/I understand that policy administrators will assess the claim in accordance with the cover selected and benefits payable by the policy. We/I authorise any veterinary surgeon who has treated our/my pet to provide to the insurer any details they may require. We/I acknowledge that we/I have read and understood the Privacy Act 2020 and consent to the collection, storage, use and disclosure of personal and sensitive information to all persons affected by this claim. We/I understand that we/I have the right to access and request correction of personal information held by you. Please note that issuance or completion of this form does not acknowledge liability or guarantee payment of the claim.

For further information about how we collect, use, store and disclose personal information, please refer to our Privacy Policy available at petcovergroup.com/nz/privacy-policy

Please tick here, if you have read and acknowledged the above declaration. Date: