

Thank you for downloading a claim form. To help us process your claim as quickly as possible, we ask that both you and your vet complete the claim form in full and attach the following information:

- Past 3 years' medical history for your pet (or the full history, if your pet is less than 3 years old)
- Full itemised invoices

Claim forms can be sent to us by email at [petclaims@ncivetcover.com](mailto:petclaims@ncivetcover.com), or to the postal address detailed on your claim form. Following the receipt of the above information, we will look to assess your claim as quickly as possible. Please be aware that incomplete claim forms or missing information will delay your claim.

Please also ensure that all your contact details are correctly completed on the claim form, so that we can keep you updated on your claim's progress.

We look to settle claims via BACS (Bankers Automated Clearing Services). If your claim is to be settled to you and you are currently paying for your pet's insurance policy by monthly Direct Debit, we will issue any payment to the same account unless we are otherwise instructed. If the claim is to be settled directly to your vets, please ensure their bank account details are completed on the second page of the claim form.

**In what capacity will we act?**

We will act as the agent of the insurer when we handle any claim you make. If you do not wish for us to act as the agent of the insurer in assisting with the claim please let us know and we shall immediately pass you to the insurer to handle any claim you make.

If you have any additional queries regarding this claim, please don't hesitate to contact us by email on [petclaims@ncivetcover.com](mailto:petclaims@ncivetcover.com) or by telephone on **01423 532 779**.

Kind regards

*Craig Lambert*

Pet Manager  
NCI Vetcover

# Claim Form for Veterinary Fees and Complementary Treatment

Policy number:	<input type="text"/>
Claim ref:	<input type="text"/>

## 1a – Policyholder details (to be completed by the customer)

Name	<input type="text"/>
Address	<input type="text"/>
Home phone no.	<input type="text"/>
Mobile phone no.	<input type="text"/>
E-mail address	<input type="text"/>

## 1b – Details of your pet (to be completed by the customer)

Name	<input type="text"/>
Pet type	<input type="text"/>
Breed	<input type="text"/>
Date of birth	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Date of purchase	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

## 2 – Details of your pet’s condition (to be completed by the customer)

	Condition 1	Condition 2
Name of condition as advised by your vet	<input type="text"/>	<input type="text"/>
Date you first noticed your pet was injured or unwell	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

### Veterinary surgeries where your pet has been registered before:

Practice name	Address	Postcode	Tel. no	Date last registered
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

## 3 – Customer declaration

I declare to the best of my knowledge and belief, the information I have given true and complete.

I agree that NCI may seek any information it requires from any veterinary practice.

Please tick one box: Pay claim to me (policyholder)  Pay claim to my vet directly

Print name	Signature	Date
<input type="text"/>	<input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

**4 – Detail of the claim (to be completed by the veterinary practice)**

**Claim 1**

**Name of the illness/injury**  
*(If no diagnosis has been made, please detail clinical signs)*

**Continuation claim**  
*(Have you previously completed a claim for this condition?)*

**When did this condition begin?**

**Treatment dates**

**Has the pet been treated for this condition or a similar/related condition before?**  
*(If yes, please provide a copy of the appropriate clinical history with dates etc.)*

**Were any preventative treatments (e.g. flea/worming) used as treatment?**  
*If yes, please give details*

**Were you required to make a house visit or provide out of hours treatment?**  
*If yes, please explain why this was necessary.*

**Did the condition being claimed for result in the death or euthanasia of the pet?**

**Date of death**

**If the pet was put to sleep was this medically recommended?**

**Total amount claimed (inclusive of VAT)**

**Claim 2**

**Name of the illness/injury**

**Continuation claim**

**When did this condition begin?**

**Treatment dates**

**Has the pet been treated for this condition or a similar/related condition before?**

**Were any preventative treatments (e.g. flea/worming) used as treatment?**

**Were you required to make a house visit or provide out of hours treatment?**

**Did the condition being claimed for result in the death or euthanasia of the pet?**

**Date of death**

**If the pet was put to sleep was this medically recommended?**

**Total amount claimed (inclusive of VAT)**

**\*\*\* For all new claims please include 3 years medical history (or history since registered at this practice if less) \*\*\***

**If the pet has been referred, please provide the details of the practice that referred the pet.**

Practice name

Address

Postcode

**Tel. no.**

**Email**

**5 – Veterinary practice declaration (to be completed by veterinary practice)**

I declare that all the information I have given on this claim form is correct to the best of my knowledge and belief.

**Print name**

**Position in practice**

**Signature**

**Date**

**Date pet first registered at this practice**

**Vet practice stamp**

**Account name**

**Sort code**

**Account number**

**Vet practice stamp**

**Account name**

**Sort code**

**Account number**