

Pet Insurance

Insurance Product Information Document

Company: Royal & Sun Alliance Insurance Ltd; registered in England and Wales. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm reference number 202323.

Product: Tesco Bank – Standard Policy

This document is a summary and includes details of cover and restrictions that we believe are important to our customers. Full details of your cover and restrictions will be provided in your policy documentation. To ensure that you have the correct level of cover for your needs please read the Policy Booklet and Your Schedule of Cover.

What is this type of insurance?

Pet insurance is an annual contract that helps you pay for the cost of vet treatment if your pet is ill or is injured. **This policy gives you up to £3,000 for vet fees.** Each accident or illness is covered for up to 12 months from the first date of treatment or until your vet fee limit is reached, whichever comes first, as long as your policy is renewed, there is no break in cover and your premiums are paid.

Pets cost more to insure as they get older, as like us, with age they are sadly more likely to get ill. That's why it's important you budget for renewal prices to increase each year, how much they go up is different for everyone and depends on things like your pet's breed, their age and health. Once a pet has been ill, they are generally more likely to get ill again. That's why, if a claim is paid, the price you will pay next year can double and there is no limit to how much your renewal price can increase over time.



What is insured?

✓ Vet fees of up to £3,000 which include:

- Complementary therapy up to £500.

- Dental care, this is how dental care works: we pay:

- 1) for teeth or gums if they are damaged in an accident;
- 2) if an underlying illness causes tooth decay or gum disease;
- 3) to remove teeth as treatment of an illness which is not gum disease or tooth decay;
- 4) for the removal of the first teeth of pet's insured with us before they were 16 weeks old if their first teeth have not fallen out naturally.

An accident is a sudden, unexpected, specific event that results in an injury to the pet.

✓ Third Party Liability (dogs only) up to £2m.



Are there any restrictions on cover?

! Each accident or illness is covered for up to 12 months from the start of treatment or until your vet fee limit is used up, whichever comes first, it is then no longer covered.

! We don't pay under a separate vet fee limit for:

- cruciate ligaments in each leg - we will not pay the vet fee limit for each leg, both legs are treated as one health issue;
- each spinal disc - we will not pay the vet fee limit for each disc, disc problems to one or more discs are treated as one health issue;
- any other health issue that causes your pet to suffer from a number of injuries or illnesses will be considered to be one health issue treated under one single vet fee limit.

! We will not pay for health issues, concerns, illnesses and injuries which you or your vet were aware of before you took out the policy, they are known as pre-existing conditions, they are:

- signs or symptoms of diagnosed or undiagnosed injuries or illnesses;
- existing illnesses or injuries;
- existing physical abnormalities;
- existing illnesses, injuries or physical abnormalities which lead to other health issues or injuries;
- illnesses or injuries which are medically linked to existing illnesses, injuries or physical abnormalities.

We consider the following to also be pre-existing conditions:

- treatment of cruciate ligaments in the second leg if one leg has shown signs, been diagnosed or been treated for cruciate ligaments before you took out the policy;
- treatment of spinal disc problems if any disc has shown signs, been diagnosed or been treated for spinal disc problems before you took out the policy.

! Illnesses which you or your vet were aware of within the first 14 days of your policy first starting, or any illness that develops from them. By illness we mean, both diagnosed illness and signs or symptoms of illness (undiagnosed illness).

! Cruciate problems which you or your vet were aware of in the first 14 days of your policy first starting however caused, or any arthritis, illness or injury that develops from them.

! Liability claims covered by any other policy unless all cover under that policy has been used up.

! The excess is part of the claim you have to pay, details are on your schedule. Your excess may increase when your pet turns 8. If one of our referral vets is not used, you may also need to pay £200 of the referral vet fee, plus your policy excess.



What is not insured?

✗ Pets less than 8 weeks of age.

✗ Any pedigree, cross or mixed breed of any of the following: Pit Bull, Pit Bull type, Japanese Tosa, Fila Brasileiro, Dogo Argentino, American Bulldog, Wolf or Wolf hybrid or of any breed not on our breed list unless we have agreed to cover it.

✗ Any dog that is trained to attack, used for security purposes or as a guard dog or which is used for fighting or any form of racing.

✗ Pets used for commercial breeding (this means used for breeding more than 2 times in the pet's lifetime) or as a business or to make money or earn an income.

✗ Preventative or cosmetic treatments, routine examinations or check ups, vaccinations, homeopathic vaccination alternatives, flea, tick or worming treatments, clipping nails, bathing, dematting, spaying or castration.

✗ Dental care

- 1) for teeth or gums not damaged in an accident;
- 2) if there's no underlying illness causing tooth decay or gum disease;
- 3) for the removal of teeth as treatment of an illness which is gum disease or tooth decay.

✗ Supplements and probiotics.

✗ Food, even if prescribed by a vet.

✗ Pregnancy, giving birth, rearing puppies or kittens.

✗ Admin fees your vet might charge or costs charged by a vet to fill or provide a prescription.



Where am I covered?

- ✓ Within the territorial limits of the United Kingdom, Channel Islands, Isle of Man and travel to member countries of the PETS travel scheme (non EU countries as defined by DEFRA are excluded).



What are my obligations?

- You must answer our questions honestly, accurately and provide true and complete information, and tell us of any changes in your circumstances that may affect your insurance and the cover provided.
- You must tell us as soon as you become aware of any incident or legal proceeding which may lead to a liability claim.
- You must agree that your current, previous or referral vet may release information or records regarding the medical history, including test results for any pet insured with us.
- You must comply with the conditions in the policy and pay the premium shown on the policy schedule for each policy period.
- If you make a claim and have any remaining cover benefits you wish to use in the next policy year, you must renew your policy with us and there must be no break in cover.
- If the policy isn't renewed, your cover will end and it might be difficult to find a new insurer who will cover any health problems your pet already has.
- Please check your breed information to ensure it is correct, as this may affect any claims and your premium.



When and how do I pay?

You may pay for your policy either annually or by monthly instalments. Annual premiums may be paid by credit card or debit card. Monthly instalments can only be paid by Direct Debit.



When does the cover start and end?

Your cover start and end date is shown on your policy schedule.



How do I cancel the contract?

You can cancel the policy by telephoning our Customer Service Line. You can find the contact number in your policy documentation or on our website.