

Pounce Pet Insurance

Making a Claim



We've simplified our claims process to ensure that you receive your benefits as quickly as possible.

Making a claim is easy. You have 2 easy ways to claim:

1. eClaim:

The easiest way to claim is online.

You can register or log in to the Pet Portal via www.pouncepetinsurance.com.au

Simply upload a copy of the itemised invoice and the consultation notes from your vet visit into your Pet Portal.

Please note that if this is your first claim we require your pet's full medical history from all previous vets since you have owned your pet. For subsequent claims, consultation notes and an itemised invoice may be sufficient to process your claim. If your pet was adopted at an older age please supply adoption paperwork and medical records since adoption.

2. Paper Claim:

If you prefer to submit your claims through the post, please follow the 3 easy steps below:

1. Fill in your and your pet's personal information and sign the Veterinary Fee Claim Form.
2. Take the form to your vet, and ask your vet to complete in full part 2 and sign the form. Attach the original detailed itemised invoices and payment receipts to the completed claim form. Please do not staple documents. Ensure your vet includes their practice details on the original invoice.
3. Mail your completed claim form to: Pounce Pet Insurance, Locked Bag 9021, Castle Hill NSW 1765.

If you have any questions please call us on 1300 457 046 between 8am and 8pm (AEST), Monday to Friday (except public holidays).

How your claim is assessed

Once the necessary documentation is received, your claim will be processed without delay. In some cases, veterinary records may be requested to assist in understanding some aspect of your claim to ensure it is processed correctly and fairly.

How your claim will be paid

You need to nominate how you would like your benefits paid back to you.

So, if you have elected to pay your premiums by direct debit your benefits will be paid directly into your nominated bank account. If you have elected to pay your premiums by credit card you will receive a cheque in payment of your benefits, unless you have already updated your nominated bank account with us. Following the payment of your claim you will also receive a statement confirming payment.

Claim checklist (Please do not staple documents)

Before sending in your claim, please ensure you have:

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| <input type="checkbox"/> Completed the Veterinary Fee Claim Form | <input type="checkbox"/> Attached a full veterinary history (medical records from previous veterinary visits) if this is your first Accident or Illness claim (no history is required for Routine Care claims) |
| <input type="checkbox"/> Attached the original itemised invoice | <input type="checkbox"/> Attached adoption certificate (if this is an adopted or rescued pet) |
| <input type="checkbox"/> Signed Veterinary Fee Claim Form | |

Please note: All claims should be submitted and received within 90 days of treatment.

Disclaimer: It is a criminal act to make a false or fraudulent claim under an insurance policy or to assist in the preparation or presentation of a false or fraudulent claim under a policy. Violators of this provision may be subject to criminal prosecution.