



PetInsuranceAustralia

Pre-existing Condition Exclusion Review Form

You can submit this form to request a review of a Pre-existing Condition excluded from your policy. Please arrange for your Vet/s to complete all applicable sections. Both you and your Vet/s are required to certify and provide veterinary records to verify that your Pet has been free of noticeable signs, symptoms or an abnormality of the Pre-existing Condition (or any Condition(s) arising directly from this Condition) for 18 months up to the completion date of this form. **Your request for a review cannot be completed without all the necessary supporting documentation.**

Please allow 30 days for us to complete the review. You will be notified of the outcome of your request in writing.

Note:

- As at the submission date of this form, your Pet must have been free of noticeable signs, symptoms or an abnormality of the Condition deemed Pre-existing, and any related Condition(s) for a minimum continuous period of **18 months**.
- Conditions that cannot be cured are not eligible for Pre-existing Condition exclusion review. These Conditions include Chronic Conditions, Cruciate Ligament Conditions, intervertebral disc disease, hip dysplasia, elbow dysplasia, patella luxation and endocrine diseases.
- This review will be completed in accordance with the current policy terms & conditions.
- Any costs associated with the completion and submission of this form are not covered by your policy

1. Policy Holder - Your Details:

Pet Insurance Australia Policy Number: _____

Title: _____ First name: _____ Surname: _____

Address: _____ Phone: _____

Suburb/City: _____ State: _____ Postcode: _____ Email: _____

2. Pet's details: (One form to be completed per insured pet)

Name: _____ Dog/Cat: _____ Male/Female: _____

Breed: _____ Pet's age/Date of birth: _____

3. Pre-Existing Condition exclusion(s) that you would like reviewed and waived:

Provide details of the Condition (or organ/body part) to which this exclusion request relates;

1. _____

2. _____

3. _____

4. Policy owner declaration:

Has your pet shown any noticeable signs, symptoms, abnormalities or received any treatment relating to the Condition and/or organ/body part identified in section 3 above over the past 18 months? **Yes/No**

If you answered **Yes** to the question above, please indicate the date/s and describe the treatment and/or symptoms noted.

Your vet to complete sections overleaf.

Please mail this completed form to Pet Insurance Australia, Locked Bag 9021, Castle Hill, NSW 1765 or fax both sides of this form with all accompanying documentation to 1300 367 229. For assistance with the completion of this form, please call 1800 043 552 between 8am-8pm (EST) Monday-Friday.

Please note the completion of this form does not mean an automatic waiver of any Pre-Existing Condition Exclusion. Please see the last page of this document for the Privacy Notice.

Pet Insurance Australia policies are administered by PetSure (Australia) Pty Ltd ABN 95 075 949 923, AFSL 420183 (PetSure) and promoted and distributed by PetSure's Authorised Representative (AR) Pet Insurance Australia Pty Ltd ABN 85 113 507 850, AR 326233. Please see your Certificate of Insurance to identify the issuer of your policy.

Give your pets the protection they deserve... Because You Care!

Free call: 1800 043 552 (8am – 8pm EST, Mon – Fri) **Fax:** 1300 367 229 **Email:** pia@petsure.com.au
Web: www.petinsuranceaustralia.com.au **Mail:** Pet Insurance Australia, Locked Bag 9021, Castle Hill, NSW 1765

5. To be completed by veterinarian:

Veterinarian's instructions: Please examine the pet and provide supporting documentation such as test results, clinical notes and/or veterinary history records (where applicable) to support this review.

Owner's surname: _____

Pet's name: _____ Date of examination: _____ / _____ / _____

Condition(s) being reviewed: _____

• When was this pet first registered/treated at your practice? _____ / _____ / _____

• If this pet was referred to your practice, please provide details of the referring practice:

• Please indicate the earliest date that this Condition was first noted or diagnosed (as stated by the client or noted in your records)?

_____ / _____ / _____

• Date on which this Condition, or any related Condition/body part or organ, was last treated: _____ / _____ / _____

• When was that last time you saw this pet, and for what reason? _____ / _____ / _____

• In your opinion what is the probability of this Condition, or any related Condition, requiring treatment within the next 12 months?

Please provide any additional notes or comments to support this application:

6. Declaration

I/We consent to Pet Insurance Australia, PetSure and Hollard collecting, storing, using and disclosing personal information (including sensitive information) as set out in the Privacy Notice contained in this form. If I/We have provided or will provide information to Pet Insurance Australia, PetSure or Hollard about any other individuals, I/We confirm that I/We are authorised to disclose their personal information to Pet Insurance Australia, PetSure or Hollard and also to give this consent on both my and their behalf.

Signature of policy holder: X _____ **Date:** X _____

Signature of veterinarian: X _____ **Date:** X _____

Name of attending veterinarian and practice: (Please print)

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Privacy Notice

In this Privacy Notice, 'we', 'us' or 'our' refers to Pet Insurance Australia Pty Ltd ABN 85 113 507 850, PetSure (Australia) Pty Ltd ABN 95 075 949 923 and The Hollard Insurance Company Pty Ltd ABN 78 090 584 473. We collect personal and, in some cases, sensitive information from you for the purpose of administering your insurance policy, including responding to your enquiries and processing, assessing and paying claims. If you do not provide this information to us we may not be able to carry out the services you require. We may have to disclose your personal and other information to third parties and related companies who assist us in providing our products and services, or other parties required by law. Some of the companies we may disclose your personal information to may be located overseas, including in the Philippines, South Africa, New Zealand, United States of America and the United Kingdom. If you wish to access, update or correct any personal information, make a complaint about a breach of privacy or if you have any other query relating to privacy, please see the contact details in the Privacy section in the Product Disclosure Statement available at petinsuranceaustralia.com.au

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