

SUBMISSION ON POLICY ISSUES RAISED IN ROUND 6

Submitted By: [REDACTED]

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Submission for: My Self

Name of other person, business or organisation:

Do you agree to your submission being published: Yes

Do you agree to your full name being published: No

Your submission:

There are only 2 pet insurers in Australia with numerous agencies acting on their behalf. Their policies are extremely rigid and when making an initial claim require full vet history - including all consultation notes/medical records from every visit the pet has made to the vet, from the date the pet was acquired until the claim. Requesting the pet owner to contact all veterinary clinics the pet has been to. They also request supporting documents such as adoption certificates, purchase receipts etc if the pet was acquired after 4 months of age.

In addition, they request pathology notes - blood tests or faecal tests; radiology, xrays or ultrasounds.

The claims are rejected, even for a simple ear infection, if the above information is not provided. One can only assume it is a ploy to stall claim payouts or reject them. On average an insurance policy for 1 pet is \$120+ dollars per month.

If you require any further information please contact me.