

Pet Insurance

Insurance Product Information Document

Company: Paws & Claws is a trading name of Insurance Factory Limited who are authorised and regulated by the Financial Conduct Authority (No. 306164). Registered in England and Wales Number 02982445. Registered office: 45 Westerham Road, Sevenoaks, Kent, TN13 2QB.

Product: One Paw

This document provides a summary of the key information relating to the One Paw pet insurance policy and should be read in conjunction with your Policy Wording and Policy Schedule to ensure you understand the full terms and conditions that apply.

What is this type of insurance?

Pet insurance helps to cover the unexpected cost of veterinary treatment in the event of your pet being injured in an accident and other risks detailed in your Policy Wording.



What is insured?

- ✓ Your pet as stated in your Policy Schedule.
- ✓ Veterinary fees up to £1,000 per injury, with a 12 month time limit from the date the injury was first noticed by you or your vet.



What is not insured?

- ✗ Any pet not owned by you at your UK, Isle of Man or Channel Islands registered address on your Policy Schedule.
- ✗ Pets that are not cats or dogs.
- ✗ Any pet less than 8 weeks of age at the start date of the policy.
- ✗ Any animal registered under the Dangerous Dogs Act 1991, any breed crossed with these and any other breed or type deemed to be dangerous by the Secretary of State and subsequently added to the Dangerous Dogs Act 1991.
- ✗ Any pet being used for commercial breeding purposes, guarding, racing, coursing or beating or used in connection with any business, trade or profession.
- ✗ Any pet which has shown adverse behavioural or aggressive characteristics.
- ✗ Any illness or any accident/injury relating to or caused by an illness.
- ✗ Any pre-existing conditions.
- ✗ Any accident or injury displaying clinical signs before the commencement date.
- ✗ The cost of any treatment undertaken more than 12 months from the date the injury was first noticed.
- ✗ Any dental or gum treatment.
- ✗ Cosmetic, preventative, elective and routine treatments and/or examinations.
- ✗ Any standard excess as shown on your policy schedule.
- ✗ 15% co-payment towards each claim for veterinary fees if your pet is aged 8 years and over.



Are there any restrictions on cover?

- ! An annual limit of £10,000 applies for veterinary fees relating to accident or injury (£1,000 per condition).
- ! Costs which are not supported by an original receipt or invoice itemising the treatment costs incurred.



Where am I covered?

- ✓ This policy is valid in the UK, Channel Islands and the Isle of Man at your home address.



What are my obligations?

- You are under a duty to take reasonable care in response to the questions and statements concerning this insurance.
- Premiums must be paid on time.
- You must notify us as soon as possible of any changes which may affect the cover provided and which have occurred since the cover started.
- During the policy period you must take care of your pet including arranging and paying for any treatment normally recommended by your vet to prevent or reduce the risk of illness or injury.
- You must keep your pet's vaccinations up to date, as recommended by your vet.
- In the event of a claim your fully completed claim form should be returned to us without undue delay and in any event within 90 days of the incident occurring or your renewal if sooner.
- If requested, the vet attending your pet or the usual or previous vet must, at your expense, provide all information about your pet, including its full medical history or its treatment as required.



When and how do I pay?

Payment can be made either annually or by monthly instalments. Annual premiums can be paid by credit card or debit card. Monthly instalments can only be paid by direct debit.



When does the cover start and end?

Cover lasts for one year and the dates of cover are specified in your Policy Schedule.

If you pay your premium by Direct Debit there is no need for you to take further action, your policy will automatically continue at the end of the 12 month period, subject to policy terms and conditions. A further 12 equal monthly payments will be taken, reflecting the premiums stated within your renewal documentation. We will email the last email address given to us by you. If your email address changes between the commencement date and renewal date please inform us so that we can keep your record up to date.

If you pay by debit or credit card you need to contact us to make payment before the renewal date.



How do I cancel the contract?

You have 14 days from the commencement date within which you can cancel the policy by writing to us at the contact details given below. Providing no claims have been made you shall receive a refund of any premium you have paid minus an administration fee. If you wish to cancel your policy at any other time, a pro-rata charge will be made as well as the administration fee.