



Guide Dogs Pet Insurance

**Combined Product Disclosure Statement,
Policy Terms and Conditions and Financial
Services Guide.**

Issue Date: 2 December 2017





Guide Dogs Pet Insurance is distributed and promoted by:

Greenstone Financial Services Pty Ltd (GFS) ABN 53 128 692 884, AFSL 343079 of 58 Norwest Blvd, Bella Vista, NSW 2153.

Guide Dogs Pet Insurance is also promoted by:

Royal Guide Dogs Australia (Guide Dogs) ABN 99 008 427 423 of 2-4 Thomas Street, Chatswood, NSW 2067. Guide Dogs is an Authorised Representative of GFS (AR No. 1259160).

Guide Dogs Pet Insurance is arranged and administered through:

PetSure (Australia) Pty Ltd (PetSure) ABN 95 075 949 923, AFSL 420183 of Level 1, 465 Victoria Avenue, Chatswood, NSW 2067.

Guide Dogs Pet Insurance is issued by:

The Hollard Insurance Company Pty Ltd (Hollard) ABN 78 090 584 473, AFSL 241436 of Level 12, 465 Victoria Avenue, Chatswood, NSW 2067.

About Guide Dogs Pet Insurance

Guide Dogs are real-life heroes in our midst. Despite their humble nature, they change lives for Australians with low vision or those who have lost their sight by helping them gain mobility and independence, giving them the freedom to participate more in their communities and live the life they want.

Taking out Guide Dogs Pet Insurance helps promising pups grow into responsible Guide Dogs. It takes two years to raise and train a playful pup into a Guide Dog, and costs over \$35,000¹. With minimal government funding, your support makes a huge difference.

Greenstone Financial Services has partnered with Guide Dogs Australia to help ensure your pet always gets the care it deserves with affordable dog and cat insurance, and cover for Registered Guide Dogs, should something happen to them.

Because like you, we know your dog or cat is more than just a pet, they are family.

¹ Guide Dogs NSW/ACT, viewed 23 October 2017 (<https://www.guidedogs.com.au/>).



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Introduction



This policy booklet contains three (3) parts, your:

- Product Disclosure Statement;
- Policy Terms and Conditions; and
- Financial Services Guide.

Product Disclosure Statement (PDS)

The PDS is designed to help you understand what you need to know about Guide Dogs Pet Insurance so that you can decide whether to proceed with this cover. The PDS has been prepared by Hollard, who is the insurer and product issuer. Hollard has sole responsibility for the PDS, for each Guide Dogs Pet Insurance policy issued, and for the assessment and payment of claims. The roles of PetSure, GFS and Guide Dogs are explained on page 2.

The PDS describes the main features and benefits of the Guide Dogs Pet Insurance policy. Any information contained in the PDS is general information only and does not take into account your individual objectives, financial situation or needs. Before acting on this general information, you should consider the appropriateness of the general information having regard to your individual objectives, financial situation and needs.

Policy Terms and Conditions

The Policy Terms and Conditions of Guide Dogs Pet Insurance have been written in plain language to help you understand the insurance cover offered, as well as an insured's rights and obligations under a Guide Dogs Pet Insurance policy. You should carefully read the PDS and the Policy Terms and Conditions in this booklet before making any decision about whether to purchase Guide Dogs Pet Insurance. Note that you have a cooling off period and certain cancellation rights.

Please note, where words or expressions used in the PDS and Policy Terms and Conditions have a special meaning, we have used the same terms in both sections. Refer to Section 1 – Definitions on page 24 for a full explanation.

In addition, references to:

- **we, our, us, insurer** and **Hollard**, mean The Hollard Insurance Company Pty Ltd.
- **you** and **your** mean the applicant for a Guide Dogs Pet Insurance policy and, if a policy is issued, the insured.

Financial Services Guide (FSG)

The FSG contains important information about the services provided by GFS and other persons or organisations listed in the FSG in relation to Guide Dogs Pet Insurance, how they are remunerated in relation to the services offered, and their internal and external dispute resolution procedures. It is designed to assist you in deciding whether to use any of their services. GFS and other persons or organisations providing the services are responsible for information relevant to them in the FSG.

If you have any questions

Contact our friendly customer service team on:

Phone:

1300 613 450

8am – 8pm (AEST) Monday to

Friday (excluding public holidays)

Email:

guidedogsinsurance@petsure.com.au

Visit:

guidedogsinsurance.org.au

Alternatively, you can write to:

Guide Dogs Pet Insurance

Locked Bag 9021,

Castle Hill, NSW 1765

Frequently Asked Questions



Information about insurance coverage in this section is a summary only. You should read this document in its entirety for full details on the Terms and Conditions, Waiting Periods and Exclusions.

Are all accidents covered under 'Accidental Injury' cover?

A broad range of accidental injuries are covered as specified under the Accidental Injuries section on page 29. Accidental Injuries not specified may be covered under the Illness Cover section, subject to the Policy Terms and Conditions (refer to your Certificate of Insurance for details of your cover).

What percentage of my vet expenses am I covered for?

We will reimburse you the Benefit Percentage selected by you which will be shown on your current Certificate of Insurance.

For example, for an 80% Benefit Percentage we will reimburse you up to 80% of the eligible Vet Expenses (Excess, Benefit Limits and sub-limits may also apply). The applicable Excess will be deducted from your benefit amount.

What Waiting Periods apply?

The Waiting Periods that apply are:

- 30 days for Conditions covered under the Illness and Paralysis Tick sections; and
- 6 months for cruciate ligament Conditions (may be waived on application, refer to 'Waiting Period' definition on page 28).

What exclusions apply?

As with most insurance products, there are certain situations where you will not be covered. It is important that you read all of your policy documentation for full details (including the General Exclusions on page 35).

What is a Pre-existing Condition?

If any symptoms or signs of a Condition occur or the Condition exists in any form prior to insurance or during the applicable Waiting Period, then it will be considered to be a Pre-existing Condition and it will not be covered (refer to the 'Pre-existing Condition' and 'Bilateral Condition' definitions on pages 27 and 25).

For example, if your pet shows first signs of cancer prior to insurance or within the Waiting Period, then cancer will be considered as Pre-existing and all expenses incurred for cancer will not be covered.

What is an example of a Bilateral Condition?

An example would be, if your pet displays clinical signs of a cruciate ligament Condition in the left leg prior to insurance or during the Waiting Period (a Pre-existing Condition), Vet Expenses for a subsequent cruciate ligament Condition in the right leg will not be covered (refer to the 'Bilateral Condition' definition on page 25).

Will I have lifelong cover for my pet?

Once your pet is accepted and as long as you continue to renew your policy, your pet will be covered for eligible Vet Expenses for life, with cover subject to the applicable terms and conditions of the policy for each renewal period.

You can apply for Cover as long as your pet is over 8 weeks old.

How does my Excess work?

If you choose an Excess to reduce your premium payments, when you claim the Excess will be deducted from any benefit that is payable to you (refer to the 'Excess' definition on page 26).

For an example of how this works please refer to 'Examples of how we settle your claim' on page 43.

Product Disclosure Statement



Hollard is solely responsible for the PDS and is the insurer under each Guide Dogs Pet Insurance policy issued. PetSure has been given a binding authority by Hollard which authorises it to enter, vary and cancel Guide Dogs Pet Insurance policies on behalf of Hollard as if it were Hollard, subject to the limits of authority agreed with Hollard. PetSure does not act for you.

GFS is authorised to distribute and promote Guide Dogs Pet Insurance but does not issue policies and is not involved in the assessment or payment of claims.

Guide Dogs is authorised to promote Guide Dogs Pet Insurance but does not issue policies and is not involved in the assessment or payment of claims.

This PDS contains important information about:

- significant features and benefits of Guide Dogs Pet Insurance;
- your Duty of Disclosure when applying for Guide Dogs Pet Insurance;

- our internal and external dispute resolution procedures; and
- your cooling off rights when purchasing Guide Dogs Pet Insurance.

Please note that, while this PDS provides a summary of the significant features and benefits of Guide Dogs Pet Insurance, you must also read the Policy Terms and Conditions in this booklet to understand the insurance provided (including what terms, conditions, exclusions and limitations may apply to your Cover).

Sometimes we need to change the wording of the policy before it is issued to you because your insurance varies depending on a number of factors. We do this by adding what is called an endorsement. You will find any endorsements that apply to your policy printed on your Certificate of Insurance.

We may need to update this PDS from time to time if certain changes occur and where required by law. If the change results in a material change from the PDS you hold, we will provide you with a new PDS or supplementary PDS.

Protection for your pets

Subject to the terms, conditions, exclusions and limitations that apply to your Cover (as set out in this document), the Guide Dogs Pet Insurance policy provides:

- financial protection for Vet Expenses in respect of the insured Pet resulting from sudden and unexpected Accidental Injury or Illness occurring or first showing clinical signs within the Policy Period and after any applicable Waiting Period; and
- Cover for eligible Vet Expenses (as well as allowing you to use the services of any Vet in Australia and, in some cases, overseas).

‘Vet Expenses’ are defined in Section 1 – Definitions on page 28 and may be subject to stated limits, Excess and applicable Waiting Periods.

Understanding the limits of the insurance

Guide Dogs Pet Insurance transfers many of the financial risks pet owners face for Vet Expenses from the insured to the insurer. However, Guide Dogs Pet Insurance does not cover every

circumstance or expense and we have certain terms, conditions, exclusions and limitations that help keep premiums low. These include, but are not limited to conditions such as pregnancy, elective procedures, pet foods/diets and, grooming. We also do not include cover for medical conditions that are present or that you were aware of (or that a reasonable person in your circumstances should have been aware of) prior to the policy Commencement Date or that arise during the applicable Waiting Period (a “Pre-existing Condition”).

Maximum monetary limits also apply to the benefits payable in any one Policy Period. These are called the Benefit Limit and can vary depending on the relevant cover.

After holding your policy for a period of 18 months (from the Commencement Date of the first Policy Period) you may be eligible to review a Pre-existing Condition exclusion that applies to your Pet. For more information please refer to Pre-existing Condition Review on page 45.

Full details are specified in the Policy Terms and Conditions (pages 22 to 45).

Duty of Disclosure

Before you enter into an insurance contract, you have a duty to tell us anything that you know, or could reasonably be expected to know, which may affect our decision to insure you and on what terms.

You have this duty until we agree to insure you.

You have the same duty before you renew, extend, vary or reinstate an insurance contract.

You do not need to tell us anything that:

- reduces the risk we insure you for; or
- is common knowledge; or
- we know or should know as an insurer; or
- we waive your duty to tell us about.

If you do not tell us something

If you do not tell us anything you are required to, we may cancel your contract or reduce the amount we will pay you if you make a claim, or both. If your failure to tell us is fraudulent, we may refuse to pay a claim and treat the contract as if it never existed.

Calculating your premium

Your premium is calculated when your Guide Dogs Pet Insurance policy begins, and at each policy anniversary (and if you vary or extend cover) and is printed on the relevant Certificate of Insurance.

The premium is calculated based on a number of factors. Some are pre-set and don't vary for each insured (e.g. amounts we take into account for certain internal costs and expenses). Others can affect the premium amount up or down depending upon whether we believe it increases or decreases the risk to us, such as the Cover you have chosen, the Excess selected, Benefit Percentage applicable to the Cover you have chosen, where you and your Pet permanently live and the species, breed and age of your Pet.

The amount you pay includes allowances for government fees, taxes and charges (including stamp duty and GST). You can ask us for further information.

Minimum premiums and discounts/entitlements may apply, subject to certain criteria. Discounts/entitlements/premiums may be rounded up or down

and only apply to the extent any minimum premium is not reached. They are also applied in a predetermined order (excluding amounts for government taxes and charges) as reduced by any prior applied discounts/entitlements. They are applied to the base premium calculated prior to any taxes being added.

Cooling off period

You have a full 30 days from the policy Commencement Date (or any renewal date) to make sure you are happy with every aspect of your Guide Dogs Pet Insurance policy. This is known as the "cooling off" period. During this time, you may cancel the policy simply by contacting us. If we receive your request to cancel your policy within the 30 day period after the policy Commencement Date (or any renewal date), we will give you a refund of any monies received since commencement or renewal, less any transaction costs incurred by us, which we are unable to recover and any taxes or duties that we are unable to refund.

You cannot cancel your Guide Dogs Pet Insurance policy if you have exercised any of your rights or powers under the policy (e.g. you have made a claim) within

the 30 day cooling off period. After the cooling off period ends you continue to be able to cancel your policy and you have rights upon cancellation in certain circumstances under the policy. These rights are set out in Section 8 – Cancellations on page 39.

Your privacy

Hollard, GFS and PetSure (each a “Recipient” and referred to as “we”, “us” or “our” in this Privacy section) are subject to the Australian Privacy Principles under the *Privacy Act 1988* (Cth). In connection with each Recipient:

- personal information is collected in various ways, including via telephone, our website, hard copy forms or email. Whenever you deal with us we will collect this information directly from you unless it is unreasonable or impracticable for us to do so. In some instances, we may collect your information from someone else. This may include our authorised representatives, our distributors or referrers, agents or related entities, veterinary service providers, another party involved in a claim, family members, anyone you have authorised to deal with us on your behalf, and/or our legal or other advisers;
- personal information is collected that is reasonably necessary in order for us to provide and offer you our products and services, or otherwise as permitted by law. Such purposes include responding to your enquiries, providing you with assistance you request of us, maintaining and administering our products and services (for example processing requests for quotes, applications for insurance, underwriting and pricing policies, issuing you with a policy, managing claims, processing payments); processing your survey or questionnaire responses; market research and the collection of general statistical information using common internet technologies such as cookies; providing you with marketing information regarding other products and services (of ours or a third party); quality assurance and training purposes; performing administrative operations (including accounting and risk management) and any other purpose identified at the time of collecting your information;
- if you do not consent to us collecting and using, or disclose all or some of the personal

information we request, we may not be able to provide you with our products or services, such as processing your application for insurance, your claim or any payment due to you. It may also prevent us from maintaining or administering your policy or the provision of information regarding our products or services or those of any third party;

- we may collect your personal information so that we or our related entities or other third parties with whom we have a relationship can develop or offer you products and services which we believe may be of interest to you, but will not do so if you tell us not to by contacting us (our contact details are provided in this section);
- where appropriate, we will disclose your information to our related entities and third parties, who provide services to us or on our behalf, including our authorised representatives, distributors or referrers, mailing houses and marketing companies, insurance reference bureaus, reinsurers, credit providers, external IT service providers, other insurance providers and

advisers. In the case of claims (or likely claims) it may be disclosed to persons involved in the claim, veterinary service providers, external claims data collectors and verifiers. Your personal information may also be disclosed to the Financial Ombudsman Service or other dispute resolution providers, government bodies, regulators, law enforcement agencies and any other parties where required by law;

- your personal information may also be disclosed to some of our service providers who are located overseas, including but not limited to The Philippines. Details of who they are may change from time to time. You can contact us for details. In some cases, we may not be able to take reasonable steps to ensure they do not breach the Privacy Act and they may not be subject to the same level of protection or obligations that are offered by the Act. By proceeding to acquire our services and products you agree that you cannot seek redress under the Act or against us (to the extent permitted by law) and may not be able to seek redress overseas.

You consent to the use and disclosure of your personal information as set out in this section. Your consent applies whether you become or remain the insured unless you tell us otherwise by contacting us. You can read more about how we collect, use and disclose your personal information or how to make a complaint about a breach of the Australian Privacy Principles in our Privacy Policy which is available on our website or you can request a copy. If you wish to gain access to your personal information (including correcting or updating it), have a complaint about a breach of your privacy or have any other query relating to privacy, please contact the Privacy Officer at:

Hollard

Phone: (02) 9253 6600

Email: privacy@hollard.com.au

Mail: Hollard Privacy Officer
The Hollard Insurance
Company Pty Ltd
Locked Bag 2010,
St Leonards, NSW 1590

Web: hollard.com.au

GFS

Phone: (02) 8886 8300

Email: privacy@greenstone.com.au

Mail: Greenstone Privacy Officer
Greenstone Financial
Services Pty Ltd
PO Box 6728,
Baulkham Hills, NSW 2153

Web: greenstone.com.au

PetSure

Phone: (02) 9842 4800

Email: privacy@petsure.com.au

Mail: PetSure Privacy Officer
PetSure (Australia) Pty Ltd
Locked Bag 9021,
Castle Hill, NSW 1765

Web: petsure.com.au

Code of Practice

We are a member of the Insurance Council of Australia and also a signatory of the General Insurance Code of Practice.

The objectives of the Code are to:

- commit insurers to high standards of service;
- promote better, more informed relations between insurers and their customers;
- maintain and promote trust and confidence in the general insurance industry;

- provide fair and effective mechanisms for the resolution of complaints and disputes between insurers and their customers; and
- promote continuous improvement of the general insurance industry through education and training.

You can obtain a copy of the Code from the Insurance Council of Australia website insurancecouncil.com.au

Goods and Services Tax (GST)

All monetary limits in your policy are inclusive of GST. In the event of a claim, if you are not registered for GST, we will reimburse you the GST component in addition to the amount we pay you. If you are registered for GST, we will not pay you the GST component, you will need to claim the GST component from the Australian Taxation Office. You must advise us of your correct input tax credit percentage where you are registered as a business and have an Australian Business Number. You are liable to us for any GST liability we incur arising from your incorrect advice or inaction.

If you have any questions

For more information about Guide Dogs Pet Insurance, to confirm policy transactions, or if you have any questions about the information, please phone us on 1300 613 450. Our lines are open 8am – 8pm (AEST) Monday to Friday (excluding public holidays).

Alternatively, you can write to:

Guide Dogs Pet Insurance
Locked Bag 9021, Castle Hill,
NSW 1765

Or email us at:

guidedogsinsurance@petsure.com.au

If you have a complaint

We hope that you never have reason to complain, but if you do we will do our best to work with you to resolve it. Our complaints resolution process has three steps.

1. Immediate Response

Usually when you have a concern, we can resolve it immediately on the phone. If we can't immediately resolve your concern we will treat it as a complaint and take steps to resolve your matter as soon as possible. Please contact us using one of the following means:

Phone:

1300 613 450

8am – 8pm (AEST) Monday to Friday (excluding public holidays)

Writing:

Customer Service Complaints
Guide Dogs Pet Insurance
Locked Bag 9021,
Castle Hill, NSW 1765

Email:

guidedogsinsurance@petsure.com.au

Please supply your policy number to enable the enquiry to be dealt with promptly. Your complaint or enquiry will be dealt with by someone with appropriate authority.

2. Internal Dispute Resolution

If we haven't resolved your matter to your satisfaction, at your request (refer to contact details provided for '1 – Immediate Response'), we will escalate your complaint for review by our Internal Disputes Resolution team. All escalated matters will be acknowledged within two (2) business days of being escalated. After full consideration of the matter a written final response will be provided that will outline the decision reached and the reasons for the decision.

3. External Dispute Resolution

In the unlikely event that your complaint is not resolved to your satisfaction, or a final response has not been provided within forty-five (45) days, you may be eligible to refer your matter to the Financial Ombudsman Service (FOS), providing your matter is within the scope of the FOS Terms of Reference. The FOS is an independent dispute resolution service provided free of charge.

You may contact the FOS at:

Financial Ombudsman Service

Mail: GPO Box 3, Melbourne, VIC 3001

Phone: 1800 367 287

Fax: (03) 9613 6399

Web: fos.org.au

Email: info@fos.org.au

Financial Claims Scheme and Compensation Arrangements

Hollard is an insurance company authorised under the *Insurance Act 1973* (Cth) (Insurance Act) to carry on general insurance business in Australia by the Australian Prudential Regulation Authority (APRA) and are subject to the prudential requirements of the Insurance Act.

The Insurance Act contains standards designed to ensure that, under all reasonable circumstances, financial promises made by us are met within a stable, efficient and competitive financial system. Because of this we are exempted by the *Corporations Act 2001* (Cth) from the requirement to meet the compensation arrangements Australian Financial Services licensees must have in place to compensate retail clients for loss or damage suffered because of breaches by the licensee or its representatives of Chapter 7 of that Act.

We have compensation arrangements in place that are in accordance with the Insurance Act. If we were to fail and were unable to meet our obligations under your policy, a person entitled to claim under insurance cover under the policy may be entitled to payment under the Financial Claims Scheme (access to the Scheme is subject to eligibility criteria). Information about the Financial Claims Scheme can be obtained from fcs.gov.au and the APRA hotline on 1300 558 849.

Authorised for issue

This PDS including the Policy Terms and Conditions was prepared by Hollard. GFS, Guide Dogs and PetSure have given their consent to all statements by or about them in the form and context in which they are included and have not withdrawn as at the date of the PDS.

These statements appear throughout the PDS.

Policy Terms and Conditions



The Guide Dogs Pet Insurance policy

Upon acceptance of application for your policy, you will be issued with a Certificate of Insurance that states which level of cover you have selected. Additional and optional benefit(s) may also be provided if specified. You will be issued a new Certificate of Insurance, when:

- You renew your policy each year; or
- If you or we change your Cover.

Your policy will continue for a period of twelve (12) months from the policy Commencement Date unless cancelled by you under the cooling off period as explained on page 15 or cancellation provisions of the policy as explained in Section 8 – Cancellations on page 39. We also have certain cancellation rights at law. For your convenience and to ensure continuity of cover for your Pet, we will automatically renew your policy each year, refer to the ‘Automatic renewal of your policy’ section on page 23.

Your policy comprises of the Certificate of Insurance, PDS, Policy Terms and Conditions, FSG and any endorsements issued by us from time to time.

The basis on which we insure you

Subject to the Terms and Conditions of the policy, we will reimburse the Vet Expenses incurred by you as a result of a Treatment to the insured Pet for covered Accidental Injury or Illness Conditions up to the specified Benefit Percentage, but subject to any applicable Benefit Limit, less any Excess which may apply, provided that:

- you have paid or agreed to pay the premium to us for the Cover provided;
- the Accidental Injury or Illness Condition(s) (whichever is applicable) arose during the Policy Period; and
- the Treatment occurred during the Policy Period.

Where we agree to provide Cover under the policy we rely on the representations made by you during your application for insurance.

Automatic renewal of your policy

We will advise you regarding renewal of your policy prior to the expiration of the current policy. We may change the terms and conditions of the policy upon renewal to reflect the portion of the risk associated with insuring your Pet based on factors such as (but not limited to) your Pet's age, location and medical history.

Unless otherwise notified, your Cover will be automatically renewed on the terms contained in the renewal offer and we will deduct/charge the renewal premium from your nominated account/credit card unless you tell us not to. If the account/credit card is not yours, you confirm you have the authority of the relevant person to use it and they have agreed to these terms. We require you to notify us should you decide not to renew your policy.

On renewal, you must tell us if the information you have previously supplied is incorrect or incomplete in order to comply with your Duty of Disclosure. If you do not we may reduce or refuse to pay a claim or cancel the policy.

Delivery of your policy documents and policy related communications

Unless you tell us otherwise or we tell you it is no longer suitable we will send your policy documents and policy related communications electronically. This includes email and/or other methods of electronic communication. You will need to provide us with your current email address and your mobile phone number. Each electronic communication will be deemed to be received by you on the transmission date recorded in our systems. Where we deliver your policy documents and policy related communications by mail in printed form all such communications will be deemed to have been successfully delivered once mailed by us to your last notified postal address.

Some important things you should know

Benefits do not accumulate across Policy Periods. The policy benefits will expire at the end of each Policy Period. Your rights and duties under the policy cannot be transferred without our prior written consent. It is a Condition of Cover that your Pet must regularly reside with you and be under your

regular care and supervision at the physical address you provided to us.

Section 1: Definitions

When interpreting these Policy Terms and Conditions:

- references to the singular include the plural and vice versa, and to the masculine include the feminine and vice versa; and
- monetary references are in Australian dollars.

Words that are capitalised have the special meaning explained below:

Accident means:

- a single specific, unpredictable, unusual and unintended external event which occurs at a particular time and place, with no apparent or deliberate cause but with marked effects; and
- is independent of any other cause including any Pre-existing Condition.

Accidental Injury means Physical harm or injury arising from an Accident.

Note: Conditions covered by the Accidental Injury Cover Section of the policy are specified in Section 2 on page 29.

Benefit Limit(s) means the applicable total amount payable under your policy in relation to the relevant Cover as specified in your Certificate of Insurance (determined as follows);

- if a specified limit or sub limit for a particular Cover, item, Condition or Treatment on an individual or per claim basis is specified to apply in the Certificate of Insurance, we will not pay more than that amount (subject also to the annual limits and sub limits not having been exceeded); and
- we will never pay more than the overall annual benefit level specified in your Certificate of Insurance, unless a special annual limit or annual sub limit is specified as applicable to the particular Cover, item, Condition or Treatment (in which case the lesser annual limit or annual sub limit will apply). Note: the Benefit Limit is subject to any applicable Excess.

Benefit Percentage means the stated percentage of each claim for eligible Vet Expenses for which we will reimburse you, subject to any applicable Benefit Limits and Excesses payable. Note: The applicable Benefit Percentage will be shown on your Certificate of Insurance.

For example: for an 80% Benefit Percentage, we will reimburse you for 80% of the eligible Vet Expenses, subject to Benefit Limits and Excesses payable. Refer to page 43 for an example of how claim payments are calculated.

Bilateral Condition means any Condition affecting body parts of which the Pet has at least two, one each side of the body (e.g. ears, eyes, knees, cruciate ligaments). Note: When applying a Benefit Limit or exclusion, a Bilateral Condition will be considered a single Condition.

For example: if your Pet displays clinical signs of a cruciate ligament Condition in the left leg prior to the Commencement Date of the policy or during the Waiting Period, Vet Expenses for a subsequent cruciate ligament Condition in the right leg will not be covered.

Certificate of Insurance means the relevant certificate we provide outlining the key details of the contract of insurance between you and us, and identifying the policy number, Commencement Date, Cover End Date, insured Pet, schedule of benefits including Benefit Limits and Excess.

Commencement Date means 23h 59min on the date when Cover for your Pet first started as shown on your Certificate of Insurance.

Condition means any Accidental Injury or any manifestation of an Illness.

Consultation and other derivations means an examination performed by or under the supervision of a Veterinarian, including a physical consultation, inpatient examination, in-hospital examination, health certificate, consultation or recheck consultation/visit, referral/specialist consultation/visits, emergency and after hours consultations/visits.

Cover means

- Illness Cover
- Accidental Injury Cover

Note: The Cover applying to your Pet is shown on your Certificate of Insurance. The Cover includes the Additional Benefits explained in Section 4 on page 30 and if selected the Optional Benefit explained in Section 5 on page 35.

Elective Treatment means a Treatment or surgery that is beneficial to your Pet but is not essential for your Pet's survival or does not form part of the Treatment for a Condition.

Refer to Section 6 – General Exclusions on page 35.

End Date means 23h 59min on the date upon which your policy terminates and benefits cease.

Note: The End Date is shown on your Certificate of Insurance. If the policy is cancelled, then the date of cancellation will be deemed to be the End Date.

Excess means the first amount of a claim we do not pay and which you are required to pay yourself as shown on your Certificate of Insurance. Note: The Excess is deducted from your benefit for each Condition treated during the Policy Period that is not related to any other Condition treated during the same Policy Period. Refer to page 43 for an example of how claim payments are calculated.

GST means the Australian Goods and Services Tax at the officially published tax rate.

Illness means a sickness or disease which is not included under Accidental Injury Cover.

Pet means the cat or dog, including any Registered Guide Dog covered under the policy and named on your Certificate of Insurance.

Policy Period means the time during which we provide Cover as specified on your Certificate of Insurance.

Pre-existing Condition means any Condition(s) or symptoms or signs of that Condition occurring or existing in any form prior to the Commencement Date or during any applicable Waiting Period, including but not limited to:

- any cruciate ligament Condition;
- a Recurring Condition;
- any Skin Condition (as defined);
- latent infectious Conditions that manifest within a known incubation period indicating clear evidence that the Condition had existed prior to the Commencement Date;
- any Condition in remission at the time of the insurance application;
- any seasonal Condition;
- Conditions currently or previously being controlled by medication(s);

and whether or not diagnosed or treated by a Vet. (If your Pet has a Pre-existing Condition, please also refer to definitions for a “Related Condition” and a “Bilateral Condition”).

Recurring Condition means a condition that is curable but may relapse repeatedly with intervals of remission in between.

Registered Guide Dog means a dog supplied by a Guide Dogs Australia state member organisation to a person for the purpose of mobility support.

Related Condition means a condition that even though it has shown first signs or symptoms during the Policy Period (outside of the Waiting Period), is considered to be a Pre-existing Condition if it has the same clinical symptoms, diagnostic classification or results from the same disease process as a Pre-existing Condition regardless of the number of areas of your Pet’s body affected.

For example: if your Pet suffers from arthritis in its legs prior to the Commencement Date of the policy or during the Waiting Period, all future occurrences of arthritis for example in the back or neck, will be considered to be Related Conditions and will not be covered.

Routine Care means certain preventive healthcare treatments for your Pet. If you have selected this cover, the list of allowable treatments and the Benefits Limits applicable to these, are shown on your Certificate of Insurance.

Skin Condition means any Condition regardless of cause or origin presenting in or affecting the skin (as an organ) in any way whatsoever. Note: For the purposes of the policy Skin Conditions are:

- deemed to include skin lumps;
- regarded as one (1) Condition.

Third Party Liability means a benefit as defined in Section 4.5 on page 32, and that only applies in relation to policies where the Pet is also a Registered Guide Dog.

Treatment means reasonable and customary examinations, consultations, hospitalisation, surgery, x-rays, medication, diagnostic tests, nursing and other care and procedures provided by a Vet to relieve or cure a disease, Illness or Accidental Injury during the Policy Period.

Vet means any veterinarian, veterinary specialist, animal hospital, animal clinic, or animal surgery, other than yourself, who is licensed in and currently registered in Australia.

Vet Expenses means the reasonable, customary and essential expenses incurred and paid in respect of Treatment provided by a Vet during the Policy Period.

Waiting Period means a period starting from the Commencement Date of the first Policy Period during which a Condition that occurs or shows symptoms or signs will be excluded from Cover unless otherwise stated on your Certificate of Insurance.

Note: The Waiting Period for:

- Conditions covered under Section 3 – Illness Cover on page 30 and Section 4.3 Paralysis Tick Benefit on page 31 are subject to 30 days; and
- Cruciate Ligament Conditions and any Conditions arising therefrom irrespective of cause or origin, are subject to a six (6) month Waiting Period, unless:
 1. we have received a completed and signed ‘Cruciate Ligament Exam Form’ from your Vet within fourteen (14) days of the cruciate examination date certifying that your Pet has been examined, at your expense, on or after the policy Commencement Date; and
 2. you receive written notification from us confirming our agreement to waive this Waiting Period following our assessment of the information provided on the ‘Cruciate Ligament Exam Form’.

Any waiver is at our discretion and we are not required to provide justification for declining a request under this provision.

Section 2: Accidental Injury Cover

2.1 What we will pay

We will pay you the Benefit Percentage for the Vet Expenses incurred by you for Treatment during the Policy Period up to the Benefit Limits subject to applicable Waiting Periods, as a result of your Pet suffering an Accidental Injury in one of the circumstances described below. You will be responsible for any Excess as shown on the applicable Certificate of Insurance.

To qualify for Cover under this section of the policy, the Accidental Injury must have occurred during the Policy Period and:

1. Be a direct consequence of at least one of the following:

- a. a motor vehicle incident;
- b. a burn or electrocution;
- c. an allergic reaction to an insect bite other than tick or flea bites;

or,

2. Result in:

- a. a bone fracture;
- b. snake bite toxicity;

- c. a traumatic ligament or tendon injury;
- d. a bite wound or fight wound abscesses; or
- e. lacerations or abrasion of tissue, skin or mucous membrane due to external violence.

2.2 What we will not pay

We will not pay any Vet Expenses attributable to or resulting from:

1. a Pre-existing Condition, a Related Condition or a Condition arising within the applicable Waiting Period;
2. patella luxations (dislocating kneecap), elbow dysplasia and fractured teeth, toxicity (other than that resulting from a confirmed snake bite) and intervertebral disc disease (IVDD) under Accidental Injury Cover no matter how the Condition arises. These Conditions will only be covered (where eligible) under Section 3 – Illness Cover on page 30;
3. any of the excluded matters listed in Section 6 – General Exclusions on page 35.

Section 3: Illness Cover

3.1 What we will pay

We will pay you the Benefit Percentage for Vet Expenses incurred by you for Treatment provided during the Policy Period up to the Benefit Limits, as a result of your Pet suffering an Illness. You will be responsible for any Excess as shown on the applicable Certificate of Insurance.

3.2 What we will not pay

We will not pay any Vet Expenses incurred by you as a result of your pet suffering an Illness which is attributable to or resulting from:

1. a Pre-existing Condition, a Related Condition or a Condition arising within the applicable Waiting Period;
2. an Illness caused by endoparasites (such as worms) or ectoparasites (such as ticks, fleas, skin mites) unless covered under Section 4.3 – Paralysis Tick Benefit which is detailed on page 31;
3. treatment of the following irrespective of whether your dog or cat was vaccinated or not:
 - a. for dogs: infectious canine hepatitis (canine adenovirus), parvovirus, canine distemper, parainfluenza and all forms of kennel cough; or
 - b. for cats: panleukopaenia, chlamydia, leukaemia (FeLV), Feline Immuno Deficiency Virus (FIV) and Feline Infectious Peritonitis (FIP), viral rhinotracheitis, calicivirus, herpes virus and all forms of cat flu;
4. any declared pandemic disease that causes widespread Illness affecting cats or dogs;
5. more than one (1) incident of swallowing a foreign object that causes a blockage or obstruction requiring surgical or endoscopic removal per Policy Period; or
6. any of the excluded matters listed in Section 6 – General Exclusions on page 35.

Section 4: Additional Benefits

The following Additional Benefits under this section are included in the Benefit Limit and will provide benefits up to the specified sub-limit as shown on your Certificate of Insurance. You will be responsible for any Excess as shown on the applicable Certificate of Insurance.

4.1 Emergency Boarding

What we will pay:

If you, (the insured and sole carer of the Pet) are hospitalised (other than in the circumstances specified below) for five (5) or more consecutive days during the Policy Period, we will pay for the cost of boarding your Pet at a licensed kennel or cattery up to the Benefit Limit.

We will not pay:

1. If you are hospitalised for:
 - a. cosmetic surgery or other forms of elective surgery;
 - b. pregnancy; or
 - c. any sickness known or foreseeable prior to the Commencement Date;
2. any costs under this benefit if someone else living with you can reasonably be expected to look after your Pet whilst you are in hospital.

4.2 Essential Euthanasia

What we will pay:

We will pay you the Benefit Percentage for Vet Expenses incurred by you up to the Benefit Limit to euthanase your Pet during the Policy Period provided that this was deemed a humane and essential course of action by the Vet. You will be responsible

for any Excess as shown on the applicable Certificate of Insurance.

What we will not pay:

We will not pay any Vet Expenses incurred by you during the Policy Period for:

1. voluntary euthanasia (i.e. non-essential euthanasia);
2. euthanasia attributable to or resulting from an event or circumstances specified in 'What we will not pay' sections 2.2 on page 29 or 3.2 on page 30 and in Section 6 – General Exclusions on page 35;
3. an autopsy; or
4. disposal, burial or cremation of a deceased Pet (unless cover for this expense is noted on your Certificate of Insurance).

4.3 Paralysis Tick Benefit

What we will pay:

We will pay you the Benefit Percentage for Vet Expenses incurred by you up to the sub-limit shown for tick paralysis Treatment or Related Condition on your applicable Certificate of Insurance. You will be responsible for any Excess as shown on the applicable Certificate of Insurance.

What we will not pay:

1. any tick preventative Treatments or measures (e.g. tick baths, sprays, etc.) whether recommended by your Vet or not; or
2. any costs incurred in relation to the Treatment of Conditions arising in your Pet caused by the bite of any other species of tick.

4.4 Pet Overseas Travel Insurance

What we will pay:

We will pay for Vet Expenses incurred for the Treatment of your Pet whilst it is overseas with you in destinations where Australian quarantine regulations do not require the Pet to be quarantined on its return, subject to:

1. the Cover selected, the Benefit Percentage, Benefit Limits and any Excess as shown on your applicable Certificate of Insurance; and
2. the payment of the benefits under this section to you in Australian Dollars at the exchange rate applicable on the date your claim is received by us.

What we will not pay:

1. any amount if you or your Pet live permanently outside of Australia;
2. any benefit under this section where the Pet has been (or is going to be) out of Australia for a period of more than sixty (60) consecutive days;
3. exchange commissions or bank charges incurred for foreign payments made by you for the Treatment of your Pet;
4. claims incurred for any Condition arising when your Pet was not under your direct care;
5. costs covered by any other insurance policy covering the same risk; or
6. any travel or repatriation charges to return your Pet to Australia.

4.5 Third Party Liability (Registered Guide Dogs Only)

Third Party Liability is applicable if:

- 'Third Party Liability' is shown on your current Certificate of Insurance, and
- the Pet named on your current Certificate of Insurance is a Registered Guide Dog.

What we will pay:

We will cover you for your legal liability to pay compensation as a result of an Accident caused by your Registered Guide Dog, that occurs during the period of insurance, which causes death or bodily injury to another person or loss or damage to another person's property (subject to the exclusions outlined on page 33 in 'What we will not pay' and 'Conditions of Cover' on page 34).

We will also extend this Third Party Liability cover to any person who has the care of, custody and control of your Registered Guide Dog with your permission. However, this extension of cover will not apply to any person where you are paying for their services (for example, but not limited to, groomers and pet carers).

If we agree to pay your claim under this section we will pay the costs of compensation awarded by an Australian court or a settlement agreed to by us. We will also pay the reasonable legal fees and expenses we incur on your behalf or that you incur with our prior written consent.

The most we will pay is \$1 million in total under this or any other policies you have with Hollard.

This amount includes all legal costs and expenses incurred with our consent or which you have a legal liability to pay arising from the claim. We will apply an Excess to each and every legal liability claim for property damage as shown on your Certificate of Insurance.

Third Party Liability cover is offered on an annual basis. Renewal of this cover is not guaranteed for the life of your Pet. Each year we will decide if we will continue to renew this cover with you and on what terms. If we decide not to offer renewal, we will advise you at least 14 days before this cover expires.

It is also important that you understand that cover will cease immediately, from the date the Registered Guide Dog has been declared dangerous by a competent Australian authority.

What we will not pay:

We will not pay for any Third Party Liability claim that arises:

1. from death, or illness or bodily injury to you or any member of your family who resides at your address;
2. from loss or damage to any property that is owned or controlled by you or any member of your family residing at your address;

3. any deliberate action or direction by you or any person living with you;
4. from the transmission of any disease (whether or not your Registered Guide Dog has been vaccinated against the disease);
5. from any liability to pay any penalty, fine, punitive, exemplary or aggregated damages for which you are liable;
6. from actions brought against you in a court outside Australia or a court that applies law that is not Australian law; or
7. from your Registered Guide Dog being outside of Australia.

Important conditions of cover:

You Must

1. take all reasonable care to ensure your Registered Guide Dog is controlled and kept in a manner which ensures the safety of others. This includes, but is not limited to maintaining fences and boundaries where the Registered Guide Dog resides, keeping the Registered Guide Dog on a suitable leash or harness when in a public place.
2. advise us immediately of any demand, suit or writ made against you for liability;
3. help us manage any claim made against you. This may include us asking you questions either in writing or in a face to face interview, or you providing written statements to us under oath or affirmation;
4. tell us about any other insurance that may be relevant to the claim.

You Must Not

1. admit guilt, fault or liability (except to the Police);
2. offer or negotiate to pay a claim.

Section 5: Optional Benefit

Routine Care

Guide Dogs Pet Insurance encourages responsible Pet ownership by providing stated benefits towards certain listed preventative healthcare treatments for your Pet if the Routine Care Benefit option is shown on your Certificate of Insurance.

What we will pay:

If the Routine Care Benefit option is shown on your Certificate of Insurance, we will pay the cost of Routine Care your Pet has received during the Policy Period up to the Routine Care limits as shown on your applicable Certificate of Insurance.

Section 6: General Exclusions (What we do not cover)

The intention of Guide Dogs Pet Insurance is to help cover unforeseen Vet Expenses associated with pet ownership. However not all expenses are covered.

Unless stated on your Certificate of Insurance, Vet Expenses and/or costs related to the following are not covered:

1. **Pre-existing Conditions, Related Condition** or a **Condition** arising within the applicable Waiting Period. Refer to page 28 for definition. Also refer to the 'Pre-existing Condition review' section on page 45.
2. **Dental Care** – dental procedures; dental diseases; gingivitis; Treatment of teeth fractures; teeth cleaning/scaling; orthodontics; removal of deciduous or fractured teeth or any oral disease.
3. **Certain Treatments, Conditions or items**
 - a. regular, prescription or dietary pet food, vitamins, mineral supplements, whether recommended by your Vet or not;
 - b. preventative procedures and treatments (including, but not limited to, vaccinations, routine anal gland expression, flea/tick/worm control);
 - c. grooming and bathing of your Pet (including medicated baths and shampoos);
 - d. accessories such as but not limited to – pill poppers, cage hire, crates, bedding and collars;

- e. training, socialisation, therapy and alternative therapies (including, but not restricted to, consultations and Treatments involving homeopathic remedies, acupuncture, laser therapy, chiropractic treatments and/or physiotherapy) whether recommended by your Vet or not; or
- f. Treatment while your dog is used for commercial or occupational purposes including but not limited to racing, breeding, organised fighting, law enforcement, guarding or pig hunting dogs. Guide dogs and assistance dogs are exempt from this exclusion.
- g. Treatment of or Conditions attributable to behavioural problems regardless of the cause (including but not limited to anxiety disorders, phobias or chemical imbalance);
- h. cell-replacement therapies, including but not limited to stem cell therapy. This exclusion does not include blood transfusions, which are covered when medically necessary;
- i. a Condition where the diagnosis is inconclusive, but where the Treatment protocol is consistent with a Treatment protocol typically applied to an Accidental Injury or Illness which is not covered (e.g. Treatment for coughing where kennel cough is suspected but not diagnosed or excluded as a diagnosis);
- j. Treatment for Conditions excluded by the policy and/or due to complications and/or adverse reactions arising from any policy exclusion;
- k. medication not approved or listed by the APVMA (Australian Pesticides and Veterinary Medication Authority) unless specifically agreed to by us in writing;
- l. the provision of medication(s) for your Pet that covers a period of more than thirty (30) days beyond the policy End Date;
- m. your decision to pursue a course of Treatment other than that which was recommended to

you by your Vet unless specifically authorised by us prior to Treatment. For example: ignoring a Vet's recommendation to remove an eye, which then results in extra costs associated with chronic eye issues; or

- n. breeding or obstetrics, or Treatment of Conditions arising as a result of breeding or obstetrics.

4. Certain Services & Procedures

- a. transport or boarding expenses other than the benefits provided in Section 4.1 – Emergency Boarding on page 31, regardless of reason;
- b. ambulance fees and non-essential hospitalisation;
- c. out-of-hours Treatment unless the Vet believes an emergency consultation was necessary, in which case our liability is limited to the amount that would have been payable had the Treatment been provided at a Vet practice during normal consultation hours;
- d. genetic/chromosome testing including

procedures to determine the suitability or categorisation of your Pet for breeding or genealogical purposes; or

- e. organ transplant surgery, artificial limbs, prosthetics, pacemakers and any associated expenses unless authorised and agreed to by us in writing prior to any Treatment.

5. Elective Procedures and Treatments

- a. routine examinations; cosmetic procedures; experimental Treatments or therapies; desexing; cryptorchidism; hip and elbow scoring; Elective Treatments, including but not limited to nail clipping, pre-anaesthetic blood tests, declawing, ear cropping and nasal fold, skin fold, stenotic nares and soft palate resections; or
- b. tail docking or de-barking.

6. Your Pet not being protected

- a. a malicious act, deliberate injury or gross negligence caused by you or anyone living with you; or

- b. your failure to take all reasonable precautions to protect your Pet from situations that may result in injury or Illness (such as ingestion of hazardous substances) or from aggravating a treated Condition.

7. Policy Conditions

- a. any consequential loss, economic or otherwise, loss of enjoyment or other such loss not mentioned in the policy; or
- b. a Condition specifically excluded on your Certificate of Insurance.

Section 7: Premiums

Cover under the policy is provided on the basis that you have paid or agreed to pay us the premium for the Cover provided. The amount you pay is shown on your Certificate of Insurance and includes all premium, administration fees, commissions and any applicable government taxes, fees and/or charges.

7.1 Paying your premium

1. The premium is payable when you take out a new policy and when you renew your policy.

2. You may choose to pay the premium:
 - annually by credit card or direct debit; or
 - monthly or fortnightly by instalment by credit card direct debit or debit card direct debit.
3. When premiums are paid monthly or fortnightly by instalment, claims are paid on the basis that you agree to pay the remaining premiums for that Policy Period.

Note: If we accept and pay a claim under the policy, we may deduct the balance of any outstanding premium from the claim payment.

7.2 Paying on the due date

1. Your premium (including your first premium or first instalment for your policy, and your ongoing premiums or instalments) must be paid on or before its due date.
2. If you don't pay a premium instalment by the due date then:
 - if the unpaid premium remains in arrears for more than thirty (30) days we may cancel your policy without notification; and
 - if at least one instalment has remained unpaid for a period

of at least fourteen (14) days then we may refuse to pay your claim(s).

3. If we cancel your policy due to non-payment of an instalment premium you need to be aware that:

- no benefits or entitlements can be paid under the policy.
- you may be refused cover in the future under any policy administered by PetSure, and
- any application for general insurance products in the future may be affected because you had a policy cancelled as a result of unpaid premiums.

Section 8: Cancellations

You may cancel your policy with us at any time by contacting our customer service team. Our contact details are set out on page 19. The cancellation will be effective once we provide you our confirmation of your cancellation request.

These cancellation provisions also apply to policies cancelled where you have entered into a new policy because you change your level of cover, type of policy or amount of Excess.

Cancellation during the cooling off period

If you cancel your policy during the 30 day cooling off period, and no claim has/is to be made by you, we will refund any premiums paid by you since commencement or renewal, less any transaction costs incurred by us which we are unable to recover, and any taxes or duties that we are unable to refund.

You cannot return your policy during the cooling off period if a claim has/is to be made by you.

Cancellation where no claims have been made

If you cancel the policy for whatever reason after the cooling off period and you have paid the annual premium in full, provided no claim has been made, we will refund the premium less:

- the amount covering the period you were insured for; and
- any government or statutory charges we are unable to recover.

If you have been paying your premium by instalments, there is no premium refund (including for any remaining days of a current instalment period). No further premium instalments will be deducted.

Cancellation after a claim has been made

If you cancel your policy for whatever reason (other than your Pet passing away) after having made a claim, no premium refunds are payable and the remaining premium for that Policy Period must be paid if it has not already been paid. Any outstanding premium may be deducted from any claim payment owed, or alternatively, charged to your nominated bank/credit card account.

This clause survives termination of this contract.

If you cancel your policy because your Pet has passed away and after having made a claim, your policy will be cancelled in the same way as set out on page 39 in 'Cancellation where no claims have been made'.

Cancellation by us

We may cancel your policy where the law allows us to do so. If we cancel your policy, we will refund any money we owe you less any non-refundable statutory fees. If we cancel your policy due to fraud, we will not refund any money to you.

If you advise us that your Pet has passed away, your policy will be cancelled in accordance with Cancellation where no claims have been made.

For more information about cancellations refer to Section 7 – 'Premiums' on page 38.

Section 9: Claims

How to make a claim

Claiming is easy. Should you need to submit a claim, you can do this through your online secure Pet Portal. Simply upload your documentation and click submit (from computer or mobile device).

In some instances, your Vet can submit your claim on your behalf. Alternatively, you can claim via post if you prefer.

9.1 What you need to do

All claims must be completed carefully and honestly and can be submitted online or by post. If submitting a claim by post, claim forms are available on request by calling 1300 613 450 or can be downloaded from guidedogsinsurance.org.au

The information below sets out the procedure when submitting a claim.

All claims (online and post)

1. All claims must include itemised tax invoice(s), payment receipt(s) and applicable consultation notes. If submitting a claim by post all claim documentation must be originals and must be accompanied by a completed claim form.
2. Incomplete claim forms will be returned to you and this may result in a delay in processing your claim. We recommend that you retain copies of all documentation for your records.
3. If submitting a claim for the first time, please include a full veterinary history from the attending Vet and any previous Vets who have treated your Pet. Failure to include this may result in delays in processing your claim.
4. All claims should be submitted to us and received within ninety (90) days of the relevant Treatment being provided and all accounts must be paid in full prior to submission of your claim.
5. You agree that your Vet (current or previous) is authorised to release information and/or records to us about your Pet.
6. You agree that we are authorised to discuss with the Vet, details relating to your claim or Treatment provided to your Pet in relation to a claim made under the policy.
7. You agree that we have the right to decline to process a claim where you or your Vet refuse or are unable to provide information reasonably requested by us in order to process your claim.
8. We will not reimburse you for the provision of any information required in the administration and execution of the policy nor for the assistance provided to you in the completion of any forms relating to the policy including the provision of any information in relation to a claim made under this policy.

If submitting a claim online

You can submit a claim online using the Guide Dogs Pet Insurance portal found at guidedogsinsurance.org.au by uploading the required accompanying documents.

If submitting a claim by post

The attending Vet must complete all sections on the claim form where designated and both you and the attending Vet must sign the claim form.

If submitting a claim at a Vet clinic

If your Vet has agreed to submit your claim electronically on your behalf, you agree we are authorised to receive each such claim submitted.

If submitting a claim for Third Party Liability

Please call us on 1300 613 450 or contact us at compliance@petsure.com.au, so we can take you through the claiming process.

9.2 What we will do

1. We will deal directly with you regarding settlement of the claim.
2. We will pay you, not the Vet.
3. If the Vet Expenses:
 - a. are considered by us to be excessive or unreasonable; or
 - b. are higher than the Vet Expenses normally charged by a general or referral practice; or

- c. in our opinion may not be required; or
- d. are regarded to be excessive when compared with the Treatment normally recommended to treat the same Condition by general or referral practices;

then claim payments will be adjusted and paid based on the reasonable and customary Treatment or fees typically charged for the Treatment of that Condition. We reserve the right to request a second opinion from a Vet that we choose. If the Vet we choose does not agree that the Treatment provided or fees charged were reasonable, we may decide to pay only the cost of the Treatment that was necessary and/or reasonable to treat the Condition (as advised by the Vet from whom we have requested the second opinion).

4. We will send you a letter/ remittance advice regarding the settlement of your claim that will provide details of how your claim has been dealt with.
5. If you submit a fraudulent claim, or solicit your Vet to behave in a fraudulent manner regarding a claim, then the claim may be denied and we may cancel

your policy altogether. We may also be entitled to reclaim any payments already made to you in respect of such claims.

6. When we settle your claim, we reserve the right to deduct from the benefit amount any amount due to us. If you have elected to have an Excess, we will deduct the Excess amount before settlement of your claim.
7. In the event that we pay a benefit contrary to the Policy Terms and Conditions for whatever reason, this will not constitute a waiver retrospectively as they stand to any paid claims or to any future claims for that or any Related Condition. We also reserve our right to recover from you any benefit amount received by you as a result of such error.

9.3 Examples of how we settle your claim

The following calculations provide examples of how claims will be settled where Cover is provided (these examples are indicative of the manner of calculation only and include GST):

80% Benefit Percentage	
Total amount of eligible Expenses paid by you to the Vet	\$2,000
Total amount claimable after 80% Benefit Percentage applied	\$1,600
Total payment	\$1,600

80% Benefit Percentage with \$50 Excess	
Total amount of eligible Expenses paid by you to the Vet	\$2,000
Total amount claimable after 80% Benefit Percentage applied	\$1,600
Excess Payable	\$50
Total payment	\$1,550

9.4 Our rights of recovery

If we have the right to recover any amount payable under the policy in relation to a claim from any other person, you must cooperate with us in any action we may take.

9.5 Other insurance arrangements

If we accept your claim and there is any other similar insurance under which you are entitled to claim, you are required to advise us at the time you submit your claim if you hold such other insurance. Total benefits paid to you across all insurance cannot exceed your actual expenses.

Section 10: Direct Debit Request

When you provide us with your bank details, you are instructing us to directly debit the relevant premiums calculated by us from your nominated account.

If your premium cannot be paid (for example there is not enough money in your nominated account) your bank may dishonour that payment, and you may be charged a dishonor fee by your bank. Neither Hollard, GFS, Guide Dogs nor PetSure will be responsible for dishonour fees charged by your bank or financial institution.

If your direct debit is dishonoured we will automatically retry for the outstanding amount within fourteen (14) days.

If you have concerns about the operation of the direct debit authority or you subsequently need to change any aspects of the authority, please notify us.

Section 11: General Information

11.1 Changing level of Cover

1. If you opt to transfer your Pet to a level of Cover with higher or additional benefits (including but not limited to a higher Benefit Percentage, Benefit Limit or lower Excess) then the additional or higher benefits will not apply to claims for Conditions first noted, diagnosed, or treated prior to the policy upgrade. In such cases, benefits will be restricted to the lesser of the maximum benefits payable under the:
 - current level of Cover; or
 - policy that applied during the Policy Period in which such Condition(s) was/were first noted, diagnosed, or treated.

For the sake of clarity, maximum benefits referenced in this section include taking the following factors into consideration:

- the policy Benefit Limit;
- applicable sub-limits;
- applicable Benefit Percentage, Excess; and
- any applicable policy exclusions.

2. If you opt to transfer your Pet to a level of Cover with additional benefits, then the applicable thirty (30) day Waiting Period for the new level of cover will apply. If you opt to transfer your Pet to a level of Cover with a lesser level of benefits, then no further Waiting Periods will apply.
3. You cannot change your level of cover in a Policy Period if a claim has been paid.
4. If you pay your premium via fortnightly or monthly instalments, there is no premium refund (including any remaining days of a current instalment period) when you change your level of cover.

11.2 Pre-existing Condition review

You may apply to us to review a Pre-existing Condition exclusion provided that your Vet certifies and provides (at your expense) veterinary records verifying that your Pet has been free of clinical signs, symptoms or recurrence of the Pre-existing Condition (or any Condition(s) arising directly therefrom) up to the date of receipt of your Review Application Form, which shall be no less than a period of eighteen (18) months from the original policy Commencement Date.

Your request for this review must be made in writing after the completion of the eighteen (18) month period using our prescribed Review Application Form. The Pre-existing Condition exclusion(s) shall not be deemed to have been lifted unless agreed to by us in writing. Agreement to lift all or part of the exclusion(s) is at our sole discretion and we are not obligated to provide reasons for declining a request.

Financial Services Guide



GFS and PetSure are responsible for this FSG as it relates to the financial services provided by them.

This FSG provides you with information about the financial services that they provide in relation to Guide Dogs Pet Insurance to help you decide whether or not to use those services as well as information on how they are remunerated in relation to the services, how they deal with complaints and how they can be contacted.

In this FSG:

- **Hollard** means The Hollard Insurance Company Pty Ltd.
- **GFS** means Greenstone Financial Services Pty Ltd.
- **PetSure** means PetSure (Australia) Pty Ltd.
- **Guide Dogs** means Royal Guide Dogs Australia.
- **You**, and **your** means the applicant for a Guide Dogs Pet Insurance policy and, if a policy is issued, the insured.

About GFS, Hollard, PetSure, Guide Dogs and other relevant persons/organisations

Guide Dogs Pet Insurance is distributed and promoted by GFS, promoted by Guide Dogs, insured by Hollard and administered by PetSure. Details for these companies are set out on page 2 of this booklet.

The Guide Dogs Pet Insurance PDS including the Policy Terms and Conditions are set out in this booklet. Guide Dogs Pet Insurance PDS contains information on the benefits and significant characteristics of the product and is aimed to assist you in making an informed decision about whether to purchase it or not. Before you acquire the product, you should read the PDS carefully and use it to decide whether to purchase the product.

GFS is an Australian Financial Services Licensee (AFSL 343079) authorised to provide advice and deal in relation to all general insurance products. GFS is not the insurer. GFS does not act for you and does not provide personal advice about Guide Dogs Pet Insurance.

Hollard is an Australian Financial Services Licensee (AFSL 241436) authorised to provide advice and deal in relation to all general insurance products. Hollard is the insurer and issuer of Guide Dogs Pet Insurance policies. In providing the financial services set out in this FSG, Hollard does not provide personal advice and does not act for you. Only Hollard can issue, vary and cancel Guide Dogs Pet Insurance policies, which it does through an arrangement with PetSure, explained below.

PetSure, a subsidiary company of Hollard, is an Australian Financial Services Licensee (AFSL 420183) and is authorised to deal in and provide general advice on general insurance products. It administers pet insurance policies on behalf of the insurer Hollard and determines, on behalf of Hollard, whether a policy can be issued to you by Hollard. PetSure has been given a binding authority by Hollard which authorises it to enter into, vary and cancel these policies on behalf of Hollard as if it were Hollard. PetSure's authority is subject to the limits of authority agreed with Hollard.

PetSure has also been appointed by Hollard as its agent to manage, administer and settle claims made under Guide Dogs Pet Insurance policies. This means PetSure makes decisions about claims on behalf of Hollard. In providing the financial services set out in this FSG PetSure does not provide personal advice and does not act for you.

Guide Dogs is an Authorised Representative (AR No. 1259160) of GFS and is authorised to promote Guide Dogs Pet Insurance policies which are issued by Hollard. Guide Dogs does not act for you or provide personal advice.

Important information you should know

The organisations in this section have not and will not consider whether Guide Dogs Pet Insurance is appropriate for your personal objectives, financial situation or needs as they do not provide such services to you. Any information provided in relation to this product is of a general nature only and is not based on a consideration of your personal needs, objectives or financial situation. Therefore, you need to consider the appropriateness of any information

given to you, having regard to your personal circumstances before buying a Guide Dogs Pet Insurance policy.

You need to read the PDS including the Policy Terms and Conditions to determine if the product is right for you. The PDS contains information on the relevant risks, benefits and significant characteristics of the product and is aimed to assist you in making an informed decision about whether to buy it or not. If you require personal advice, you need to obtain the services of a suitably qualified adviser.

How each party is paid for its services

When you purchase a Guide Dogs Pet Insurance policy you pay the premium to Hollard for the product. This amount is provided to you before the product is purchased.

GFS may receive a commission of up to thirty five percent (35%) of the net premium (this is the premium less any government taxes and charges) for promoting Guide Dogs Pet Insurance policies. This commission is used by GFS to cover costs associated with the marketing and distribution

of the product to you and may include any referral fees to people or organisations that refer new customers to GFS. GFS pays up to twenty percent (20%) of the first year premium to Guide Dogs.

PetSure may receive administration and collection fees together with a portion of the underwriting profit, if any, for administering Guide Dogs Pet Insurance products.

You may request particulars about the above remuneration (including commission) or other benefits from the relevant entity providing the relevant financial service; however, the request must be made within a reasonable time after you have been given this document and before the relevant financial service has been provided to you by them. The details for GFS and PetSure are set out on page 2 of this booklet.

Compensation Arrangements

The Corporations Act 2001 (Cth) requires Australian Financial Services licensees to have arrangements for compensating retail clients for losses they suffer as a result of a breach by the licensee or its representatives of Chapter 7 of that Act, unless an exemption applies.

To this end, GFS and PetSure have Professional Indemnity Insurance in place which meets the legislative requirements covering their activities and includes the conduct of any employees who are no longer employed by GFS or PetSure but were so at the time of the relevant conduct.

Refer to the 'Financial Claims Scheme and Compensation Arrangements' section on page 20 in the PDS for further information on Hollard's compensation arrangements.

Your privacy

Refer to the 'Your privacy' section on page 16 of the PDS for further information on what we do with your information.

How are Complaints resolved?

Refer to the 'If you have a complaint' section on page 19 of the PDS for further information on how complaints are dealt with.

We make it easy to speak to us

For more information about Guide Dogs Pet Insurance:

Call us:

1300 613 450

8am – 8pm (AEST) Monday to Friday (excluding public holidays)

Write to us:

Guide Dogs Pet Insurance
Locked Bag 9021,
Castle Hill, NSW 1765

Email us:

guidedogsinsurance@petsure.com.au

Please retain this document for your future reference.

Authorised for issue

This FSG was prepared by PetSure and GFS (as it relates to the financial services provided by them) on 02/12/2017 and Hollard has authorised the distribution of this FSG by them.



**For more information
about Guide Dogs
Pet Insurance**

Call 1300 613 450



**For more information
call 1300 613 450**

8am – 8pm AEST Monday to Friday
(excluding public holidays)

guidedogsinsurance.org.au