

# Guide to completing a claim form

If the claim is for a new condition, please complete **ALL** sections and fields and provide the horse's **FULL** clinical history.

For a continuation claim (where you have already submitted a form for earlier treatment of the same condition), you only need to complete the green shaded boxes.

**Step 1**  
Indicate here whether this is a new condition or a continuation.

**Step 2**  
For new conditions we'll require full veterinary history from every vet practice who has seen your horse for any illness, injury or routine treatment which has not been previously supplied to us.

**Step 3**  
Remember to enter your policy number. Without this we cannot process your claim.

**Step 4**  
Have you entered your contact details to prevent delay if we need to get in touch.

**Step 5**  
Complete your horse's details.

**Step 7**  
Please tell us which policy benefit you would like to claim for.

**Step 6**  
So that we have a complete picture of your horse's history, please let us have the details of any other veterinary practice where your horse has been registered.

**Step 8**  
We need to know the exact date you first noticed the symptoms of the illness or injury prior to calling the vet.

**Step 9**  
We need to know what activity your horse was being used for when you first noticed the symptoms of the illness or injury.

**Step 10**  
We need to know how much you were paying for your routine farriery prior to the start of this condition. For example £100 for shoeing of 4 feet.

## Have you...

- Indicated if this is a new condition or a continuation?
- Completed ALL sections, including all green shaded boxes if your claim is for a new condition?
- Completed ALL green shaded boxes if your claim is a continuation?
- Included a FULL clinical history for your claim?
- Included your policy number?
- Told us when you first noticed the problem and what the horse was doing at the time?

**Step 11**

Don't forget to indicate who you would like us to pay.

**Step 12**

Pass to your vet to complete sections 6 - 11.

**Step 14**

If relevant, please give details of the practice that referred the case to you. This will prevent confusion and delay.

**Step 15**

Attach a detailed invoice from your practice. If you want to make notes please use a pen and not a highlighter as they will not show up on copied documents.

**Step 16**

In the event the horse had to be put to sleep or passed away, please be sure to complete section 10 in full to prevent any delay to the claim.

**Step 13**

Please be sure to include the exact date the condition was first noted and if the horse has been treated for this or something similar previously.

**Step 17**

Complete all details in full.

**Final check; have you...**

- Completed **ALL** sections and fields, including the green shaded boxes if the claim is for a new condition?
- Completed **ALL** green shaded boxes if the claim is a continuation?
- Enclosed original invoices to support the claim, plus a **FULL** clinical history?
- Chosen a payment option?
- Signed section 5 of the form?
- Completed section 11 with signature, date and practice details?
- Please note, if you are both the policyholder and the veterinary staff then another member of the practice should complete sections 6 - 11.