



## Veterinary fee claim form

Claims must be submitted in writing together with the original itemised invoice(s), receipts for payment and relevant veterinary notes. Please mail completed claim form to Pet Insurance distributed by CBA – Claims Department, Locked Bag 9021, Castle Hill NSW 1765.

### Note:

- Please attach all relevant invoices and clinical records from your vet for this claim. In some instances, we may require more information to process your claim, such as previous medical history or pathology results. If this is the case, we will contact you for this information.
- If you have previously provided this information to us, or if it is a routine care claim, you do not need to provide it. If you do not provide this information as requested, there may be a delay in assessing your claim.
- Faxed claims will not be accepted.
- Please use a black pen and print in CAPITALS.
- If you have any questions about your claim please call 1300 913 575 between 8.00am - 8.00pm (AET) Monday to Friday.

### 1. To be completed by the Policyholder

Policy Number

#### Policy Owner's Details

First name

Surname

Title

Phone (including area code)

Address

  


Suburb

State

Postcode

#### Pet's Details

Pet's name

Date of birth

Dog

Desexed

Yes

No

Breed

Colour

Cat

Gender



Distributed by

Commonwealth  
Bank

## 2. Record of veterinary services

Please ask your vet to complete in order to ensure efficient processing of your claim.

Type and cause of injury or condition/diagnosis	Treatment dates	Dates of first signs or symptoms (include dates of previous related conditions)	Total charges
	/ /		
	/ /		
	/ /		

Please attach radiology and/or pathology reports and consultation notes where applicable

When was the pet registered at your practice?

Date of last vaccination/booster



Type of vaccination

Have you supplied any relevant vet consultation notes?  Yes  No

Notes

  
  


## 3. Declaration

I/We certify that the information given in this form is truthful, accurate and complete. No information likely to affect processing or assessment of the claim has been withheld. I/We understand that deliberate misrepresentation of the animal's condition or the omission of any material facts may result in the denial of the claim and/or cancellation of the policy. I/We confirm that the account(s) submitted with this claim have been paid in full and I/We understand that the information provided will be assessed in accordance with the cover selected and benefits payable by the policy. I/We authorise my/our veterinary surgeon who has treated my/our pet to provide to the insurer any details they may require. Please note that issuance or completion of this form does not acknowledge liability or guarantee payment of the claim.

I/We consent to PetSure (Australia) Pty Ltd ABN 95 075 949 923 (PetSure), 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 PetSure about any other individuals, I/We confirm that I/We are authorised to disclose their personal information to PetSure and also to give this consent on both my and their behalf.

Signature of policy owner    Date

    

Signature of veterinarian    Date

    

Name of attending veterinarian and practice

Veterinarian registration no.

Registration state

## 4. Make a claim in three easy steps

### Step 1

Fill in your and your pet's information and sign the claim form.

### Step 2

Take the form to your vet, and ask your vet to fully complete section 2 and sign the form in section 3.

### Step 3

Attach the original detailed itemised invoices and payment receipts to the completed claim form. Please do not staple documents. Ensure your vet includes their practice details on the original invoice.

### Then mail to the address below:

Pet Insurance distributed by CBA – Claims Department,  
Locked Bag 9021, Castle Hill, NSW 1765

### How your claim is assessed

Once all necessary documentation is received, your claim will be processed. In many cases your claim can be processed directly without a full veterinary history being required. However, in some cases, additional veterinary records may be requested to assist in understanding an aspect of your claim to ensure it is processed correctly and fairly.

### How your claim will be paid

If you have elected to pay your premiums by direct debit your benefits will be paid directly into your nominated bank account. If you have elected to pay your premiums by credit card you will need to nominate a bank account to receive claim benefits. Following the payment of your claim you will also receive a statement confirming payment.

## 5. Claim checklist

- You have attached any relevant vet consultation notes
- You have completed the claim form
- You have attached the original itemised invoices and receipts
- You and your vet have signed this form
- You have attached an adoption certificate if your pet is an adopted or rescued pet (if not previously supplied to us)

## 6. Need more claim forms?

You can access copies of this form online at <https://www.commbank.com.au/insurance/brochures-forms> or by calling 1300 913 575.

If you have any questions about your claim, please call 1300 913 575, 8.00am – 8.00pm (AET) Monday to Friday.

**Disclaimer:** It is a criminal act to make a false or fraudulent claim under an insurance policy or to assist in the preparation or presentation of a false or fraudulent claim under a policy. Violators of this provision may be subject to criminal prosecution.

**Please mail completed claim form to:**

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Pet Insurance policies are issued by PetSure (Australia) Pty Ltd ABN 95 075 949 923, AFSL 420183 and promoted and distributed by Commonwealth Bank of Australia ABN 48 123 123 124, AFSL 234945 (CBA).

PRIVACY NOTICE: In this Privacy Notice, 'we', 'us' or 'our' refers to PetSure (Australia) Pty Ltd ABN 95 075 949 923. 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 <https://www.commbank.com.au/insurance/brochures-forms>