

# Pet Insurance Injury or Illness Claim Form

For claims support call 13 72 02



## WHAT YOU NEED TO KNOW

Read your Certificate of Insurance and the associated Product Disclosure Statement (PDS) to see what you're entitled to claim. If this is your first claim, you will need to submit a copy of **your pet's full vet history**.

## WHAT TO DO



### Step 1:

Complete this form or call us on 13 72 02 to lodge your claim.



### Step 2:

If this is your first claim, seek the full vet history from each vet you have attended with your pet and attach it to this form. If this is not your first claim, please attach a full vet report for all treatments relevant to this claim. Original itemised paid invoices and receipts for treatment provided or items/services being claimed must be attached.



### Step 3:

Email a copy of all documents to RACQ (our claims administrator): **petclaims@racq.com.au**  
Or mail them to: **RAC Pet Insurance Claims, PO Box 3004, Logan City DC QLD 4114**



### Step 4:

You will be contacted about the outcome of your claim.

### I am claiming for:

☐

A new Injury or Illness

☐

A continuing treatment for an Injury or Illness

Previous Claim Number (if known)

This claim is for treatment from

to

### 1. Policyholder's details

Policy number

Date of claim

Policyholder's name/s

Address

Home phone

Mobile phone

Email

Preferred contact method

Have you or any other person insured or covered by this policy been convicted of any criminal offences in the last 5 years? If the answer is Yes, give details below:

☐

Yes

☐

No

If you have not previously advised us of your Input Tax entitlements and you have an Input Tax entitlement for the premium paid on the policy covering this claim you must advise us here.

ABN

Input Tax Credit Entitlement

%

## 2. Pet details

Pet's name

Pet's breed

## 3. Claim details

Is any part of this claim for dental treatment?

*If the answer is Yes, please provide the pet's annual dental veterinary check-up record.*

☐ Yes ☐ No

Is your dog declared as a dangerous dog by a government authority?

☐ Yes ☐ No

Was your pet being used for commercial or occupational purposes at the time of the injury or illness?

☐ Yes ☐ No

*If the answer is Yes, what was the commercial or occupational purpose?*

Description of incident (what happened to your pet?):

Do you and your pet live permanently outside Australia? *If No, proceed to Section 4*

☐ Yes ☐ No

What date did you and your pet  
leave Australia?

 /  / 

Was your pet under your direct care?

☐ Yes ☐ No

## 4. Invoice details

Treating vet clinic	Vet phone number	Date of treatment	Total charge
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## 5. Use of personal information

To obtain a copy of the RACQ Group Privacy Statement visit our website at [racq.com/insurance](http://racq.com/insurance) or [racq.com/privacy](http://racq.com/privacy). You can also call us on 13 19 05 or email us on [privacy@racq.com.au](mailto:privacy@racq.com.au) to request a copy.

If you would like to review or correct the personal information the RAC Group has about you, or if you wish to make a complaint, please call 13 17 03. For further information, see the RAC Group privacy policy at [rac.com.au](http://rac.com.au)

## 6. Policyholder's declaration

I/We certify that the information given in this form and any supporting documentation is truthful, accurate and complete. No information likely to affect the assessment of this claim has been withheld.

I/We understand that deliberate misrepresentation of the veterinary services or the omission of any material facts may result in the denial of the claim and/or cancellation of the policy.

I/We understand that RACQ Insurance will assess information provided in accordance with the policy terms and conditions.

In addition to the above declaration I/we authorise any veterinary services provider who is listed above to provide to RACQ Insurance any details they may require to assess the claim.

Policyholder has read and acknowledges the above declaration ☐ Yes ☐ No

Date

 /  / 

Please note that issuance or completion of this form does not acknowledge liability or guarantee payment of the claim.

RAC Pet Insurance is underwritten by RACQ Insurance Limited (ABN 50 009 704 152, AFSL 233 082) ('RACQ Insurance'). RAC Insurance Pty Limited (ABN 59 094 685 882, AFSL 231 222) has been authorised under binder by RACQ Insurance to arrange and issue RAC Pet Insurance as an agent of RACQ Insurance.