

Pet Insurance Claim form



For Claims queries, please call 1800 619 495 Monday to Friday 8am - 5pm (AEST)

Policyholder Details

Policy Number

Policyholder Name

Pet Details

Pet Name

Pet microchip number (if applicable)

Claim Details

Date you first noticed signs of your pet's condition(s):

Description

Invoice Amount: \$, .

Veterinary Details

Please provide details of your veterinary practice.

Vet Practice Name:

Address (Suburb/ State):

Vet Practice Phone Number:

Payment Details

Payment will be made into the bank account you have registered with us. If these details have changed, please call us before submitting this claim.

Policyholder Declaration

Please provide a clear, itemised invoice with this claim. Where a discount has been applied to the fees, please ensure this has been indicated on the invoice.

I certify, to the best of my knowledge, that all the information provided by me is true, accurate and complete. I understand that in the event this claim is found to be fraudulent, this could result in my policy being cancelled.

I agree that my veterinarian and any previous veterinary practices may provide any information that the insurer requires to verify my claim (including medical notes).

I understand that any incorrect or missing information may result in a delay or declinature of this claim.

I have read ING's Pet Insurance Privacy Policy and agree to ING handling my personal information as described.

Signature of policyholder

Date

Next Steps

Please send completed form to either:

Email ingpetclaims@pet.autogeneral.com.au

Address PO Box 342, Toowong, QLD, 4066



Privacy Notice

We collect and use your personal information to provide our services to you and keep you updated about the progress of your claim. Without this information we will not be able to provide these services to you. Our Privacy Policy contains information about how we handle your personal information, including what we do with your information, who we share it with, how you can access or correct your personal information we hold as well as information about how you can make a complaint and how the complaint will be handled.

Please view our Privacy Policy for full details here: <https://ing.disconline.com.au/branding/resources/EXIG/legal/pet/privacy.pdf>

Important information

ING Pet Insurance is issued by Auto & General Insurance Company Ltd ABN 42 111 586 353 AFSL 285571 (AGIC) as insurer. It is administered by Pet Health Insurance Services Pty Ltd ABN 59 638 910 675 as authorised representative 1282153 of AGIC. It is distributed by AGIC and by ING Bank (Australia) Ltd ABN 24 000 893 292 as Authorised Representative 1247634 of AGIC.

