

Pet Insurance

Insurance Product Information Document

Company: Bought By Many Product: Complete

Underwritten by Great Lakes Insurance SE, FCA authorisation no. is 769884. Bought By Many is authorised and regulated by the Financial Conduct Authority (FCA), our FCA register no. is 652623

This document explains the key information about your policy, but you should read the full information in your policy wording.

What is this type of insurance?

This is a yearly-limit (lifetime) pet insurance policy. You can claim up to your vet fee limit every year if you continue to renew your policy with us. This can be a good option if you worry about your pet developing a long-term or recurring illness.



What is insured?

This Complete policy includes many covers that are not listed here. Please review the policy wording for full information.

Cover if your pet needs medical treatment:

- ✓ Cover if your pet needs medical treatment. We will pay up to a total of £15,000 every year for claims in this section.

Veterinary treatment:

- ✓ If a vet recommends treatment or medication for your pet, we will pay those costs. This is also extended to cover you Worldwide.

Dental treatment:

- ✓ We will pay for necessary dental treatments.

Behavioural treatment:

- ✓ We will pay for behavioural treatment if your pet is referred to a behavioural specialist by a vet.

Complementary treatment:

- ✓ If your pet is diagnosed as needing hydrotherapy, homeopathic and herbal medicines, acupuncture, physiotherapy, osteopathy or laser therapy, we will pay up to £2,500 per year towards these costs from the total limit shown above.

Prescription Pet Food:

- ✓ We will pay towards the cost of food prescribed by your vet up to £200 per year from the total limit shown above.

Pregnancy:

- ✓ We will pay for necessary treatment if there are complications during your pet's first pregnancy.

Cover to help when you have to say goodbye to your pet:

- ✓ If a vet recommends that your pet is put to sleep, we will cover up to £150 of the costs of the procedure, cremation and burial. We will also cover cremation or burial costs if your pet passes away.

Cover for legal claims against you or your pet up to £3,000,000:

- ✓ If legal action is taken against you for an incident relating to your pet, we will pay lawyers' costs to defend you. If that legal action against you is successful, we will pay the settlement amounts or damages awarded.



What is not insured?

Cover if your pet needs medical treatment:

- ✗ We cannot cover pre-existing conditions. This means any condition that has been treated, medicated or that you have received advice for in the last 24 months.
- ✗ We cannot pay costs for routine or preventative treatments or treatments not prescribed by a vet.

Unless your pet was insured by another insurer up to the start date of your policy with us:

- ✗ We cannot pay a claim for any accident within the first 48 hours of the policy.
- ✗ We cannot pay claims for any vet's fees due to illness within the first 14 days of the policy.
- ✗ We cannot pay if your pet passes away due to illness in the first 14 days.

Liability cover:

- ✗ We cannot cover legal action against you by family members or people who live with you.
- ✗ We cannot cover situations where you have broken rules, regulations or laws.
- ✗ We cannot cover legal action involving your business, work or employees.



Are there any restrictions on cover?

Excess:

- ! You might have to pay an excess towards medical treatment claims. Please refer to your Policy Wording to check how much your excess is.
- ! We may change your excess as your pet ages, usually at the renewal following your pet's 9th birthday. We will let you know if there are any changes before your renewal date.
- ! You will have to pay a £250 excess towards liability claims.

Claims:

- ! If your pet requires ongoing treatment, you must have a policy with us to keep receiving claims payments. If you choose to cancel your policy or not renew it, any claims payments will stop
- ! All medical, behavioural and complementary treatments must be carried out by a vet, someone holding the required qualifications or membership to specified organisations shown in the policy wording.



Where am I covered?

- ✓ You are covered in the United Kingdom, Channel Islands and Isle of Man.
- ✓ Your vet's fee cover is also extended to cover your pet Worldwide.



What are my obligations?

- You must follow your vet's recommendations on vaccinations. If you do not, you will not be covered for any illness.
- You must take your pet for an annual health and dental check-up with your vet. This is important to help spot health issues early and prevent them from developing into something more serious. If you do not do this, your claim might be rejected.
- You must submit any claims within 1 year of each date of treatment.



When and how do I pay?

You can pay annually by credit or debit card, or monthly by interest free direct debit.



When does the cover start and end?

Your policy start date will be shown in policy booklet and will run for 12 months. It will renew automatically unless you tell us to stop the policy. We do this to make sure there are no gaps in your cover. We will contact you before renewal to remind you about this.



How do I cancel the contract?

- You can cancel free of charge at any time in your 14-day cooling off period. If you decide to cancel, we will refund all premiums paid unless you have made a claim. In this case, no premium will be refunded.
- You can also cancel this policy at any time after the 14-day cooling-off period. We will refund premiums for the unused portion of the policy unless you have made a claim. In this case no premium will be refunded.
- You can cancel your policy by speaking to us on 03453 40 40 90.