



Thank you for enquiring about direct claims at Minster Vets.

In order for us to agree to process a claim directly with your insurance we need the following documents at the time of consultation.

- We can only process direct claims over £250 per consult
- We will require a completed claim form with the policyholder parts signed and dated, unless an electronic claim can be done. Your insurance provider will give you details of this.
- We will require a copy of your insurance certificate showing your policy dates, Policy number, excess amount and any co-payment amounts.
- We will require you to sign one of our direct claim agreement forms
- On collection of your pet we will require you to pay your excess and if applicable any co-payments.
- Please ensure all your contact details are up to date with us including your email address. Any correspondence regarding your claim will be sent by email in the first instance.

We must have all the above information before we can submit your claim.

If you do not have this paperwork to hand we allow 7 days from the date of the consultation to provide us with these documents, otherwise the full payment is required.

If you are having any problems with these documents please contact us to let us know. The insurance team can be emailed on insurance@minstervets.co.uk and we will try to help where we can.

Please note, the contract is between the policyholder and your insurance company. Therefore we cannot contact them on your behalf. We can send them more information if that is required.

We allow the insurance company 60 days to complete the claim from the date we submit it. It is your responsibility to keep track of the claim process.