



## CLIENT COPY OF DIRECT CLAIM AGREEMENT

We have agreed that we will process your claim as a 'direct to the vet' claim for  
**Before the commencement of the procedure/operation:**

- All direct insurance claims must be £300 or more. You are not able to accrue consultations/medication to total this amount.
- There will be a £25 admin charge for each direct claim. This **MUST** be paid upfront as your insurance company will not cover this charge.
- Please complete this form and return it to us, along with a copy of your pet's insurance policy. This needs to be your current policy year documents.
- This can be emailed to **[insurance@minstervets.co.uk](mailto:insurance@minstervets.co.uk)**
- Please contact your insurance company to give your consent for them to speak to us, should we need to.
- Claims can be made several different ways. Please ensure that when you contact your insurance company that you are familiar with what you need to do to claim (Online claim, Link claim, Paper Claim Form)
- Please be aware that for us to process a direct claim we require that you pay your excess and any co-payment percentage at your first appointment
- Failure of the insurance company to settle any outstanding invoices with The Minster Veterinary Practice will result in the liability for full payment defaulting to yourself
- If the insurance company does not settle within 2 calendar months of the claim being submitted then the responsibility will fall to yourself to settle the account and deal directly with your insurance company for settlement
- It is your responsibility to ensure that your insurance company settles within this time.
- You give permission for The Minster Veterinary Practice to discuss all aspects of your policy (including financial details) with your insurance company
- If your insurer requests you send them your pet's previous history from another vets, this must be done immediately or your insurer will close your claim

If you have any questions please do not hesitate to speak to a member of staff

- **I agree to all of the statements above**

Please sign below and email back to **[insurance@minstervets.co.uk](mailto:insurance@minstervets.co.uk)** OR if you are unable to sign and scan back to the practice, please email your consent for the above statements to **[insurance@minstervets.co.uk](mailto:insurance@minstervets.co.uk)**

**Signed:**

**Date:**

**Print Name:**