

PET-ID INSURANCE - FAQs



Will my pet be covered for travel abroad?

By choosing Pet-ID Insurance's optional Pet Travel Bundle, your pet will be covered for the following:

Pet Travel Bundle	Select	Select Plus
Emergency Veterinary Fees (per year)	£2,000	£5,000
Emergency Repatriation	£500	£500
Advertising and Reward	£300	£300
Quarantine Expenses	£1,500	£1,500

My pet is healthy, so why do I need Pet-ID Insurance?

1 in 3 pets may need unexpected veterinary treatment this year. Comprehensive pet insurance provides financial peace of mind and allows you to focus on ensuring your pet receives the necessary treatment regardless of cost. Pet-ID Insurance provides pet lifetime cover for ongoing conditions such as arthritis and diabetes, which is particularly important as your pet enters their senior years.

Can I take out cover even if my pet's vaccinations aren't up to date?

Yes, however Pet-ID Insurance will be unable to cover any illnesses that arise from the pet not having received their recommended vaccinations.

Does Pet-ID Insurance cover the cost of neutering?

No, preventative treatments such as neutering, elective treatments and routine examinations are not covered. Your vet may have a preventative health care plan available to cover these types of routine care.

Does Pet-ID Insurance cover dental work?

Your pet will be covered for all dental treatment if this is a result of an accident, however regular preventative dental work is not included.

Are hereditary and congenital conditions covered?

Yes, Pet-ID Insurance Select and Select Plus policies cover hereditary, congenital, long-term and ongoing conditions.

Will my pet be covered for alternative therapies?

Yes, both Select and Select Plus from Pet-ID Insurance provide cover up to £750 worth of treatments per year. This includes homeopathic medicines, hydrotherapy, physiotherapy and acupuncture.

How quickly are Pet-ID Insurance claims processed?

We understand that it can be a stressful time when your pet is unwell, and you do not need the additional worry of waiting for your pet insurance claim to be processed. That's why we aim to process claims within 7 working days of receiving a correctly completed pet insurance claim form.

Will making a claim affect my pet's cover the following year?

As well as an annual policy, Pet-ID Insurance offers two lifetime policies, Select and Select Plus. If you choose to take out either of these policies, Pet-ID Insurance will continue to pay for your pet's treatment year after year, as long as there is no break in cover and you continue to pay the policy premium.

Who underwrites Pet-ID Insurance policies?

Our pet insurance policies are underwritten by Allianz Insurance plc.