

PET CARE - Pet Assure

The Pet Care Savings Program is designed to save members money on everything for their special family member - their pet! All the pets in the household can take advantage of this program. The Pet Care Savings Program is not insurance. With the Pet Care Savings Program there is a 25% discount at network veterinarians on most procedures, plus savings of 10% to 30% on pet products and services at participating merchants. The Pet Care Savings Program also includes a free pet ID tag and confidential 24-hour pet location service in the event of a lost pet.

HIGHLIGHTS

- Save 25% on most in office medical care with each visit to a network veterinarian
- Save 10% to 30% at participating providers on pet services such as boarding, doggie day care, training, pet sitting and grooming
- Save 10% to 30% at participating merchants on pet supplies such as food, beds, toys, treats and vitamins
- Free pet ID tag(s) and 24-hour location service for lost pets
- Available for use with all animals, from companion animals such as dogs and cats to exotic animals such as birds and reptiles

PET CARE FAQs**Q. What is the Pet Care Savings Program?**

A. Pet Care Savings Program is designed to save members money on everything for their special family member - their pet! All pets in the household can take advantage of this program. With the Pet Care Savings Program there is a 25% discount at our network veterinarians on most procedures, plus savings up to 30% on pet products and services at participating merchants. The Pet Care Savings Program also includes a free pet ID tag and enrollment in its Nationwide Lost Pet Location and Recovery. This service reunites hundreds of lost pets with their owners 24 hours a day, 7 days a week.

Q. How do members locate a network provider?

A. Members may call the toll-free number located on the membership card for participating providers in their area. A website with up to date information is also available 24/7 to assist in provider location.

Q. How do members receive their discount?

A. Participating veterinary practices provide members a 25% savings on most medical services while participating merchants and service providers provide 10% to 30% savings on many products and/or services. When calling to make an appointment, the member must confirm that the provider participates in the program prior to purchasing products and/or services. Once at the provider's location the member must simply present their membership card at the time of service to have the bill immediately adjusted.

Please Note: A veterinary practice may reduce or eliminate the discount on (i) time-limited specials such as coupons or special sales, (ii) food and flea products (iii) routine boarding and grooming (iv) services by professionals that are not part of the regular practice staff and (v) low-margin pharmaceuticals.

Q. Can members refer their veterinarians or service providers to the network?

A. Yes. Please ask the provider to call us toll-free for information on joining the network.

Q. What if a member loses his or her pet ID tag?

A. Please call us immediately. We will send you a replacement within one business day.

Q. Can a member add an additional pet after signing up for the Pet Care Savings program?

A. Yes. A website is available to update both pet information and the member's personal information. The member may also call toll-free to speak with a member service representative who will be able to update his or her information.

NOTE: The best way to add your vet and other veterinarians in your market:

1. Go to: www.PetAssure.com
2. On top bar they can SEARCH FOR VETS
3. Put in your zip code
4. The top list shows the vets currently in the network already.
5. Scroll down and there is a list of vets not in the network yet. If you see the vet you want, you can click "Invite the Vet"
6. You will simply put in their name and SUBMIT and a wizard will come up with an email requesting this vet to join the network and call or email Pet Assure. All you need to do is put the vets email address on that request. You can edit it or personalize it if you want but at least you will be notifying the vet you want them to join the network.
7. The email invitation will send cc to Pet Assure and they will follow up as well.