



Croft Veterinary Centre
 Banbury Road
 Brackley
 Northants
 NN13 6BH

01280 703451

GUIDE TO INSURANCE CLAIMS

A fully completed and signed claim form needs to be sent to your insurance company, together with a detailed receipt from us, after you have settled your account with the practice. The insurance company will then refund you any payment that is due; this will be less any excess or non-insured costs.

Please ensure that you have completed all check points below before submitting your claim form.

What We Need From You	What We Will Do For You
<ul style="list-style-type: none"> <input type="checkbox"/> Full payment of your account is required before your claim can be processed. <input type="checkbox"/> You must provide a separate signed claim form for each condition you wish to claim. <input type="checkbox"/> Have you fully completed the owners section of the claim form? <input type="checkbox"/> Have you signed and dated the form. <input type="checkbox"/> Has the treatment been fully completed for this condition (if not a continuing condition)? <input type="checkbox"/> Please ensure that you provide us with the correct postal address for the insurance company. 	<ul style="list-style-type: none"> • We will complete your claim form and have it signed by a vet within the practice. • We will aim to post the claim form to the insurance company within 5 working days, provided you have completed all relevant sections of the claim form. • Please note it may take the insurance company 5-7 days to log your claim and up to 6 weeks to process your claim. • We will keep copies of your claim form and all other relevant information for future reference. • We will send copies of your clinical notes, if requested, and any other relevant information that the insurance company may require. • No administration fee is charged for processing your claim unlike many other companies.

If you have any further queries please call us on 01280 703451 for advice on your insurance claim.