



***ORIENTAL ASSURANCE CORPORATION***

## **PET INSURANCE CLAIM GUIDELINES**

1. Claimant (Veterinary Clinic and/or Life by Petto) has to give notice **as soon as practicable** of the claim to Oriental Assurance Corporation (OAC), preferably in written form, email, call, and sms), **within 30 days of the occurrence.**

**In the event of pet's accidental death, immediate notice thereof must be given to the OAC.**

2. Claimant (Vet Clinic and/or Life by Petto) has to present the following:
  - a. Formal claim stating the nature of loss, and
  - b. Proof/evidence of loss,

**Note: Claim documents must be submitted to OAC within 30 days from date of occurrence.**

### **DOCUMENTS REQUIRED FOR ALL CLAIMS:**

1. Claim Form (must be duly-accomplished and signed by attending Veterinarian)
2. Affidavit of Accident, if applicable
3. Death Certificate of Pet issued by Animal/ Veterinary Clinic, for burial, cremation/ acqumation
4. Pet Passport
5. Abstract from a licensed Animal/ Veterinary Clinic indicating the diagnostic and main cause of sickness, illness, or injury. For burial
6. Official Receipts with Statement of Account and/or Charge Slip
7. Medical Certificate
8. Prescription of the Veterinarian for medicine
9. Picture of Pet with the affected part, if accident

### **DOCUMENTS THAT MAY BE REQUESTED ON A CASE-TO-CASE BASIS**

1. Medical History
2. Operative Report
3. Physical Examination/x-Ray Results
4. Post Mortem Report

### **IMPORTANT NOTICE:**

- 1) All documents requested should be in original form from the Clinic.
- 2) **SUBMISSION OF INCOMPLETE CLAIM DOCUMENTS shall not be processed by OAC.**