

medibank  
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# Combined Financial Services Guide and Product Disclosure Statement

Pet Protect Cover  
Pet Plus Cover  
Pet Max Cover



**Medibank Pet Insurance policies are arranged, distributed and promoted by:**

Medibank Private Limited (Medibank) ABN 47 080 890 259, of 720 Bourke Street, Docklands VIC 3008. Medibank is an Authorised Representative of PetSure (Australia) Pty Ltd (PetSure) (AR No. 286089)

**Medibank Pet Insurance policies are arranged and administered through:**

PetSure (Australia) Pty Ltd (PetSure) ABN 95 075 949 923, AFSL 420183 of Level 1, 465 Victoria Avenue, Chatswood, NSW 2067.

**Renewals of Medibank Pet Insurance policies first issued before 30 August 2023 are issued by:**

The Hollard Insurance Company Pty Ltd (Hollard) ABN 78 090 584 473, AFSL 241436 of Level 5, 100 Mount Street, North Sydney, NSW 2060.

**All other Medibank Pet Insurance policies are issued by:**  
PetSure (Australia) Pty Ltd (PetSure) ABN 95 075 949 923, AFSL 420183 of Level 1, 465 Victoria Avenue, Chatswood, NSW 2067

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# Introducing your pet insurance

Medibank Pet Insurance offers the following plans in this booklet:

Plan name	Type of cover
Pet Protect Cover	<i>Specified accidental injury and illness cover with optional non-insurance benefit for routine care and optional cover for extra care</i>
Pet Plus Cover	<i>Specified accidental injury and illness cover with optional non-insurance benefit for routine care and optional cover for extra care</i>
Pet Max Cover	<i>Specified accidental injury and illness cover with included extra care cover and optional non-insurance benefit for routine care.</i>

**Note:** *Extra care provides cover for specified dental conditions and specialised therapies.*

Your *certificate of insurance*, which is issued to you when we accept your application for cover under your policy, tells you which plan you have.

Your *certificate of insurance* is reissued when you renew your policy each year, if you change your details (for example your address) and if you change your cover (for example changing to a plan with a different *benefit percentage*).

Whether you've already bought this policy or you're still deciding whether you'd like to, please be sure to read through this booklet.

We've kept it as simple as we can, but there are things we need to tell you about that are a bit more detailed. This is because your policy is a legal contract between us and you.

Words in *italics* have a special meaning and these can be found at the end of this booklet under ["Definitions of important terms"](#). When reading this booklet, unless specified otherwise, references to:

- ‘we’, ‘us’ or ‘our’ for renewals of policies first issued before 30 August 2023 includes Medibank, PetSure or Hollard.
- ‘we’, ‘us’ or ‘our’ for all other policies includes Medibank or PetSure.
- ‘you’ or ‘your’ means the applicant for a Medibank Pet Insurance policy and if a policy is issued, the named insured on the *certificate of insurance*.
- any legislation contained in the policy includes any amendment, replacement, re-enactment or successor legislation.
- singular include the plural and vice versa, and to the masculine include the feminine and vice versa.
- dollar amounts are to Australian dollars.
- ‘times’ are to the time and business days in Sydney, NSW, Australia.

## How this booklet works

This booklet contains:

- A Product Disclosure Statement, or PDS
- A Financial Services Guide, or FSG
- Definitions of important terms

As well as reading through this information, you should also check your *certificate of insurance*, along with any other correspondence from us.

**Note:** From time to time we may also update this booklet with a supplementary version that contains recent changes or advise you of changes on our website. This is outlined in the section about how we make [“Updates to the PDS”](#).

## What to do first

1

**Read through this booklet to make sure you understand everything.**

We know you're interested in how to make claims, what your policy covers (or doesn't), how to pay your premiums or change your cover.

That's why we've included quick overviews of these things in this first part. There are more detailed sections about these later in the booklet. You should also read the detailed sections to fully understand the terms and information you need to know.

Any information contained in this booklet is general information only and does not take into account your individual objectives, financial situation or needs. Before acting on this general information or buying this product, you should carefully read this booklet and consider the appropriateness of the general information having regard to your individual objectives, financial situation and needs.

2

**Check that all the information you've given us is correct.**

Check the details in your *certificate of insurance* and contact us straight away if any of these details have changed or need correcting (like if you've moved house). Our "[Contact details](#)" are on the last page of this booklet. It's important to ensure that you haven't misrepresented anything, even if by mistake. There's a section in the PDS about "[Your duty to take reasonable care not to make a misrepresentation](#)".

3

**Keep your insurance documents together and in a safe place.**

To make it easy for you to access your policy documents when you need them, file them all together, where you keep your other important paperwork or electronic documents.

## Insurance cover overview

### The basics

The only pets we insure are cats and dogs. They must be older than eight weeks and younger than nine years when you first apply. Your *pet* also needs to live with you and be under your regular care and supervision at the address you have provided to us.

You'll receive a *certificate of insurance* when you take out a policy with us, when you renew your policy each year, if you change your details (for example your address) and if you change your cover. Your policy will continue for 12 months from its *commencement date* unless it is cancelled by you or by us.

Your policy is made up of the *certificate of insurance*, PDS, FSG and any supplementary disclosure documentation issued by us from time to time.

### Summary of your benefits

Your pet insurance policy provides financial assistance to you for certain costs and expenses that you incur in relation to your *pet* during your *policy period*, such as:

- eligible *vet expenses* for the *treatment* of a *condition* you have cover for; and
- other benefits listed on your *certificate of insurance*, for example emergency *pet* boarding.

Noting that:

- these *conditions* must occur after the *commencement date* of the *first policy period* and after any applicable *waiting period*;
- the *treatment* and other benefits need to be covered by your specific level of cover and must occur during the *policy period*;
- the amount we cover is referred to as your *benefit percentage*; and
- some *conditions* and benefits are subject to a *benefit limit* and other applicable limits (such as *sub-limits* or the *extra care limit*).

Finally, you'll be responsible for any excess you have selected, which is shown on your *certificate of insurance*.

This is a summary only. You can find out more about the details and terms of your policy and your cover throughout this booklet and more specifically in the following sections:

- ["Specified accidental injury cover"](#)
- ["Illness cover"](#)
- ["Additional and optional benefits"](#)



You should also know that there are exclusions within your policy, where we don't provide cover or provide payment of benefits. For example, *pre-existing conditions*, breeding related expenses and pet grooming. These, along with all other exclusions, are outlined in the [“General exclusions”](#) section and the [“Your cover”](#) section.

## Waiting periods

When you take out cover with us for the first time, we set *waiting periods* for different *conditions* and benefits. *Waiting periods* also apply after a break or lapse in your cover. If you change the Medibank Pet Insurance product you have for your *pet*, with a different level of *cover*, *waiting periods* will only apply to any *conditions* and benefits covered by the new product that weren't covered under your previous product.

If your *pet* shows signs or symptoms during the *waiting period* for a *condition* that may or may not need *treatment*, the following will happen:

- your *pet* won't be covered for any *vet expenses* incurred in relation to the *condition*; and
- the *condition* may be excluded from your cover in the future as a *pre-existing condition*.

You can read more about this in the section about [“Waiting periods”](#).

## Premiums overview

This is a summary only, not the full story. For the details, read the [“Paying your premium”](#) section.

Your premium is the amount of money you agree to pay us for your policy. You can pay the premium we calculate in a single annual payment or by regular instalments, e.g. fortnightly or monthly.

Premiums must be paid on or before the due date. If you have a direct debit arrangement for regular payments, you'll need to keep enough money in your account to avoid any dishonour fees from your bank.

Please also read the [“Renewals, cancellations & changes”](#) section.

## Claims overview

Making a claim is simple with these four steps. To read the full details, go to the section about [“Making a claim”](#)

Via the secure Pet  
Portal or your vet

Via your GapOnly®  
enabled vet

1

Get your *pet* the *treatment(s)* it needs by visiting any registered vet in Australia.

2

Pay for the *treatment(s)* and keep the itemised invoice(s) and veterinary notes (if provided to you) to use when you make your claim.

If your vet is GapOnly® enabled, let them know you'd like to submit a GapOnly® claim for your *pet's treatment*.

3

Many vets are happy to lodge the claim digitally on your behalf, provided you authorise them and they are able to do so. Otherwise, simply sign up and log in to the secure [Pet Portal](#) to submit and track your claim.

The vet lodges the GapOnly® claim, and it's normally assessed by us within 10 minutes, where available.

4

Once we have all required information, we'll assess your claim and notify you of the outcome. If we need more information before we can finish your assessment, you'll hear from us.

Once the claim has been processed and if approved, you simply pay the gap (the difference between the vet's invoice and the calculated benefit) and go. You can find out more about GapOnly® here:  
[www.gaponly.com.au](http://www.gaponly.com.au)

**Note:** We'll notify you of the basis of our final decision, so you know how we've assessed your claim.

# Product Disclosure Statement

Please read this PDS carefully to understand your cover as it contains important information such as:

- significant features, benefits and limitations of your Medibank Pet Insurance policy;
- our internal and external procedures for resolving disputes; and
- your cooling off period and rights when you purchase a Medibank Pet Insurance policy.

This PDS was prepared by both insurers, Hollard and PetSure, who are jointly responsible for the entire PDS. Each insurer is also wholly responsible for their own product in respect of the described benefits, features, options, limitations, fees and costs of such products which they issue.

Medibank has given its consent to all statements by or about them in the form and context in which they are included and have not withdrawn that consent as at the date of the PDS. These statements appear throughout the PDS.

Your insurer will be different, depending on the date when you first purchased your policy.

## Renewals of policies first issued before 30 August 2023

Hollard is the issuer and the insurer of each Medibank Pet Insurance policy. PetSure has been given a binding authority by Hollard which authorises it to enter into, vary and cancel policies on behalf of Hollard as if it were Hollard, as well as manage, administer and settle claims, subject to the limits of authority agreed with Hollard. Neither Hollard nor PetSure act for you. Medibank is authorised to arrange, distribute and promote Medibank Pet Insurance policies, but is not involved in the assessment or payment of claims. Medibank does not act for you.

## All other policies

PetSure is the issuer and the insurer of each Medibank Pet Insurance policy. PetSure does not act for you. Medibank is authorised to arrange, distribute and promote Medibank Pet Insurance policies, but is not involved in the assessment or payment of claims. Medibank does not act for you.

# 1 Your cover

This section is about the range of *specified accidental injury* and *illness conditions* that are covered and not covered for your *pet*.

Your *cover* will be shown on your *certificate of insurance*, along with other key information like the *benefit percentage*, *benefit limit*, *sub-limits* and more. Your *certificate of insurance* will also state your selected plan, including any additional benefits you're eligible for, depending on the cover you've chosen.

## Specified accidental injury cover

### What we cover

If your pet suffers a *specified accidental injury* after the *commencement date* of the *first policy period* and after any applicable *waiting period*, we'll provide cover for eligible vet expenses incurred by you during the *policy period* in relation to the *specified accidental injury* subject to:

- the *benefit percentage*, *benefit limit* and *sub-limits* (if any) stated on your *certificate of insurance*;
- the excess amount (if any) stated on your *certificate of insurance*; and
- the terms and conditions in this policy, for example *waiting periods* and exclusions.

The *specified accidental injury* must be a direct consequence of at least one of the following:

- ✓ a motor vehicle incident;
- ✓ a burn or electrocution;
- ✓ a reaction to a bite from an insect, spider or scorpion;
- ✓ a near drowning incident;

OR

the *specified accidental injury* must be one of the following:

- ✓ a bone fracture;
- ✓ a traumatic tooth fracture;
- ✓ snake bite toxicity;
- ✓ ingestion of a foreign object;
- ✓ poisoning;
- ✓ a traumatic ligament or tendon injury;
- ✓ a bite wound or fight wound abscesses;
- ✓ lacerations or abrasion of tissue, skin or mucous membrane due to external trauma; or
- ✓ a *cruciate ligament condition* (subject to a *waiting period*, see the [“Waiting periods”](#) section for more information).

**Note:** The following *conditions* are always considered and assessed as *illnesses* and are not considered *specified accidental injuries* no matter how the *condition* arises or occurs: patella luxations (dislocating kneecap), elbow dysplasia, hip dysplasia, intervertebral disc disease (IVDD), desexing procedure complications, and *conditions* caused by external parasites such as ticks, fleas or skin/ear mites.

## What we don't cover

*Specified accidental injury cover* does not cover vet expenses that are attributable to or result from the following, no matter how the item or *condition* arises:

- ✗ any tooth fracture resulting from dental disease or where the treatment for the tooth fracture involves root canal therapy or dental crowns;
- ✗ anything which is not a *specified accidental injury* as listed in the [“What we cover”](#) section; or
- ✗ anything listed in the [“General exclusions”](#) section.

**Note:** *Specified dental conditions* and *behavioural conditions* are eligible for cover under *extra care* (if you have this). See the [“Additional and optional benefits”](#) section for more information.

## Illness cover

### What we cover

If your *pet* suffers an *illness* after the *commencement date* of the *first policy period* and after any applicable *waiting period*, we'll provide cover for eligible vet expenses incurred by you during the *policy period* in relation to the *illness* subject to:

- the *benefit percentage*, *benefit limit* and *sub-limits* (if any) stated on your *certificate of insurance*;
- the excess amount (if any) stated on your *certificate of insurance*; and
- the terms and conditions in this policy, for example *waiting periods* and exclusions.

### What we don't cover

- ✗ anything listed in the [“General exclusions”](#) section.

**Note:** *Specified dental conditions* and *behavioural conditions* are eligible for cover under *extra care* (if you have this). See the [“Additional and optional benefits”](#) section for more information.

## 2 Additional and optional benefits

This section is about additional things that may be included or optional benefits you have access to, depending on the cover you have chosen. Your *certificate of insurance* will list which (if any) of these apply to you. Additional and optional benefits are subject to your policy terms and conditions, including policy exclusions.

### Emergency pet boarding

#### What we cover

If you require hospitalisation or emergency accommodation at some time during your *policy period*, there are circumstances where we'll provide cover for your *pet's* boarding costs incurred by you at a licensed kennel or cattery.

It is important to note that you'll need to be the sole carer of your *pet*, and not have someone else living with you who can reasonably be expected to look after your *pet*.

We'll then cover the *benefit percentage* for the reasonable and *customary* emergency pet boarding costs incurred for your *pet*, up to the *benefit limit*, subject to the excess amount (if any) as shown on your *certificate of insurance*, in the following circumstances:

- you require emergency accommodation due to family violence; and/or
- you are unexpectedly hospitalised for two or more consecutive days during the *policy period*, and it doesn't relate to cosmetic or other kinds of elective surgery, or for pregnancy (unless it's due to an unexpected complication).

You must provide us with a paid tax invoice that includes:

- the boarding facility's business name, address, contact number and Australian Business Number (ABN) details;
- your name, your *pet's* name and your address; and
- boarding dates, daily and total charges and the service(s) provided.

#### What we don't cover

- ✗ Any boarding costs incurred as a result of any event or circumstance that occurred or was known to you before the *commencement date* of your *first policy period*;

- ✗ Any boarding costs in relation to any other person living with you needing to be hospitalised for any reason; or
- ✗ Any additional add on costs such as other services provided by the boarding facility including but not limited to administering medication, pet pick up and drop off fees, bathing/grooming or daily walking.

## Travelling in New Zealand

If your *pet* suffers a covered *condition* after the *commencement date* of the *first policy period* and after any applicable *waiting period*, and requires *treatment* for the covered *condition* during the *policy period* while:

- under your direct care; and
- travelling overseas with you in New Zealand, for no longer than 60 consecutive days,

then we'll provide cover for eligible *vet expenses* incurred in relation to the *condition* during the *policy period* subject to:

- the *benefit percentage*, *benefit limit*, *sub-limits* (if any), and *extra care limit* (if applicable) stated on your *certificate of insurance*;
- the *excess* amount (if any) stated on your *certificate of insurance*;
- the payment of the benefits under this section in AUD at the exchange rate applicable on the date your claim is received by us, excluding any exchange commissions or bank charges incurred for foreign payments made by you for the *treatment* of your *pet*; and
- the terms and conditions in this policy, for example *waiting periods* and *exclusions*.

## Routine care (non-insurance benefit)

If you have the *routine care* benefit option, we'll contribute towards the cost(s) of any of the specified *routine care* items shown on your *certificate of insurance* that you have incurred during the *policy period*, up to your applicable *routine care* limit(s) and *sub-limits* which are additional to your policy's *benefit limit*.

Your *certificate of insurance* will show if you have the *routine care* benefit option, and will also show:

- exactly which *routine care* items you are eligible to receive benefits for; and
- your annual maximum limits for *routine care* (overall, and for each item).

**Note:** The *benefit percentage* and *excess* do not apply to *routine care* items.



## Extra care

If you have *extra care* this will be shown on your *certificate of insurance* together with the *extra care limit*. The *extra care limit* is additional to your policy's *benefit limit*.

*Extra care* is an optional benefit for the Pet Protect plan and Pet Plus plan, and is an included benefit for the Pet Max plan. *Extra care* provides benefits as outlined below for *specified dental conditions* and *specialised therapies* up to the *extra care limit*.

The *extra care limit* is the maximum amount payable across both *specified dental conditions* and *specialised therapies* combined.

## Specified dental conditions

### What we cover

If you have *extra care* and your pet suffers a *specified dental condition* after the *commencement date* of the *first policy period* and after any applicable *waiting period*, we'll provide cover for eligible vet expenses incurred by you during the *policy period* in relation to that *specified dental condition* subject to:

- the *benefit percentage* and *extra care limit* (which is additional to the *benefit limit*) stated on your *certificate of insurance*;
- the excess amount (if any) stated on your *certificate of insurance*; and
- the terms and conditions in this policy, for example *waiting periods* and exclusions.

Cover under this section of the policy is restricted to eligible vet expenses incurred for scaling, polishing, dental x-rays and tooth removal for the following *specified dental conditions* only:

- ✓ gingivitis;
- ✓ abscesses;
- ✓ odontoclastic resorptive lesions;
- ✓ dental disease arising from infection;
- ✓ retained deciduous teeth;
- ✓ cavities; or
- ✓ fractured teeth due to dental disease.

### What we don't cover

- ✗ anything which is not listed as a *specified dental condition*;
- ✗ anything which is not scaling, polishing, dental x-rays or tooth removal for a *specified dental condition*; or
- ✗ anything listed in the [“General exclusions”](#) section.

**Note:** *Specified dental conditions* are subject to a *waiting period*. Please refer to the [“Waiting periods”](#) section for more information.

## Specialised therapies

### What we cover

If you have *extra care* and your *pet* suffers a covered *condition* after the *commencement date* of the *first policy period* and after any applicable *waiting period*, we'll provide cover for eligible *vet expenses* incurred by you during the *policy period* for *specialised therapy* items, subject to:

- the *benefit percentage* and *extra care limit* (which is additional to the *benefit limit*) stated on your *certificate of insurance*;
- the *excess amount* (if any) stated on your *certificate of insurance*; and
- the terms and conditions in this policy, for example *waiting periods* and *exclusions*.

Cover under this section includes procedures, tests and legally prescribed medicine for the *specialised therapy* items below, when it is deemed necessary by your vet to treat a covered *condition*:

- ✓ physiotherapy or physical therapy carried out by a qualified animal physiotherapist or vet;
- ✓ chiropractic manipulation carried out by a staff member of a veterinary practice, provided the staff member is a qualified animal chiropractor;
- ✓ acupuncture carried out by a vet;
- ✓ hydrotherapy carried out by a staff member of a veterinary practice in a pool or on a water treadmill owned by the veterinary practice;
- ✓ prescribed medication and diagnostic tests for *behavioural conditions* diagnosed by your vet or a *veterinary behavioural specialist*; or
- ✓ *consultations* with a *veterinary behavioural specialist* for *behavioural conditions*.

### What we don't cover

- ✗ the cost of any *specialised therapy* used to prevent any *condition*;
- ✗ *specialised therapy* for anything that is not a covered *condition*;
- ✗ anything that is not listed as a *specialised therapy* item; or
- ✗ anything listed in the [“General exclusions”](#) section.

**Note:** *Specialised therapies* are subject to a *waiting period*. Please refer to the [“Waiting periods”](#) section for more information.

# 3 Waiting periods








When you take out cover with us for the first time, we set *waiting periods* for different *conditions* and benefits. *Waiting periods* also apply after a break or lapse in cover. If you change the Medibank Pet Insurance product you have for your *pet*, with a different level of cover, *waiting periods* will only apply to any *conditions* or benefits covered by the new product that weren't covered under your previous product.

If a *condition* exists or occurs that may or may not need *treatment* during any applicable *waiting period*, you will not be covered for the *vet expenses* incurred in relation to the *condition*, irrespective of whether it's a *pre-existing condition*, a previous *condition*, a new *condition* or a *temporary condition*.

Also, the *condition* may be excluded from your cover in the future, as a *pre-existing condition*.

## About waiting periods

Below are our *waiting periods*. The *waiting period* starts from 11:59PM on the *commencement date* of the *first policy period* in which you obtained cover for the applicable *condition* or items as described below.

Item		Waiting period
	<i>Specified accidental injuries</i>	None
	<i>Illnesses</i>	30 days
	<i>Cruciate ligament conditions</i> (and <i>conditions</i> arising from this, irrespective of their cause or origin)	6 months
	<i>Specified dental conditions</i> ( <i>Extra care</i> )	6 months
	<i>Specialised therapies</i> ( <i>Extra care</i> )	30 days
	<i>Routine care items</i> (non-insurance benefit)	None
	<i>Emergency pet boarding</i>	None

### Cruciate ligament condition waiting period waiver

We will agree to waive the *cruciate ligament condition waiting period* if:

- your vet sends us a completed and signed [Cruciate Ligament Exam Form](#) within 14 calendar days of the cruciate examination date, certifying that your *pet* was examined by your vet at your expense on or after the *commencement date* of the *first policy period*; and
- the evidence from your vet meets our assessment criteria as set out in the above form and we confirm this in writing to you.

**Note:** You can find the Cruciate Ligament Exam Form at [www.medibank.com.au/pet-insurance/useful-documents/](http://www.medibank.com.au/pet-insurance/useful-documents/) or contact us for assistance.

# 4 General exclusions

This part of the booklet details what we don't cover or pay benefits for under your Medibank Pet Insurance policy, plus a few things that we only cover in specific circumstances.

These general exclusions are in addition to the items listed in the ["Your cover"](#) section.

## Pre-existing conditions

We do not provide cover or pay benefits for *pre-existing conditions*, unless they meet the requirements of a *temporary condition*, as outlined below (see ["Pre-existing conditions which are temporary conditions"](#)).

A *pre-existing condition* is a condition that first existed or occurred:

- prior to the commencement date of your first policy period; or
- within any applicable waiting period;

AND

- is a condition that you were aware of, or a reasonable person in your circumstances would have been aware of, irrespective of whether the underlying or causative condition has been diagnosed.

A *pre-existing condition* also includes a *related condition* or *bilateral condition* of a *pre-existing condition*. We suggest you read more about this, including examples, in the ["Definitions of important terms"](#) part of this booklet.

**Note:** *Pre-existing conditions* which are *temporary conditions* are treated differently.

## Pre-existing conditions which are temporary conditions

If, after any applicable *waiting period*, your *pet* has a *pre-existing condition* that is a *temporary condition* which hasn't existed, occurred or shown noticeable signs, symptoms or an abnormality in the 18-month period immediately prior to your claim *treatment date*, it won't be excluded from cover as a *pre-existing condition*.

## Hereditary conditions and congenital conditions

Hereditary *conditions* and congenital *conditions* won't be considered a *pre-existing condition* if they have not shown noticeable signs, symptoms or an abnormality at any time before the *commencement date* of the *first policy period* or during any applicable *waiting period*.

## Chronic conditions

If your pet has a *chronic condition* that existed or occurred before the *commencement date* of the *first policy period* or during any applicable *waiting period*, and otherwise falls within the definition of *pre-existing condition*, that *condition* will always be excluded from your policy and will never be considered a *temporary condition*.

## Pre-existing condition review

If at any time you'd like us to check whether a *temporary condition(s)* is excluded from cover as a *pre-existing condition*, based on the terms of the [“Pre-existing conditions which are temporary conditions”](#) section above, you can apply to us to check this, using the pre-existing condition review form, which is available here: [www.medibank.com.au/pet-insurance/useful-documents/](http://www.medibank.com.au/pet-insurance/useful-documents/) or contact us for assistance.

Your vet will need to certify and provide veterinary records verifying that the *condition* is a *temporary condition* and hasn't existed, occurred or shown noticeable signs, symptoms or an abnormality for a period of 18 months. We'll let you know in writing whether or not the exclusion still applies.

## Specific treatments and conditions

Unless the relevant item appears on your *certificate of insurance*, we don't provide cover or pay benefits for the following, even if they are in relation to a *condition*:

- behavioural conditions such as anxiety disorders, phobias or chemical imbalances.  
**Note:** *Behavioural conditions* may be eligible for cover under *extra care*. Your *certificate of insurance* will show if you have *extra care*. See the [“Additional and optional benefits”](#) section for more information;
- medicated baths and shampoos, unless your vet says they are medically necessary to treat a *condition* covered by your policy;
- accessories, including but not limited to pill poppers, cage hire, crates, bedding and collars;
- medication not approved or registered by the Australian Pesticides and Veterinary Medicines Authority;
- cannabinoids;

- the provision of medication(s) that covers a period of more than 30 days beyond your policy *end date*;
- chemical castration, suprelorin implants or other desexing procedures, unless required to treat the eligible *condition* affecting your *pet*'s reproductive organs due to a *condition* covered by your policy;
- breeding or obstetrics and/or any related complications; or
- any disease that affects dogs or cats that is subject of a biosecurity emergency declaration under the *Biosecurity Act 2015* (Cth).

## Specific services and procedures

Unless the relevant item appears on your *certificate of insurance*, we don't provide cover or pay benefits for the following:

- transport or boarding expenses other than those for emergency *pet* boarding;
- any travel or repatriation costs;
- shipping or freight costs;
- ambulance fees and non-essential hospitalisation;
- training and socialisation;
- additional costs associated with house calls; if your *pet* requires a *consultation* at home as they are unable to attend a clinic, our liability is limited to the cost of the *treatment* had it been provided at a vet practice during normal consultation hours;
- genetic/chromosome testing; or
- these items and any associated expenses:
  - any non-customary, trial or experimental procedures and treatments;
  - any procedures or treatments related to the manipulation, modification, or alteration of heart valves, chordae tendineae, or other heart structures including open-heart surgery (with the exception of balloon valvuloplasty) and the implantation, repair or replacement of pacemakers;
  - *organ transplant surgery*, cell-replacement therapies including but not limited to stem cell therapy and platelet-rich plasma (blood transfusions are covered where medically necessary);
  - wheelchairs, 3D printing or artificial limbs and prosthetics (with the exception of total hip replacements); or
  - an autopsy, disposal, burial or cremation of a deceased *pet*.

## Elective treatments and procedures

We don't provide cover or pay benefits for *elective treatment* including but not limited to cosmetic procedures, declawing, devocalisation (debarking or demowowing), ear cropping, tail docking, or voluntary euthanasia.

**Note:** Essential euthanasia is covered under this policy. It is the humane and necessary euthanasia of a *pet* which is required as a result of a covered *condition*.

## Lack of protection for your pet

If you neglect your *pet* or fail to take all reasonable precautions to protect your *pet* from situations that may result in injury or *illness*, for example participating in organised fighting or hunting activities, we won't provide cover or pay benefits for those resulting *vet expenses*.

## Consequential losses

We don't cover you for any consequential loss, including but not limited to economic loss, loss of enjoyment or any other loss that's not specifically covered in your policy.

## Expenses related to an exclusion

We don't provide cover or pay benefits for any expenses relating to policy exclusions. This includes when a diagnosis is inconclusive, but the treatment protocol is consistent with an excluded *condition*, e.g., treatment for potential miscarriage, as expenses associated with breeding and obstetrics are excluded from your policy.

We also don't provide cover or pay benefits for any complications of, or adverse reactions to a policy exclusion. For example, if your *pet* requires surgery for a patella luxation condition that is a *pre-existing condition*, any complications of that procedure would be excluded from cover.

**Note:** Complications or adverse reactions to the following occurrences don't fall into this category:

- desexing procedures;
- vaccinations; and
- administering preventative flea, tick and worm control products.



## Dental, preventative, alternative and integrative items

Unless these items are stated on your *certificate of insurance*, we don't provide cover or pay benefits for the following:

- **Dental care** - dental procedures, dental diseases, gingivitis, teeth cleaning/scaling, orthodontics, crowns, root canal therapy, cosmetic dental surgery or corrective treatment, removal of deciduous teeth, odontoclastic resorptive lesions, odontogenic cysts and any oral disease (with the exception of oral tumours and tooth extraction due to immune-mediated stomatitis and traumatic tooth fractures);

**Note:** Scaling, polishing, dental x-rays and tooth removal for *specified dental conditions* may be eligible for cover under *extra care* if you have this. See the [“Additional and optional benefits”](#) section for more information.

- **Preventative/routine items** - preventive and routine items for your *pet*, including but not limited to food (regular or prescription), vitamins/nutraceuticals/supplements, any flea/tick/worm preventative treatments or measures, including but not limited to tick baths, sprays, intestinal worming products whether recommended by your vet or not, vaccinations, microchipping, grooming and bathing of your *pet*, non-medicated grooming products, regular nail clipping, preventative dew claw removal and routine anal gland expression;
- **Alternative and complementary items** - alternative and complementary medicines and therapies including but not limited to homeopathy, naturopathy, Chinese medicine and Ayurveda; or
- **Integrative** - integrative physical therapies such as acupuncture, physiotherapy, laser therapy, light therapy, shockwave therapy, massage and chiropractic treatment.  
**Note:** Some of these items may be eligible for cover under *extra care* if you have this. See the [“Additional and optional benefits”](#) section for more information.

# 5 Making a claim

This section covers the claim process and how we settle a claim, along with your responsibilities and our processes for fraud detection.

There's also information in the introduction to this booklet about ["Making a claim in four easy steps"](#)

## Asking for a claim pre-approval

If your *pet* requires *treatment*, you can seek pre-approval for the expected costs. Your *vet* may also be able to request a pre-approval on your behalf. Pre-approvals aren't mandatory, but they can provide you with reassurance as to whether you'll be covered and if so, what benefits will be provided for an upcoming *treatment*.

You (or your *vet* if they are submitting on your behalf) will need to provide us with the itemised estimate of costs from your *vet*, along with the *treatment* required and relevant clinical records and/or veterinary history. We'll then respond to you (and your *vet* if submitted on your behalf) in writing with the outcome. A pre-approval isn't valid unless we've agreed to it in writing.

**Note:** If we agree to a pre-approval but the *treatment* provided by your *vet* differs from the *treatment* request in the pre-approval, then our assessment of the amount we cover under your claim may vary from the notified pre-approval amount. A variation in the amount we cover may also occur if you have reached your *benefit limit*, *sub-limit* (if applicable), *extra care limit* (if applicable), or *routine care* limits (if applicable) on the claim.

## Making a claim through your vet

Your *vet* may be able to submit your claim electronically at the time of your visit. If they agree and are able to do this, you're authorising us to receive each claim submitted by your *vet* on your behalf. All accounts must be paid to your *vet* in full before making a claim.

Your *vet* may also be able to submit your claim via the GapOnly® service.

## GapOnly® claims

GapOnly® is available at participating *vets*. GapOnly® reviews and calculates your pet insurance claim benefits while you're still at the *vet*. If your *vet* is GapOnly® enabled, you don't need to pay your *vet* in full prior to the submission of your claim.

Instead, your vet submits the claim to us electronically on your behalf and you agree to pay the 'gap' (the difference between the vet's invoice and the claim benefit calculated, if any, under your policy).

You must pay the gap to your treating vet at the time you make a GapOnly® claim. We'll then pay the claim benefit (if any) directly to your vet.

You can find more information on GapOnly® here:  
[www.gaponly.com.au](http://www.gaponly.com.au)

## Making a claim yourself

You can submit your claims online through the secure [Pet Portal](#). Simply upload your documentation and click submit (from your computer or mobile device).

You can also submit your claim to us by post. If you do this, please ensure your posted claim documentation is accompanied by a completed claim form. Claim forms are available on request by calling 132 331 or can be downloaded from [www.medibank.com.au/pet-insurance/useful-documents/](http://www.medibank.com.au/pet-insurance/useful-documents/).

If you choose to claim via post, the attending vet must complete all designated sections on the claim form. Both you and the vet must sign the claim form.

When you submit a claim, please include all relevant invoices and clinical records from your vet. All accounts must be paid to your vet in full before submitting your claim.

Please take care and be honest in the preparation and submission of your claims. This helps us process your claim without undue delay.

## Processing your claim

We'll deal directly with you regarding settlement of the claim. Unless we specify otherwise and unless it is a GapOnly® claim, we'll pay the claim benefits to you, not your vet.

You agree that we're authorised to discuss with your vet, the details relating to your claim or the *treatment* provided to your pet in relation to a claim made under your policy. You also agree that your vet is authorised to view the outcome of your claim, including the amount of claims benefits.

Please note that:

- in some instances, we may require more information to process your claim, such as previous medical history or pathology/laboratory results. We'll contact you or your vet if required;

- there may be situations where we request additional veterinary history from current or previous vets, e.g. if there's a large history gap, to ensure we have all relevant clinical information for your *pet*;
- for adopted *pets*, veterinary history is only required from when you took ownership. You'll need to provide us with proof of adoption or transfer of ownership papers;
- if you're making an emergency *pet* boarding claim, we may require supporting documentation;
- unless we agree otherwise, all of your claims must include itemised tax invoice(s), payment receipt(s) and *vet consultation* notes if applicable;
- incomplete claim forms may result in a processing delay. We recommend that you retain copies of all documentation for your records;
- you also agree that your current or previous *vet* or any other service provider that provided *treatments* to your *pet* is authorised to release information and/or records to us about your *pet*; and
- you're responsible for any fees and expenses that may be charged to you by any third parties relating to the purchase and administration of your policy, assistance provided to you to complete any forms and in relation to claims.

### Settlement of your claim

We'll send you a remittance advice regarding the settlement of your claim by your chosen communication method, outlining the claim outcome and how your claim has been processed. If your claim payment has been settled on the basis that the *treatment* is not reasonable and *customary* or that the *vet expenses* incurred are not reasonable, *customary* and essential expenses, we will provide you with additional explanation of the outcome.

For Hollard issued policies, all approved benefits will be paid into your nominated bank account or by cheque. For PetSure issued policies, we'll pay all approved benefits into your nominated bank account.

We reserve the right to deduct from the benefit amount any amount due to us, for example for any overdue premium payments.

**Note:** In the event that we pay a benefit contrary to the policy terms and conditions for whatever reason, this won't constitute a waiver of our rights to apply the policy terms and conditions retrospectively to any paid claims or to any future claims for that or any *related condition*.

We also reserve our right to recover from you any benefit amount received by you as a result of such error.

### **Declining to process your claim**

If you or your vet refuse to or are unable to provide information reasonably requested by us to process your claim, we may decline or reduce the amount payable for your claim, in accordance with relevant law.

### **Fraudulent claims**

If you submit a fraudulent claim or entice your vet to behave in a fraudulent manner regarding a claim, then the claim may be denied or reduced in accordance with relevant law, and we may cancel your policy altogether in the event you make a fraudulent claim. We may also be entitled to reclaim any payments already made to you in respect of such claims. For more details, see the [“How we prevent or handle fraud”](#) section.

## How we settle your claim

The best way to show you how we work out how much we pay after you make a claim is with a couple of examples. These are examples only and include GST.

### Example 1

This is a simple case showing how the policy *benefit percentage* and excess is applied.

**80% *benefit percentage* and \$100 excess option selected**

The eligible invoice amount from your vet for <i>treatment</i>	\$2,000
The amount you can claim after applying your <i>benefit percentage</i>	\$1,600
Less \$100 excess	(\$100)
How much we pay	\$1,500
Your out-of-pocket expense including your excess	\$500

### Example 2

This one shows how a claim is paid for a policy item where a *sub-limit* and excess applies.

**Claim for *hip joint surgery* to the left hip.**

**70% *benefit percentage* with a \$4,000 *hip joint surgery sub-limit* per hip per *policy period* and \$250 excess option selected.**

The eligible invoice amount from your vet for <i>treatment</i> to the left hip	\$5,000
The amount you can claim after applying your <i>benefit percentage</i> and <i>hip joint surgery sub-limit</i> for the left hip	\$3,500
Less \$250 excess	(\$250)
How much we pay	\$3,250
Your out-of-pocket expense including your excess	\$1,750

## Our right to recover other amounts payable

If we have the right to recover any amount payable under your policy in relation to a claim from any other person, you must provide reasonable cooperation with us in any action we may take.

## Telling us about other insurance you have

If you hold other insurance under which you may be entitled to make a claim in relation to eligible *vet expenses*, you must advise us of this at the time you submit your claim. Total benefits paid to you across all insurance cannot exceed your actual expenses.

## How we prevent or handle fraud

Unfortunately, fraud and attempted fraud can occur. We employ sophisticated fraud detection and prevention techniques to ensure we only pay genuine claims. By doing this we're protecting you and all our policyholders.

You must not act in a fraudulent manner. If you or anyone acting for you:

- makes a claim, submits a document, or makes a statement in support of a claim under the policy knowing the claim, document or statement to be false or fraudulently exaggerated in any respect;
- works with your vet to behave in a fraudulent manner regarding a claim, e.g. pressuring your vet to note incorrect information; or
- makes a claim in respect of any loss or damage caused by your wilful act or by colluding with another person;

Then:

- we may be entitled to refuse to pay all or part of the claim, to the extent permitted by law;
- we may cancel your policy and any other insurance policies you hold with us;
- we may be entitled to reclaim any payments already made to you in respect of such claims;
- we may not refund a premium already paid; or
- we may inform the police of the circumstances and we may take legal action.

# Paying your premium

Your insurance policy cover is provided on the basis that you've paid or agreed to pay us the premium for that cover. The amount you pay is shown on your *certificate of insurance*. It includes all premium, administration fees and any applicable discounts, government taxes, fees and/or charges.

We like to think we don't miss a thing, but if you have a question about anything on your *certificate of insurance*, please contact us.

## How to pay

Your pet insurance premium is payable when you take out a new policy and subsequently when your policy is renewed.

Premiums can be paid via direct debit through a credit card or bank account:

- annually;

OR

- in monthly or fortnightly instalments.

When premiums are paid in monthly or fortnightly instalments, you'll be charged a collection fee per instalment, the amount of which will be displayed on your *certificate of insurance*.

If we accept and pay a claim under your policy, we may deduct the balance of any outstanding premium from the claim payment.

## Paying on time

You need to make sure your premium payment(s) are up to date. If you have a policy that you're paying by instalments and we haven't received an instalment payment by its due date, we'll send you a notice in writing by mail, email or text message about your non-payment.

This will be at least 14 calendar days before any cancellation of your policy for non-payment.

If we don't receive the instalment payment after sending this notice, we'll send you a second notice in writing, again by mail, email or text message.



This will happen either:

- prior to cancellation of your policy, informing you that your instalment policy is being cancelled for non-payment if the unpaid premium remains in arrears for more than one month;

OR

- within 14 calendar days after cancellation by us, confirming our cancellation of your instalment policy after the unpaid premium was in arrears for at least one month.

If one or more instalments has remained unpaid for a period of at least 14 calendar days, then we reserve the right to reduce any claim made on the policy by the amount of any outstanding premium.

### Cancellation consequences

If we cancel your policy due to non-payment of an instalment premium, please be aware that:

- no benefits or entitlements will be payable under the policy for *vet expenses* or other claims expenses incurred after the cancellation date;
- applications for other general insurance products administered by PetSure may be refused; and
- any application for general insurance products (with any provider) in the future may be affected because you had a policy cancelled because of unpaid premiums.

### Your payment account

When you provide us with your nominated credit card or bank account details, we use these to directly debit the premium calculated by us from that card or account.

Unless you opt out of automatic renewals or tell us that you don't want to renew your policy, we'll deduct/charge the renewal premium from your nominated credit card or bank account.

If your premium can't be paid, e.g. there isn't enough money in your nominated account, you may be charged a fee by your bank. It's important that you know that neither Hollard nor PetSure will be responsible for fees charged by your bank or financial institution.

If your direct debit fails, we'll notify you of this and automatically retry for the outstanding amount within 14 calendar days. Should this second attempt fail, we'll try again after 14 calendar days and, depending on your payment frequency, we'll deduct either the outstanding amount, or the outstanding amount together with your regular instalment.

If you'd like to make a real-time payment of your outstanding balance before we reattempt a direct debit, just call us to do this.

#### **For payments by direct debit**

For Hollard issued policies, if the direct debit bank account is not yours, you confirm you have the authority of the account holder to use it and that they've agreed to these terms.

For PetSure issued policies, you must have the sole authority as the account holder of the direct debit bank account and agree to the Direct Debit Request Service Agreement.

#### **For payments by credit card**

If the credit card is not yours, you confirm you have the authority of the credit card account holder to use it and that they've agreed to these terms.

Should you have questions about the operation of the direct debit authority or you need to change any aspects of the authority, please contact us.

# 7 Renewals, cancellations & changes

This part of the booklet explains your options for renewing, cancelling or changing the cover for your pet insurance policy.

## Annual renewal of your insurance policy

As long as we continue to provide the product, we'll offer renewal of your policy every year. This will be subject to the applicable terms and conditions of the policy for each *policy period*. We'll change the premium and may change the terms and conditions of the policy at the time of renewal, based on a combination of factors, including the risk associated with insuring pets like yours.

### Renewal procedure

Where we offer renewal of your policy, at least 14 days before your current policy expires, we'll send you an offer of renewal confirming the expiry date of your policy, and the premium and terms on which we'll offer to renew your insurance for the next *policy period*.

Unless you've chosen not to automatically renew your policy, your policy will automatically renew on those terms. Where you have opted-out of automatic renewal, you'll need to contact us after you've received your offer of renewal if you'd like to renew your policy.

The notice will also remind you:

- that you can opt out of the automatic renewal process at any time in the future;
- to check the information we have on your *certificate of insurance* is correct; and
- to review your insurance cover to consider if the policy limits and level of cover are still right for you.

Unless you opt out of automatic renewals or tell us that you don't want to renew your policy, we'll deduct/charge the renewal premium from your nominated account or credit card. See the ["Your payment account"](#) section for more information.

## Your premium

Every year, we'll notify you of the changes to your annual premium. We review the cost of everyone's insurance, taking account of a range of factors. These are set out under the ["How we calculate your premium"](#) section.

## Cancellation by you

You can cancel your policy with us at any time by contacting our customer service team. Our ["Contact details"](#) are on the last page of this booklet.

The cancellation will be effective once we provide you with a written confirmation of your request, either by email or letter.

We'll retain the portion of the premium that relates to the period that you've been insured up to your cancellation date. Where you have paid for a period in advance (e.g. for the fortnight, month, or year), we'll refund that proportion of premium for the time remaining on the policy (less any non-refundable government or statutory charges and less any collection fee charges).

## If your pet passes away

We know there is a lot going on when your *pet* passes away, but we're here to help. Please contact us as soon as possible and we'll cancel your policy from the date of your *pet's* passing. We'll adjust the premium, as outlined above.

## Your cancellation rights during the cooling off period

Your cooling off cancellation rights apply when you buy your policy and also exist when your policy renews or is reissued following a change in your cover. You can find more information in the ["Cooling off period"](#) section.

## Cancellation by us

We may cancel your policy where permitted by and in accordance with the law. We'll give you notice in writing before exercising any right to cancel your policy. For example, if you:

- do not comply with the policy terms and conditions;
- do not pay your premium as agreed;
- make a fraudulent claim; or
- did not comply with your duty to take reasonable care not to make a misrepresentation.

If we cancel your policy, we'll retain and/or refund any premium as the law allows us to do so.

## Changing your cover

You can change the cover for your *pet* by choosing cover with different or additional benefits, where eligible and available to you. You may, for example, want a different *benefit percentage* or *benefit limit*, or to upgrade your coverage.

If you haven't had a claim paid and want to change your cover, just contact us and we'll issue you a new policy number and *certificate of insurance* outlining your new premium and your previous policy number will be cancelled.

However, you can't change your cover if a claim has been paid during your current *policy period*. You'll need to wait until your next policy renewal.

*Waiting periods* already completed won't be reapplied unless there has been a break or lapse in your cover. If you change the Medibank Pet Insurance product you have for your *pet*, with a different level of cover, *waiting periods* will only apply to any *conditions* or benefits covered by the new product that weren't covered under your previous product.

# 8 Other important information

This section includes other important information on how we communicate with you, your duty to take reasonable care not to make a misrepresentation, how we calculate your premium and more.

## Delivery of your policy documents

Unless you instruct us otherwise, we prefer to send your policy documents and communicate with you electronically. Where you've agreed to receive electronic communications, you'll need to provide us with your email address and mobile number.

When we send your policy documents by email, we'll consider that you have received them on the date recorded on our information system.

You can instruct us to provide these documents by post, to a mailing address you provide, either when you purchase your policy or at any time by contacting us.

You're responsible for making sure the email and postal addresses you've given us are correct and up-to-date at all times.

## Your duty to take reasonable care not to make a misrepresentation

Before you enter into this contract of insurance with us, you have a duty to take reasonable care not to make a misrepresentation under the *Insurance Contracts Act 1984* (Cth). This means you need to take reasonable care to provide honest, accurate and complete answers to any questions that we ask. It is very important that you do so, as we base our decision whether to provide cover and the terms on which we do so on your answers.

If you're not sure of the answers to any of our questions, you should take the time to find them. It's also important to understand that, in answering the questions, you're answering for yourself and anyone else to whom the questions apply.

If any of our questions aren't clear and you need help, please contact us.

## When this duty applies

The duty to take reasonable care not to make a misrepresentation also applies before you renew, vary, extend or reinstate an existing contract of insurance. This means that you must inform us of any changes to the information set out in your *certificate of insurance*, where the information is no longer honest, accurate and complete. If you don't contact us to update this information, we'll take it that you agree that the information remains honest, accurate and complete. Please contact us if you have any doubts.

## If you don't comply with your duty

If you don't take reasonable care in answering our questions or inform us of changes to the information set out in your policy documents, you may breach your duty. If that happens, your policy may be cancelled, or treated as if it never existed, and any claim may be denied or not paid in full.

## Updates to the PDS

We may need to update this PDS from time to time when certain changes occur and where we're required and permitted by law to do so. If that happens, we'll issue you with a new PDS or a Supplementary PDS or other compliant document to update the relevant information.

Where the information isn't materially adverse from the point of view of a reasonable person considering whether to buy or continue to hold this insurance, we may issue you with notice in a different form, including but not limited to disclosure updates on the PetSure and/or Medibank website(s).

You can contact us to get a free paper copy or download an electronic copy that summarises these changes.

## How we calculate your premium

Your premium is calculated when your Medibank Pet Insurance policy begins, at each policy anniversary, and also if you vary your cover. The premium for each *policy period* is printed on your *certificate of insurance*.

The amount you pay also includes allowances for government fees, taxes and charges, including stamp duty and GST.

### For new policies

We calculate your premium based on several factors. Some are pre-set and don't vary, e.g. amounts we consider for some internal expenses. Others can affect the premium amount depending on whether we believe it increases or decreases the risk to us. For example, the type of cover and options you have selected.

We'll also take into account risk factors associated with you and your *pet* such as your *pet's* breed and age. For instance, as your *pet* gets older the risk of your *pet* requiring *treatment* will increase and so the premium increases.

There are also commercial factors that affect your premium, including costs associated with operating our business and our commercial arrangements.

Your premium calculation may also include discounts or promotional offers that we provide. If you qualify for two or more discounts, we apply a specific order to our calculation of your final premium.

Also, any discounts and/or your premium may be rounded up or down and some may only apply in the first year of coverage.

### For renewals and changes to your policy

For renewals, we also factor in the claim history for your *pet* and the average cost of care for pets like yours, as well as the claims experience across all our insured pets. Because of all of these factors and the changes to your *pet's* risk profile, your premium will increase from year to year.

When calculating your premium on renewal, we also consider how much your premium was previously, including any discounts that may have been applied. This means that we may limit movements up or down.

These same factors and others are also used to calculate your premium if you amend your coverage.

For information about how and when to pay your premium, please read the [“Paying your premium”](#) section.



## Cooling off period

You have a 21 day period to ensure you're happy with every aspect of your policy.

During this time, you can contact us and cancel your policy. If we receive your request to cancel your policy within the 21 day period after the policy *commencement date* or renewal date and as long as you've not made a claim or intend to make a claim, we'll give you a refund of any monies received since that date. We may also deduct any taxes or duties that we're unable to refund.

If you've made a claim during the cooling off period and wish to cancel your policy, then any refund will be in accordance with provisions set out in the ["Cancellation by you"](#) section.

After the cooling off period ends, you'll still be able to cancel your policy and you have rights upon cancellation in certain circumstances under the policy. See the ["Cancellation by you"](#) section for more information.

## How to make a complaint

We hope you'll never have reason to complain, but if you do, we'll do our best to work with you to resolve it.

Our complaints resolution process has three steps. Please let us know if you require additional assistance to lodge a complaint.

1

### 1 – Immediate Response

If you have a complaint, we'll take steps to resolve it as soon as possible. We'll acknowledge your complaint within one business day of receiving it.

Please contact us by:

- Phone:** 132 331  
(Monday to Friday 8:00AM to 8:00PM  
(except public holidays))
- Writing:** Customer Service Complaints  
Medibank Pet Insurance  
Locked Bag 9021 Castle Hill NSW 1765
- Website:** [www.medibank.com.au/pet-insurance](http://www.medibank.com.au/pet-insurance)

Please supply your policy number if you have one, to enable the enquiry to be dealt with promptly and by someone with appropriate authority.

2

### 2 – Internal Dispute Resolution

If we haven't resolved your matter to your satisfaction, at your request we'll escalate your complaint for review by our Internal Disputes Resolution team.

Please use the same contact information in **step 1** to make this request.

All escalated matters are acknowledged within one business day of receipt. The Internal Dispute Resolution team will review your complaint and any supporting evidence. After full consideration of the matter, a written final response will be provided to you, outlining the decision reached and the reasons for the decision.

3

### 3 – External Dispute Resolution

If your complaint is still not resolved to your satisfaction, or a final response has not been provided to you within 30 days, you can refer the matter to the Australian Financial Complaints Authority (AFCA), providing your matter is within the scope of the AFCA Rules.

AFCA is an independent dispute resolution service provided free of charge.

You can contact AFCA at:

### Australian Financial Complaints Authority

**Mail:** GPO Box 3, Melbourne VIC 3001  
**Phone:** 1800 931 678  
**Website:** [www.afca.org.au](http://www.afca.org.au)  
**Email:** [info@afca.org.au](mailto:info@afca.org.au)

## Goods and Services Tax (GST)

All monetary limits in your policy are in Australian dollars and are inclusive of GST. In the event of a claim, if you're not registered for GST, we'll pay any amount due under the policy inclusive of GST. If you're registered for GST, we'll deduct your input tax credit entitlement from the claim and you'll need to claim that from the Australian Taxation Office. If you're registered as a business and have an Australian Business Number, you must advise us of your correct input tax credit percentage.

**Note:** You'll be liable to us for any GST liability we incur arising from your incorrect advice or inaction.

## General Insurance Code of Practice

Hollard and PetSure are members of the Insurance Council of Australia and signatories of the General Insurance Code of Practice (the Code).

The objectives of the Code are:

- to commit us to high standards of service;
- to promote better, more informed relations between us and you;
- to maintain and promote trust and confidence in the general insurance industry;
- to provide fair and effective mechanisms for resolving complaints you make about us; and
- to promote continuous improvement of the general insurance industry through education and training.

The Code Governance Committee is an independent body that monitors and enforces compliance with the Code. The Code Governance Committee is also responsible for imposing sanctions for breaches of the Code, as well as the improvement of the Code and assisting the general insurance industry to understand and comply with the Code.

You can obtain a copy of the Code from the Insurance Council of Australia website at [www.insurancecouncil.com.au](http://www.insurancecouncil.com.au).

## Financial Claims Scheme

Should Hollard or PetSure be unable to meet its obligations to you under the policy, you may be entitled to a payment under the Financial Claims Scheme (the Scheme).

Access to the Scheme is subject to eligibility criteria. Further information about the Scheme can be obtained at [www.fcs.gov.au](http://www.fcs.gov.au).

## Your privacy

This Privacy Collection Notice explains how your personal information is collected, used and disclosed in relation to your Medibank Pet insurance policy.

In this Privacy Notice, 'we', 'us', 'our' means:

- Renewals of Medibank Pet Insurance policies first issued before 30 August 2023: Hollard, Medibank and PetSure; or
- All other Medibank Pet Insurance policies: Medibank and PetSure.

### 1. Why we collect your personal information

We collect, store, use, disclose and otherwise handle personal information in ways people would reasonably expect and where it is reasonably necessary in order for us to provide and offer you the various products and services we administer, including:

- responding to your enquiries and providing you with assistance you request of us;
- issuing, maintaining and administering our products and services (for example, processing requests for quotes, applications for insurance, underwriting and pricing policies, issuing you with a policy, managing claims, processing payments, providing to you and administering our customer loyalty or rewards programmes, and providing you with access to our GapOnly® claims system);
- providing you with online veterinary *consultations* and/or other veterinary or pet related services;
- processing your survey or questionnaire responses, market research and the collection of general statistical information using common internet technologies such as cookies;
- where we have your consent, providing you with marketing communications about products and services (of ours or a third party);
- improving our services and products (e.g. quality assurance and training purposes); and
- performing administrative operations (including accounting and risk management).

You are always in control of the direct marketing communications which you receive from us, and you can opt-out at any time. You can opt-out by contacting the Privacy Officer on +61 (02) 9842 4800 or by sending an email to [privacy@petsure.com.au](mailto:privacy@petsure.com.au).

## **2. What happens if you don't give us your personal information?**

If you do not consent to us collecting and using or disclosing all or some of the personal information we request, we may not be able to provide you with our products or services, such as:

- processing your application for insurance, your claim or any payment due to you; or
- providing you with online veterinary consultation services and/or other veterinary or pet related services.

It may also prevent us from maintaining or administering your policy or the provision of information regarding our products or services or those of any third party.

## **3. How we collect your personal information**

Where possible, we will collect personal information from you directly through various ways (including telephone, our websites, customer portal, hard copy forms or email). In some instances, we may also collect your information from a third party where required or permitted by law.

Third parties may include:

- our authorised representatives, distributors or referrers, agents or related entities, insurers, veterinary service providers, insurer's appointed service providers including claims assessors;
- another party involved in a claim;
- your family members, or anyone you have authorised to deal with us on your behalf;
- our legal or other advisers;
- external dispute resolution bodies or regulators;
- data partners as authorised by the Privacy Commissioner, analytic consultants and other similar organisations; and
- any other organisation or person where you have authorised them to provide your personal information to us, or consented to us obtaining personal information from them.

If you provide personal information to us about another person, you must ensure that you have received permission from that individual for us to collect, use, and share, their personal information in accordance with this Privacy Collection Notice. If you have not done, or will not do, so, you must tell us before you provide the relevant personal information to us.

## **4. Who we disclose your personal information to**

To the extent permitted by law and where reasonably necessary in relation to the products and services we provide or administer, we may disclose your personal information to:

- any person authorised by you;
- our related entities;
- our lawyers and other professional advisers;

- third parties who provide services to us or on our behalf, including our authorised representatives, distributors or referrers, mailing houses and marketing companies , insurance reference bureaus, reinsurers, credit providers, external IT service providers, other insurance providers and advisers, and pet or veterinary related service providers.

In the case of claims (or likely claims), it may be disclosed to persons involved in the claim, veterinary service providers, external claims data collectors and verifiers.

Your personal information may also be disclosed to the Australian Financial Complaints Authority (AFCA) or other dispute resolution providers, government bodies, regulators, law enforcement agencies and any other parties where required by law.

We may also collect personal information from these people and organisations listed above.

## 5. Where we handle your personal information

We predominantly store your personal information in Australia. However, your personal information may also be disclosed to some of our service providers who are located overseas, including (but not limited to) the Philippines, South Africa, New Zealand, United States of America and the United Kingdom. Details of who they are may change from time to time. You can find further information in our privacy policies listed below or contact us for details.

## 6. Access and corrections

If you would like to access to, or revise, your personal information we hold about you, please contact us as applicable.

### Medibank Pet Insurance

Phone: 132 331  
 Email: [privacy@medibank.com.au](mailto:privacy@medibank.com.au)  
 Mail: Medibank Privacy Officer Medibank Pet Insurance at GPO Box 9999, (Your Capital City)  
 Website: [www.medibank.com.au/pet-insurance](http://www.medibank.com.au/pet-insurance)  
 Privacy Policy: [www.medibank.com.au/privacy/](http://www.medibank.com.au/privacy/)

### PetSure

Phone: (02) 9842 4800  
 Email: [privacy@petsure.com.au](mailto:privacy@petsure.com.au)  
 Mail: PetSure (Australia) Pty Ltd  
 Locked Bag 9021, Castle Hill, NSW 1765  
 Privacy Policy: [www.petsure.com.au/privacy-policy/](http://www.petsure.com.au/privacy-policy/)

**Hollard** (only applies to renewals of policies first issued before 30 August 2023)

**Phone:** (02) 9253 6600

**Email:** [privacy@hollard.com.au](mailto:privacy@hollard.com.au)

**Mail:** The Hollard Insurance Company Pty Ltd  
Locked Bag 2010, St Leonards, NSW 1590

**Website:** [www.hollard.com.au/contact/protecting-your-information](http://www.hollard.com.au/contact/protecting-your-information)

## 7. Privacy complaints

If you have any concerns or queries about the manner in which your personal information has been handled, please contact Medibank's privacy officer at:

**Email:** [privacy@medibank.com.au](mailto:privacy@medibank.com.au)

**Mail:** Group Privacy Officer  
Medibank Private Limited  
GPO Box 9999 (Your Capital City)

**Privacy policy:** [www.medibank.com.au/privacy/](http://www.medibank.com.au/privacy/)

If you wish to make a formal complaint, please provide your complaint in writing to our Group Privacy Officer and provide all information relevant to your complaint. We will receive and be able to action your request faster if you email it to us using the details above.

# Financial Services Guide

This Financial Services Guide, or FSG, informs you about the financial services provided by the organisations associated with Medibank Pet Insurance. It also tells you how each is paid for their services, how complaints are dealt with, and how each organisation can be contacted.

In this FSG:

- **Hollard** means The Hollard Insurance Company Pty Ltd.
- **Medibank** means Medibank Private Limited.
- **PetSure** means PetSure (Australia) Pty Ltd.
- **You, and your** means the applicant for a Medibank Pet Insurance policy and, if a policy is issued, the person insured.

## The organisations associated with this insurance product

**Renewals of policies first issued before 30 August 2023 - Hollard as the policy issuer**

**Hollard** is an Australian Financial Services Licensee (AFSL 241436) authorised to provide advice and deal, as well as provide claims handling and settling services, in relation to all general insurance products. Hollard is the insurer and issuer of renewals of Medibank Pet Insurance policies first issued before 30 August 2023. In providing the financial services set out in this FSG, Hollard does not provide personal advice and does not act for you.

**PetSure** is an Australian Financial Services Licensee (AFSL 420183) authorised to provide general advice and deal, as well as provide claims handling and settling services, in relation to all general insurance products. In providing the financial services set out in this FSG, PetSure does not provide personal advice and does not act for you.

For Hollard issued policies, PetSure has been given a binding authority by Hollard which authorises it to enter into, vary and cancel policies on behalf of Hollard as well as manage, administer and settle claims as if it were Hollard, subject to the limits of authority agreed with Hollard.



**Medibank** is an Authorised Representative (Number 286089) of PetSure and is authorised to deal in and provide general advice on behalf of PetSure regarding certain general insurance products issued by Hollard, including Medibank Pet Insurance policies.

Medibank promotes, distributes and arranges Medibank Pet Insurance policies and is paid a commission and other benefits for doing so. Medibank Pet Insurance policies are arranged on behalf of Hollard. When you apply for a Medibank Pet Insurance policy, Medibank will tell you about the product and collect certain information from you that will be used by PetSure to determine, on behalf of Hollard, whether a Medibank Pet Insurance policy can be issued to you by Hollard. Medibank does not act for you and does not provide personal advice about Medibank Pet Insurance policies.

As the insurer and issuer of Medibank Pet Insurance policies, only Hollard can issue, vary and cancel those policies through an arrangement with PetSure, as explained above.

#### **All other policies – PetSure as the policy issuer**

PetSure is an Australian Financial Services Licensee (AFSL 420183) authorised to provide general advice and deal, as well as provide claims handling and settling services, in relation to all general insurance products. PetSure is the insurer and issuer of Medibank Pet Insurance policies entered into for the first time from 30 August 2023. In providing the financial services set out in this FSG, PetSure does not provide personal advice and does not act for you.

**Medibank** is an Authorised Representative (Number 286089) of PetSure and is authorised to deal in and provide general advice on behalf of PetSure regarding certain general insurance products issued by PetSure, including Medibank Pet Insurance policies.

Medibank promotes, distributes and arranges Medibank Pet Insurance and is paid a commission and other benefits for doing so. Medibank Pet Insurance policies are arranged on behalf of PetSure. When you apply for a Medibank Pet Insurance policy, Medibank will tell you about the product and collect certain information from you that will be used by PetSure to determine whether a Medibank Pet Insurance policy can be issued to you by PetSure. Medibank does not act for you and does not provide personal advice about Medibank Pet Insurance policies.

As the insurer and issuer of Medibank Pet Insurance policies, only PetSure can issue, vary and cancel those policies.

## How we're paid for our services

When you purchase a Medibank Pet Insurance policy, you pay the premium to the policy issuer for the product.

Medibank may receive a commission of up to 35% of the net premium for promoting, arranging and distributing Medibank Pet Insurance policies. The commission is calculated after any government taxes and charges. This commission is used by Medibank to cover costs associated with the marketing and distribution of this product to you and may include any referral fees to people or organisations that refer new customers to Medibank.

Medibank staff who provide services in relation to Medibank Pet Insurance receive an annual salary from Medibank, which includes bonuses based on performance criteria. Bonuses may be linked to general overall performance, including sales performance and are dependent on the staff meeting criteria for risk, compliance and behaviour.

For Hollard issued policies, PetSure receives from Hollard (the policy issuer) a portion of the underwriting profit, if any, for administering Medibank Pet Insurance policies. PetSure may receive an activity payment directly from Medibank for retention and support services in connection with Medibank Pet Insurance on behalf of Hollard. The amount of that activity payment is time based and will be calculated taking into account time spent handling retention related calls. The payments to PetSure are not additional charges to you and are not in addition to the total premium you pay.

You can request more details about remuneration or other benefits from the relevant entity providing the relevant financial service. However, the request must be made within a reasonable time after you've been given this booklet and before the relevant financial service has been provided to you by them. Our ["Contact details"](#) are on the last page of this booklet.

## Our compensation arrangements

The *Corporations Act 2001* (Cth) requires Australian financial services licensees to have arrangements for compensating retail clients for losses they suffer as a result of a breach by the licensee or its representatives of Chapter 7 of that Act, unless an exemption applies. Those arrangements include a requirement that the licensee hold professional indemnity insurance cover.

As insurers, both Hollard and PetSure are exempt from this requirement because they are insurance companies supervised by the Australian Prudential Regulation Authority (APRA) and are subject to the prudential requirements under insurance legislation regulated by APRA.

In accordance with section 912B of the Corporations Act, Medibank has Professional Indemnity Insurance in place which extends to claims in relation to it acting as an authorised representative of PetSure and if its employees or representatives, past or present, are negligent in providing financial services on behalf of PetSure.

## Conflicts of interest

We take any potential and actual conflicts of interest seriously and have a conflict of interest policy. Conflicts of interest are circumstances where some or all of your interests are or may be inconsistent with or diverge from some or all of our interests. We manage conflicts of interest through controls, disclosure, and avoidance. We also provide training to our employees to identify conflicts of interest and encourage the early reporting of potential conflicts of interests.

## Giving us instructions

You can instruct us by post, phone or email. Our [“Contact details”](#) are on the last page of this booklet.

## Your privacy

Refer to the [“Your privacy”](#) section of the PDS for further information on what we do with your information.

## How to make a complaint

Refer to the [“How to make a complaint”](#) section in the PDS for further information on how complaints are dealt with.

## Authorised for issue

**Policies with a commencement date before 30 August 2023**

This FSG was prepared by Hollard, Medibank and PetSure (as it relates to the financial services provided by each of them) on 10 December 2024. It has been authorised for distribution by Hollard.

### All other policies

This FSG was prepared by Medibank and PetSure (as it relates to the financial services provided by each of them) on 10 December 2024.

# Definitions of important terms

This section contains the definitions of important insurance terms we talk about in this booklet. Words that are italicised in this booklet have the special meaning explained in this section.

**Behavioural condition** means behavioural conditions diagnosed by a vet including but not limited to anxiety, phobias, compulsive disorders and impulse control problems.

**Note:** *Behavioural conditions* may be eligible for cover under [“Extra care”](#) if you have this.

**Benefit limit and Sub-limit(s)** means as follows:

**Benefit limit** means the applicable maximum amount payable by us in any one *policy period*, for your cover (but excluding *extra care*, if you have this. See the *extra care* definition).

**Sub-limit(s)** means the applicable maximum amount(s) payable by us in any one *policy period*, for particular items, *treatments* or *conditions* that you have cover for.

The amounts of your *benefit limit* and *sub-limit(s)*, together with particular items subject to *sub-limit(s)* are specified on your *certificate of insurance*.

Also note:

- We'll never pay more than the overall annual *benefit limit*, or *sub-limit* specified on your *certificate of insurance*. This means that if a *sub-limit* applies for a particular item of cover, *condition* or *treatment*, we won't pay more than that amount, either on an individual or per claim basis for that item. This is also subject to the overall *benefit limit* or other relevant *sub-limit* not having been exceeded.
- The *benefit limit* and *sub-limits* are reset when you renew your policy. This means that policy benefits don't accumulate across *policy periods*. They expire at the end of each *policy period*.
- The *benefit limit* and *sub-limits* (if any) are also subject to the excess (if any) applicable to your cover.

**Benefit percentage** means the percentage of each claim for eligible vet expenses, eligible emergency pet boarding costs, and eligible costs for other covered items which we reimburse, subject to your *benefit limit* (where applicable), the *extra care limit* (where applicable) and excess (if any). The applicable *benefit percentage* will be shown on your *certificate of insurance*.

**Note:** The *benefit percentage* does not apply to *routine care* items.

**Bilateral condition** means any *condition* affecting body parts on each side of your pet's body, e.g. ears, eyes, knees or elbows.

A *bilateral condition* is considered a single *condition* when applying a *benefit limit*, *sub-limit* (if any), *excess* (if any) or *exclusion*.

**Example 1:** if your *pet* had elbow dysplasia in the left elbow prior to the *commencement date* of the *first policy period* or during the applicable *waiting period*, and this falls within the definition of a *pre-existing condition*, a subsequent elbow dysplasia in the right elbow will still be considered a *pre-existing condition*.

**Example 2:** if your *pet* suffers from a patella luxation in its left hind leg and arthritis in its right hind leg, this is not a *bilateral condition*. Patella luxation and arthritis aren't the same *condition*.

**Certificate of insurance** is the certificate we provide you that outlines the key details of the contract of insurance between you and us. It includes the policy number, cover, excess (if any), *commencement date*, *end date*, insured *pet* details, and the schedule of benefits, including your *benefit percentage*, *benefit limits* and *sub-limits* (if any) and the *extra care limit* (where applicable).

**Note:** A *certificate of insurance* is issued to you when we accept your application for cover, on each renewal, and whenever your policy is amended.

**Chronic condition** means a long-lasting *condition* which is recurring or present in your *pet* over a period greater than three months in total, however the three-month period need not be consecutive. *Chronic conditions* may also be intermittent or managed with medication and/or prescription diets with intervals of remission.

Examples include (but aren't limited to): chronic or seasonal allergies, inflammatory bowel disease, diabetes, osteoarthritis, cancer and some autoimmune diseases.

If a *chronic condition* is a *pre-existing condition*, it will always be excluded from cover. That means, it will never be considered a *temporary condition*.

**Commencement date** unless otherwise specified, is the date when cover for your *pet* started in the current *policy period* as shown on your *certificate of insurance*. The start time is 11:59PM on that date.

**Note:** Also see the *first policy period* definition for *commencement date of first policy period*.

**Condition** means any *specified accidental injury*, or any manifestation of an *illness*. Where covered under *extra care*, this also includes a *specified dental condition* and a *behavioural condition*.

**Consultation** and other derivations means an examination performed by or under the supervision of a *vet*, including a physical consultation, inpatient examination, in-hospital examination, health certificate, consultation or recheck consultation/visit, referral/specialist consultation/visits, phone consultation, web consultation and emergency and after-hours consultations/visits.

**Note:** Any applicable *sub-limit* will be shown on your *certificate of insurance*.

**Cover** means:

- Cover for *specified accidental injury*, *illness* and any other optional or included benefits (together with their limits) applicable to your selected policy.
- AND
- The cover applicable under your policy for your selected plan and any previous policies you've held with us where the same or a substantially similar or a higher level of cover was provided in the current *policy period*, without any break or time without holding the cover.

**Note:** Your *certificate of insurance* tells you which plan you have. The cover for your plan comprises of *specified accidental injury cover*, *illness cover*, additional benefits and any selected optional benefits.

**Cruciate ligament condition** means partial or complete rupture of the cruciate ligament(s). This includes meniscal tears, any looseness of the cruciate ligaments, along with any complications following *treatment* for this *condition*.

**Customary** means:

- In relation to *treatment*, usually practiced procedures and services that are widely available and accepted by veterinary professionals for a pet in similar circumstances;
- In relation to *vet expenses*, the typical or standard expenses for those procedures and services for a pet in similar circumstances; and
- In relation to emergency pet boarding, the typical or standard boarding costs for a pet in similar circumstances. For the avoidance of doubt, this excludes costs related to additional add on services provided by the boarding facility.

**Elective treatment** means a *treatment* or surgery that is beneficial to your pet but is not essential for your pet's survival and doesn't form part of the *treatment* for a covered condition.

**End date** is the date when your policy terminates. No further benefits or entitlements can be paid under the policy for *vet expenses* or other claims expenses incurred after the *end date*. The end time is 11:59PM on that date.

Unless otherwise specified, this relates to the *end date* of your current *policy period*.

The *end date* is shown on your *certificate of insurance*. If the policy is cancelled, then the date of cancellation will be deemed to be the *end date*.

**Excess** means an amount you contribute towards the cost of your claim(s), as shown on your *certificate of insurance*. The excess is calculated on a 'per condition, per policy period' basis. We do this for each *condition* treated that is unrelated to any other *condition* during the same *policy period*. Your excess also applies to each emergency pet boarding claim event. The excess will be deducted from your calculated claim benefits after we apply any *benefit limit*, *sub-limit* (if any), *extra care limit* (where applicable) and the *benefit percentage* to your claimed amount. Refer to the ["Making a claim"](#) section for an example of how claim payments are calculated.

**Extra care** means the *extra care* benefit described in the ["Additional and optional benefits"](#) section which provides cover for *specified dental conditions* and *specialised therapies* subject to the *extra care limit*, *excess* (if any) and *benefit percentage* applicable to your policy. *Extra care* is an included additional benefit with the Pet Max plan and an optional benefit available with Pet Protect and Pet Plus. If you have *extra care*, it will be shown on your *certificate of insurance* with the *extra care limit*.

**Extra care limit** means the maximum amount payable by us in any one *policy period* for *extra care*, if you have this.

**Note:** The *extra care limit* is in addition to your policy's *benefit limit*.

If you have *extra care*, also note:

- We'll never pay more than the overall annual *extra care limit* specified on your *certificate of insurance* for *extra care*.
- The *extra care limit* resets if you renew your policy. This means that policy benefits for *extra care* don't accumulate across *policy periods*. They expire at the end of each *policy period*.
- The *extra care limit* is also subject to the excess (if any) applicable to your cover.

**First policy period** means the time during which we first provided cover to you, so long as there has been no break or lapse in cover for your pet. In the event of a break or lapse in cover for your pet, the *first policy period* means the time during which we first provided cover to you after the lapse or break in coverage. For clarity, the *commencement date* of your *first policy period* is 11:59PM on the date when cover for your pet first started.

**GST** means the Australian Goods and Services Tax at the officially published tax rate.

**Hip joint surgery** means surgery of the coxofemoral joint or pelvis, and the associated soft tissue structures for *treatment* of a *condition* affecting the hip. This includes the diagnostics necessary to plan the surgery, preoperative care, surgery, postoperative care and any complications that arise from the *hip joint surgery*.

**Illness** means a sickness or disease that is not included under *specified accidental injury* cover or is not a *specified dental condition* or *behavioural condition*.

**Organ transplant surgery** means the procedure in which an organ/s, tissue or group of cells are removed from one animal (the donor) and transplanted into another animal (the recipient).

**Pet** means the dog or cat covered under the policy and named on your *certificate of insurance*.

**Policy period** means the time during which we provide cover as specified on your *certificate of insurance*.

**Note:** Unless otherwise specified, this relates to your current *policy period*.



**Pre-existing condition** means a *condition* that first existed or occurred:

- prior to the *commencement date* of the *first policy period*; or
- within any applicable *waiting period*;

AND

- of which you were aware of, or a reasonable person in your circumstances would have been aware, irrespective of whether the underlying or causative *condition* has been diagnosed.

A *pre-existing condition* also includes a *related condition* or *bilateral condition* of a *pre-existing condition*.

**Related condition** means a *condition* that results from the same disease process, arises as a consequence of or has the same diagnostic classification as another *condition*, regardless of the number of areas of your pet's body that are affected.

Examples:

- If your *pet* suffers from arthritis in its legs, all future occurrences of arthritis, e.g. in the back or neck, will be *related conditions*.
- If your *pet* suffers from diabetes and then develops a cataract as a consequence of the diabetes, the cataract will then be a *related condition*.
- If your *pet* suffers from a skin hotspot, then later suffers from ringworm on its skin, these aren't *related conditions*, as the ringworm is not as a consequence of the hotspot, nor do they follow the same disease process or diagnostic classification.

**Routine care** means certain pet care items for your *pet* listed on your *certificate of insurance* which are non-insurance benefits. If you have these benefits, the list of allowable items and the maximum amount payable during the *policy period*, are shown on your *certificate of insurance*.

**Specialised therapies/therapy** means any examination, advice, test and legally prescribed medication for the following procedures where they treat an eligible *condition*.

This covers any *treatment* specifically needed and recommended by your vet, limited to:

- Physiotherapy or physical therapy carried out by a qualified animal physiotherapist or vet;
- Chiropractic manipulation carried out by a staff member of a veterinary practice, provided the staff member is a qualified animal chiropractor;
- Acupuncture carried out by a vet;

- Hydrotherapy carried out by a staff member of a veterinary practice in a pool or on a water treadmill owned by the veterinary practice;
- Prescribed medication and diagnostic tests for *behavioural conditions* diagnosed by your vet or a *veterinary behavioural specialist*; or
- *Consultations with a veterinary behavioural specialist for behavioural conditions.*

**Note:** Cover for *specialised therapies* is provided under [“Extra care”](#) if you have this.

**Specified accidental injury** means physical harm or injury of at least one of the following:

- a motor vehicle incident;
- a burn or electrocution;
- a reaction to a bite from an insect, spider or scorpion;
- a near drowning incident;

OR

the *specified accidental injury* must be one of the following:

- a bone fracture;
- a traumatic tooth fracture;
- snake bite toxicity;
- ingestion of a foreign object;
- poisoning;
- a traumatic ligament or tendon injury;
- a bite wound or fight wound abscesses;
- lacerations or abrasion of tissue, skin or mucous membrane due to external trauma; or
- a *cruciate ligament condition*.

**Note:** We define an accident as a single unexpected event that is unintended by you and is independent of any *illness* or *specified dental condition*. For more information, see the [“Specified accidental injury cover”](#) section.

**Specified dental condition** means a *specified condition* listed in the Extra care: [“Specified dental conditions”](#) section.

**Note:** Cover for *specified dental conditions* is provided under [“Extra care”](#) if you have this.

**Temporary condition** means a *condition* that normally resolves with *treatment*, but does not include:

- *cruciate ligament conditions*;
- intervertebral disc disease;
- hip dysplasia;
- elbow dysplasia;
- patella luxation (dislocating kneecap);
- endocrine diseases; and
- any *chronic condition*.

**Note:** This definition is relevant to determining whether a *condition* is no longer excluded as a *pre-existing condition*. See the [“Pre-existing conditions”](#) section under General exclusions.

**Example:** Your *pet* has dietary related gastroenteritis prior to the *commencement date* of your *first policy period*. This is resolved with medication. Your *pet* does not suffer any further instances of dietary related gastroenteritis until three years later. This *condition* would be a *temporary condition* that has not existed, occurred or shown noticeable signs, symptoms or an abnormality in the 18-month period immediately prior to the second gastroenteritis episode. It would not be a *pre-existing condition* and therefore would be covered, subject to your policy terms and conditions.

**Treatment** has different meanings for *specified accidental injury* and *illness* cover and for the *extra care* benefit.

For *specified accidental injury* and *illness* cover treatment means:

- reasonable and *customary* treatment including *consultations*, hospitalisation, surgery, x-rays, medication, diagnostic tests, nursing and other care and procedures provided by a *vet* to relieve or cure a *specified accidental injury* or *illness* during the *policy period*.

For the *extra care* benefit (where selected or included) treatment means:

- for the purposes of *specialised therapies*, treatment is limited to those items and those types of reasonable and *customary* treatments described in the [“Specialised therapies”](#) section.
- for the purposes of *specified dental conditions*, treatment is limited to those items and those types of reasonable and *customary* treatments described in the [“Specified dental conditions”](#) section.

**Vet** means any veterinarian, veterinary specialist, animal hospital, animal clinic, or animal surgery, other than yourself, who is licensed in and currently registered in Australia (with the exception of additional benefits provided under the [“Travelling in New Zealand”](#) section, in which case vet means the veterinarian, veterinary specialist, animal hospital, animal clinic, or animal surgery, other than yourself, who is licensed in and currently registered in New Zealand).

**Note:** For the purposes of *specialised therapies* (if you have *extra care*), a vet also includes a qualified animal chiropractor for chiropractic manipulation, a qualified animal physiotherapist, a qualified animal hydro therapist for hydrotherapy, and a *veterinary behavioural specialist* for *treatment* and diagnosis of *behavioural conditions*.

**Veterinary behavioural specialist** means a vet who has completed further study in animal behaviour such as FANZCVS and/or DACVB and/or DipECAWBM or a vet directly training under a *veterinary behavioural specialist*.

**Vet expenses** means the reasonable, *customary* and essential expenses incurred in respect of *treatment* provided by a vet during the *policy period*, considering the circumstances in which the *treatment* was provided.

**Waiting period** means the period that your pet is not covered as specified in the Waiting periods section of this booklet, and starts from the *commencement date* of your *first policy period* in which you obtained cover for the applicable *condition* or benefit.

**Note:** For more information, see the [“Waiting periods”](#) section.

# Contact details

## Medibank Pet Insurance

General enquiries, pre-approvals, etc.

Phone: 132 331  
(Monday to Friday 8:00AM to 8:00PM (except public holidays))  
Email: [medibank@petsure.com.au](mailto:medibank@petsure.com.au)  
Mail: Medibank Pet Insurance  
Locked Bag 9021, Castle Hill, NSW 1765  
Website: [www.medibank.com.au/pet-insurance](http://www.medibank.com.au/pet-insurance)

### Privacy enquiries

Phone: 132 331  
Email: [privacy@medibank.com.au](mailto:privacy@medibank.com.au)  
Mail: Medibank Privacy Officer Medibank Pet Insurance at GPO Box 9999, (Your Capital City)  
Website: [www.medibank.com.au/pet-insurance](http://www.medibank.com.au/pet-insurance)

### Complaints

Phone: 132 331  
(Monday to Friday 8:00AM to 8:00PM (except public holidays))  
Mail: Customer Service Complaints  
Locked Bag 9021, Castle Hill, NSW 1765  
Website: [www.medibank.com.au/pet-insurance](http://www.medibank.com.au/pet-insurance)

## PetSure

### Privacy enquiries

Phone: (02) 9842 4800  
Email: [privacy@petsure.com.au](mailto:privacy@petsure.com.au)  
Mail: PetSure (Australia) Pty Ltd  
Locked Bag 9021, Castle Hill, NSW 1765  
Website: [www.petsure.com.au](http://www.petsure.com.au)

**Hollard** (for renewing policies first issued before 30 August 2023)

### Privacy enquiries

Phone: (02) 9253 6600  
Email: [privacy@hollard.com.au](mailto:privacy@hollard.com.au)  
Mail: The Hollard Insurance Company Pty Ltd  
Locked Bag 2010, St Leonards, NSW 1590  
Website: [www.hollard.com.au](http://www.hollard.com.au)





This Combined Financial Services Guide and Product Disclosure Statement was prepared on 10 December 2024.

To find out more:



**132 331**



**medibank.com.au/pet**

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