



## *Insurance and RSA Customer Claims Fact Sheet*

Your guide to how we can help with RSA Group insurance claims and payments.

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If your pet's insured, you'll need to get in touch with your insurance company to let them know your pet's been referred to us.

If you would like us to fill in the Veterinary Surgeon's section of the claim form, simply bring it with you when you come to collect your pet.

Or if you would like to discuss us assisting with a direct claim simply email [insurance@vetspecialists.co.uk](mailto:insurance@vetspecialists.co.uk) or call our Client Care team on 01582 883950.

### **Don't worry – We do reimburse the £200 on RSA customer claims**

Royal Sun Alliance (RSA) Pet Insurance policies include a clause which imposes restrictions on the choice of Specialist Veterinary Referral Centres for policy holders. This applies to policies underwritten by RSA, including policies from Argos, Homebase, More Than and Tesco. This clause was introduced by RSA as part of cost control measures.

The restrictions stipulated in the RSA clause mean that if your pet is covered by one of the companies above an additional charge of £200 could be enforced if you choose a Specialist Veterinary Referral Centre which is not part of the RSA Preferred Referral Vet Network.

Davies believe every patient should be treated and evaluated as an individual. We believe clinical decisions should be the primary factor for you and your Vet when selecting the most appropriate Referral Centre for your pet's needs. For these reasons we have opted not to join the RSA Preferred Referral Vet Network.

We also believe Owners should not be penalised financially for choosing the best care. So to support our RSA policy holders, Davies has undertaken to reimburse the £200 charge. It's all part of our commitment to ensuring you can make the right choice for your pet.

### **What you need to do next**

Upon collection of your pet, you will be required to pay for the treatment and submit your claim form. We will then process your claim for you.

Upon receiving your reimbursement you simply need to send us your remittance statement confirming the £200 charge was enforced and we will then duly reimburse you this amount.

If you wish to forward the claim form via email or you have any queries please email [client.finance@vetspecialists.co.uk](mailto:client.finance@vetspecialists.co.uk)

Davies Veterinary Specialists, Manor Farm Business Park, Higham Gobion, Herts SG5 3HR 01582 883950

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