



Frequently Asked Questions

What is Pet Assure?

Pet Assure is a complete pet care program offering savings from thousands of participating veterinarians and retailers. You receive:

- 25% savings on veterinary care
- 5%-35% savings on pet supplies and services
- Lost Pet Recovery Service

Is Pet Assure insurance?

No. Pet Assure is a low-cost alternative. Because we aren't insurance, there are no exclusions or restrictions and there are absolutely no hassles like deductibles or claim forms.

Are there any exclusions?

No, as Pet Assure is not insurance, there are absolutely no exclusions. You can enroll any pet – any breed, any age, and in any health condition. You can even enroll pets with pre-existing and hereditary conditions.

When can I start receiving my savings?

You can receive your savings as soon as you receive your membership card in the mail. We will mail you your membership materials before your start date.

How do I get my Pet Assure veterinary discount?

You will receive your 25% discount at any one of our thousands of network veterinarians. Check www.petassure.com for a complete list of providers near you.

You will receive your Pet Assure savings right at the time services are rendered. Simply present your Pet Assure membership card at the end of your visit and you will receive a 25% discount off all services. There is never any paperwork to submit or waiting for reimbursement checks.

How do I get my Pet Assure pet supply and services discounts?

You can receive the Pet Assure discount at thousands of participating pet-related retailers. Check www.petassure.com for a complete list of providers near you and online.

What does the veterinary discount cover?

Participating Pet Assure veterinary practices provide a 25% savings on ALL medical care provided in the office. This includes the office visit, exam, shots, surgery, x-rays and any other procedures the vet does.

What does the veterinary discount NOT cover?

Pet Assure veterinary practices will not provide a discount on products you are sent home with, such as medications, food, and flea or heartworm preventatives, non-medical boarding and grooming, any outside services such as lab work or outside specialists or anything already discounted.

Can I visit a vet while travelling?

Pet Assure has veterinarians in all 50 states and Puerto Rico. If you move or are traveling, simply visit www.petassure.com and find a new veterinarian near your vacation spot or new home.

Can I refer my veterinarian?

Yes. Just have your veterinarian call us at 1-888-789-PETS (7387) and we'll explain the Pet Assure program and all of the benefits for the practice.

How does the Pet Assure Locator Services (PALS) work?

Log into our website, www.petassure.com, or contact Customer Service at 1-888-789-PETS (7387) to add your pets' information to our database. You will receive a lightweight stylish ID tag for each dog and cat you enroll with Pet Assure. The unique number on each tag is tied to our database and our Lost Pet Recovery Service will help you recover your pets should they ever get lost.

When someone finds your pet, all they have to do is call our toll-free number at any hour of day or night. Our operators go right to work, calling you at home, work or on your cell phone. They will also call every emergency contact you provide until they can get in touch with you. Our service has reunited thousands of pets with their owners!

What if I lose my ID card or pet tag?

Please call us immediately at 1-888-789-PETS (7387) or email customer service custserv@petassure.com. Replacement cards and tags usually go out the same day.

Can I cancel my membership?

If you would like to cancel your membership, you may do so after a three month period. If you no longer have a pet, you can cancel at any time (even before the usual three month period). Contact your HR department to cancel.

How do I update my personal and pet information?

Simply log into our website or contact Customer Service at 1-888-789-PETS (7387).

Can I keep Pet Assure if I leave my present employer?

Yes, simply call Customer Service at 1-888-789-PETS (7387) and someone will help you convert your membership to direct pay at the same reduced rate.