

### Insurance Fact Sheet

There is a £30 admin fee charge for processing all insurance claims, this payment is to be made at the start of the claims process along with your policy excess.

The excess is the amount that your insurance company will deduct when they settle your claim, they will be able to tell you how much this is. There may be further deductions made by your insurance company for which you will be liable.

If we are not notified of an insurance claim within 5 days of treatment you will need to make an indirect claim and pay your invoice in full in line with our payment terms.

Claim forms must be fully filled in and signed by the policy holder before we can pass to the treating vet, incomplete claim forms will be rejected by the insurance company which will delay the claims process. Once completed, we will return your insurance form direct to the insurance company. Our commitment is to complete all insurance forms within 5 working days of receipt. Insurance invoices for all treatment related to the claim, full clinical history and any other relevant reports will be submitted with the initial claim form.

You are responsible for your insurance policy and settlement of your account, so we recommend that you keep in regular contact with your insurance company. Any communication from the insurance company requesting further information must be forwarded to the practice as soon as it is received for us to deal with this in a timely manner. If there are delays from yourself or the insurance company that result in settlement not being received in a timely manner, then we reserve the right to ask you to pay your invoice in full in line with our payment terms and continue as an indirect claim.

If your horse has been registered with any other veterinary practices, please ensure that full clinical history has been forwarded to your insurance company prior to the start of any claims.

You must contact us to advise of any further work to be sent on after the initial claim. For this you may need a continuation form, please check with your insurance company as some companies allow us to send additional invoices upon your request. Continuation forms must be signed by the policy holder where applicable.

Invoices and any letters regarding your account will continue to be generated as normal until the balance on your account is cleared. Many clients use these as a prompt to chase their insurance company.

#### Partners

M V Shotter BVSc MRCVS  
M A Byers BVSc MRCVS

#### Senior Assistants

S Helm BSc (HONS) BVSc MRCVS  
P Parker BVetMed MRCVS

#### Assistants

Z Hayward BVetMed MRCVS M Tramutola DVM MRCVS  
F Franzini DVM MRCVS R Smith BVetMed MRCVS J Charles BVetMed MRCVS

Please note excess amounts vary between insurance companies and individual policies. If you don't know how much your excess is, please check your policy or contact your insurance company.

If the insurer declines to settle the insurance claim it is your responsibility to settle the account in full in line with our payment terms.

Any non-insurable treatment must be paid in full in line with our payment terms.

Please do not hesitate to contact the office on 01306 627 706 or email [info@shotterandbyers.co.uk](mailto:info@shotterandbyers.co.uk) if you have any questions regarding insurance.

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