



Instructions for Insurance Claims

To enable us to process your insurance claims quickly and efficiently, please ensure the following:

- The treatment to be claimed for has been paid in full.
- Claim forms must be completed by yourself to include; signature, policy number, address etc.
- Please provide a brief note to indicate the conditions/dates to be included in the claim.
- Please provide a s.a.e. so that they can be posted directly to the insurance company concerned.
- You will be notified in writing when the claim has been processed.
- Direct claims must be authorised by a senior member of staff and an administration fee of £16.50 will be taken in advance.

May we remind you that whilst we endeavour to process claims as quickly as possible, please allow **14 days** from receipt of the form before contacting us again.

Any queries concerning insurance claims should be emailed to ashford@sherwoodvets.co.uk and mark it for the attention of Adaline Fahey.