

# Making a claim (This one's for the <u>humans</u>)

If your pet ever gets sick or injured, it's important to know exactly how to make a claim, so they can get back on their paws as quickly as possible.

Luckily, with TrustedPals the claims process is designed to be as quick and easy as possible – and it only takes a few minutes.

## Here's how it works





#### Pay your vet

Pay your vet as per normal. Don't worry, we'll sort out all the details of your claim afterwards. 2



#### Get your bill

Make sure to get your bill at the end of your appointment. You'll need a digital copy, so ask your vet for one or take a photo. 3



#### Make a claim

Make your claim by answering a few (simple) questions and uploading the digital copy of your bill. 4



#### We'll do the rest

We'll take care of your claim as quickly as possible. We always aim to get back to you within 10 working days – and much sooner if we can.

If you're covered for something, it's always worth claiming – even if it seems like a small amount. It all goes towards your deductible, and might mean you pay less for future claims further down the road.

### Any questions?

Call Marsh on **(800) 358-3801**.
Our lines are open **7AM-6PM CST** Monday to Friday. **10AM - 2PM CST** Saturdays and closed Sundays

