

# Pet Insurance

## How to make a pet insurance claim



For Claims queries, please call 1800 619 495 Monday to Friday 8am - 5pm (AEST)

### 1. Pay your vet bill

### 2. Lodge your claim

Before lodging your claim please:

- Complete the form - we have included one with your policy documents (or you can download one from <https://www.ing.com.au/help-and-support/documents-and-forms/insurance.html>)
- Attach your vet's itemised invoice/s.
- Send your completed claim form and invoice/s to either:
  - **Email:** [ingpetclaims@pet.autogeneral.com.au](mailto:ingpetclaims@pet.autogeneral.com.au)
  - **Mail:** ING Pet Insurance, PO Box 342,  
Toowong QLD 4066

You may wish to read the Product Disclosure Statement (PDS) to see what you can claim. (The PDS was emailed to you when you bought your policy and can also be viewed at [www.ing.com.au](http://www.ing.com.au))

### 3. Leave it with us

Within 5 business days of you lodging your claim, we'll contact you if we need any more information.

### 4. Get a decision

On acceptance of your claim, we'll reimburse you for the benefits you're entitled to. The money will be deposited into your nominated bank account.

### Questions?

If you have any claims-related questions, please call us on 1800 619 495 (Monday to Friday, 8am-5pm AEST). We'll be happy to help.

