

Supplementary Product Disclosure Statement ("SPDS")

(Notice of Policy Changes & Amendments)

Effective Date: 1 December 2020

This notice sets out important changes made to the combined Product Disclosure Statement, Policy Terms and Conditions and Financial Services Guide for Woolworths Pet Insurance dated 1 August 2014. It is important that you read this SPDS together with the PDS and existing SPDS (dated 26 August 2019) to familiarise yourself with the policy Terms and Conditions as they now apply.

If you would like a copy of the SPDS dated 26 August 2019, please contact us on 1300 10 1234.

Section	Description of change
Where applicable	Replace all references to "first clinical signs or symptoms" with "signs or symptoms"
Where Applicable	<p>Replace all references to "Commencement Date" with "Commencement Date of the First Policy Period" under the following (the most recent version across the PDS and all SPDS's):</p> <ul style="list-style-type: none"> • Definitions (pages 16 – 20): <ul style="list-style-type: none"> ○ Bilateral Condition ○ Commencement Date ○ Cover ○ End Date ○ Pre-existing Condition ○ Related Condition • Sections: <ul style="list-style-type: none"> ○ Understanding the Limits of Insurance on page 8 of the PDS ○ 'Pre-existing Condition Review' on page 29
Where Applicable	<p>Replace all references to 'Accidental Injury' with 'Specified Accidental Injury'</p> <p>Refer to the new definition of 'Specified Accidental Injury' and 'Accident'.</p>
Protection for your Pets (Page 7)	<p>Replace this section with the following:</p> <p>Protection for your Pets</p> <p><i>Subject to the terms, conditions, exclusions and limitations that apply to your Cover (as set out in this document), Woolworths Pet Insurance provides:</i></p> <ul style="list-style-type: none"> • financial assistance for Vet Expenses in respect of the insured Pet occurring or showing signs or symptoms of a Condition within the Policy Period and after any applicable Waiting Period and subject to any excluded Pre-existing Conditions or general exclusions; and • cover for eligible Vet Expenses (as well as allowing you to use the services of any Vet in Australia and, in some cases, overseas). 'Vet Expenses' are defined in 'Section 1 – Definitions' on page 16 of the PDS and may be subject to stated limits, Excesses and applicable Waiting Periods. <p><i>If a Condition exists or occurs before the Commencement Date of the First Policy Period or within an applicable Waiting Period, and you or your Vet were aware of the Condition, or a reasonable person in your circumstances would have been aware of the Condition, it may be excluded from Cover as a Pre-existing Condition. Whether that is the case will depend on the nature and experience of the Condition (please refer to the definition of 'Pre-existing Condition').</i></p> <p><i>If your Pet has a Temporary Condition that has not existed, occurred or shown noticeable signs, symptoms or an abnormality in the 18-month period immediately prior to your claim Treatment date, it will no longer be excluded from Cover as a Pre-existing Condition. Chronic Conditions and several other specified Conditions cannot fall within this category and will always be excluded from Cover.</i></p>
Understanding the limits of the insurance (Page 8)	<p>Replace the section with the following:</p> <p>Understanding the limits of the insurance</p> <p><i>Woolworths Pet Insurance transfers many of the financial risks pet owners face for Vet Expenses from the insured to the insurer. However, Woolworths Pet Insurance does not cover every circumstance or expense and we have certain terms, conditions, exclusions and limitations like other forms of general insurance.</i></p> <p><i>These include, but are not limited to, Conditions such as pregnancy, Elective Treatment and procedures, pet foods/diets and grooming. Medical Conditions that are present or that you were aware of (or that a reasonable person in your circumstances should have been aware of) prior to the Commencement Date of the First Policy Period or that arise during the applicable Waiting Period are considered Pre-existing Conditions and may be excluded from Cover. Pre-existing Conditions are assessed differently depending on whether they are Chronic Conditions or Temporary Conditions for your Pet. See the updated Pre-existing Condition definition for more information.</i></p>

	<p><i>Maximum monetary limits also apply to the benefits payable in any one Policy Period. These are called the Benefit Limit and can vary depending on the relevant Cover. Sub-limits for particular Conditions may also apply.</i></p> <p><i>Full details are specified in the Policy Terms and Conditions in the PDS (pages 15 to 35).</i></p>
Your Privacy (page 9)	<p>Replace the sixth bullet point under this section with the following:</p> <ul style="list-style-type: none"> • <i>your personal information may also be disclosed to some of our service providers who are located overseas, including (but not limited to) the Philippines, South Africa, New Zealand, United States of America and the United Kingdom. Details of who they are may change from time to time. You can contact us for details. In some cases, we may not be able to take reasonable steps to ensure they do not breach the Privacy Act and they may not be subject to the same level of protection or obligations that are offered by the Act. By proceeding to acquire our services and products you agree that you cannot seek redress under the Act or against us (to the extent permitted by law) and may not be able to seek redress overseas.</i>
Code of Practice (page 12)	<p>Replace this section with the following:</p> <p><i>Hollard and PetSure are members of the Insurance Council of Australia and also signatories of the General Insurance Code of Practice. The objectives of the Code are:</i></p> <ul style="list-style-type: none"> • <i>commit insurers to high standards of service;</i> • <i>promote better, more informed relations between insurers and their customers;</i> • <i>maintain and promote trust and confidence in the general insurance industry;</i> • <i>provide fair and effective mechanisms for the resolution of complaints and disputes between insurers and their customers; and</i> • <i>promote continuous improvement of the general insurance industry through education and training.</i> <p><i>The Code Governance Committee is an independent body that monitors and enforces compliance with the Code. The Code Governance Committee is also responsible for imposing sanctions for breaches of the Code as well as improvement of the Code and assisting the general insurance industry understand and comply with the Code.</i></p> <p><i>You can obtain a copy of the Code from the Code of Practice website codeofpractice.com.au</i></p>
Automatic Renewal of your Policy (Page 16)	<p>Automatic Renewal of your Policy</p> <p><i>Unless you tell us that you do not want your policy renewed, we will automatically renew your policy on its expiry. We will send you a notice before your policy expires confirming when your insurance will expire and whether we are offering renewal and, if so, the terms on which your insurance will automatically renew. It will also remind you that you can opt-out of the automatic renewal process. If you receive a notice stating that renewal is offered and you are not opting out, please remember to check your level of insurance cover remains appropriate for you.</i></p> <p><i>Every year, we review the cost of everyone’s insurance with regards to a combination of factors as well as claims inflation across all our insured Pets. These factors include your Pet’s age, breed, location, duration for which your Pet has been insured, claims history, as well as data relating to the health of Pets that are a similar age and breed. Your premium takes into account the average cost of care for Pets like yours.</i></p> <p><i>We may also change the terms and conditions of the policy upon renewal to reflect the portion of the risk associated with insuring your Pet.</i></p> <p><i>Each renewal is a new policy, not an extension of the prior year policy. You will have a new cooling off period on each renewal.</i></p> <p><i>If you do not opt-out of the renewal, your Cover will be automatically renewed on the terms contained in the renewal offer and we will deduct/charge the renewal premium from your nominated account/credit card. If the account/credit card is not yours, you confirm you have the authority of the relevant person to use it and they have agreed to these terms.</i></p> <p><i>You must tell us if the information you have previously supplied is incorrect or incomplete in order to comply with your Duty of Disclosure. If you do not, we may reduce or refuse to pay a claim or cancel the policy. Please let us know straight away if anything has changed which is likely to mean that you no longer require the insurance as set out in the renewal notice or require different insurance.</i></p>
Section 1 – Definitions (page 16-20)	<p>Replace the Accidental Injury definition with the following:</p> <p>Specified Accidental Injury means physical harm or injury arising from an Accident that is a consequence of or results in one of the following:</p> <ul style="list-style-type: none"> • <i>a motor vehicle incident;</i> • <i>a burn or electrocution; or</i> • <i>an allergic reaction to the following insect and arachnid bites:</i> <ul style="list-style-type: none"> ○ <i>ants;</i>

- bees;
- flies;
- mosquitoes;
- scorpions;
- spiders; and
- wasps.
- a bone fracture;
- a snake bite toxicity;
- a traumatic ligament or tendon injury;
- a bite wound or fight wound abscesses; or
- lacerations or abrasion of tissue, skin or mucous membrane due to external violence.

See 'Section 2 – Specified Accidental Injury Cover' for more information.

Insert the following new definition:

Accident means:

- a single specific, unpredictable, unusual and unintended external event which occurs at a particular time and place, with no apparent or deliberate cause but with marked effects; and
- is independent of any other cause including any Pre-existing Condition.

Chronic Condition means a Condition that is long-lasting or recurring in its effects and affects (or is present in) your Pet over a period that is greater than three months in total (the three-month period need not be consecutive). Chronic Conditions may also be intermittent or managed with medication and/or prescription diets with intervals of remission.

Examples include but are not limited to chronic or seasonal allergies, inflammatory bowel disease, diabetes, osteoarthritis, cancer and some autoimmune diseases.

This definition is relevant to determining whether a Condition is a Pre-existing Condition (please refer to the definitions of 'Pre-existing Condition' and 'Temporary Condition').

For example:

1. Prior to the Commencement Date of the First Policy Period your Pet experienced symptoms of seasonal allergies for more than three months in total. The Condition would be a Chronic Condition, given that it is recurring in its effects. If the Condition otherwise falls within the definition of 'Pre-existing Condition' it will be excluded from coverage.
2. Your Pet showed signs of diabetes for at least three months prior to the Commencement Date of the First Policy Period. This would also be a Chronic Condition, given its long-lasting and recurring effects. If the Condition otherwise falls within the definition of "Pre-existing Condition", it will be excluded from coverage and all expenses related to diabetes will be excluded.

Cruciate Ligament Condition means partial or complete rupture of the cruciate ligament(s). This includes meniscal tears, any looseness of the cruciate ligaments along with any complications following Treatment for this Condition.

Note: A Cruciate Ligament Condition is considered a single Condition irrespective of whether one or both legs are affected. Please refer to the 'Bilateral Condition' and 'Benefit Limit(s) and Sub-limit(s)' definitions.

First Policy Period means the time during which we first provided Cover to you.

Temporary Condition means a Condition which normally resolves with Treatment, other than:

- Cruciate Ligament Conditions;
- intervertebral disc disease;
- hip dysplasia;
- elbow dysplasia;
- patella luxation;
- endocrine diseases; and
- any other Chronic Condition.

This definition is relevant to determining whether a Condition is a Pre-existing Condition (please refer to the definition of 'Pre-existing Condition').

For example: Your Pet has dietary related gastroenteritis prior to the Commencement Date of the First Policy Period that is resolved with medication. Your Pet does not suffer any further instances of dietary related gastroenteritis until three years later, when your Pet suffers another gastroenteritis episode. This Condition would be a Temporary Condition which has not existed, occurred or shown noticeable signs, symptoms or an abnormality in the 18-month period immediately prior to the second

gastroenteritis episode, so would not be a Pre-existing Condition and would be coverable subject to your policy terms and conditions.

Replace the following definitions with:

Benefit Percentage means the stated percentage of each claim for eligible Vet Expenses for which we will reimburse you, subject to any applicable Benefit Limits, Sub-limits and Excesses. **Note:** The applicable Benefit Percentage will be shown on your Certificate of Insurance.

For example: for an 80% Benefit Percentage we will reimburse you for up to 80% of the eligible Vet Expenses, subject to Benefit Limits, Sub-limits and Excesses payable. Refer to page 8 of this SPDS for an example of how claim payments are calculated.

Bilateral Condition means any Condition affecting body parts of which the Pet has at least two, one each side of the body (e.g. ears, eyes, knees and elbows).

Note: When applying a Benefit Limit or exclusion, a Bilateral Condition will be considered a single Condition.

For example: if your Pet displays signs or symptoms of a Cruciate Ligament Condition in the left leg prior to the Commencement Date of the First Policy Period or during the Waiting Period, Vet Expenses for a subsequent Cruciate Ligament Condition in the right leg will not be covered.

Cover means:

- the Benefit Limits, Sub-limits, Benefit Percentage, Excess and any other options applicable to the policy you have selected; and
- where relevant, the Cover applicable under any previous policies you have held with us where the same or a substantially similar or a higher level of Cover was provided in the current Policy Period.

Information about the Cover can be found in 'Section 2 – Specified Accidental Injury Cover' to 'Section 6 – General Exclusions'.

Note: The Cover applying to your Pet is shown on your Certificate of Insurance. The Cover includes the Additional Benefits explained in Section 4.

Pre-existing Condition means a Condition that existed or occurred prior to the Commencement Date of the First Policy Period or within any applicable Waiting Period, of which you or your Vet were aware or a reasonable person in your circumstances would have been aware, irrespective of whether the underlying or causative Condition has been diagnosed, subject to the following:

- a Temporary Condition which has not existed, occurred or shown noticeable signs, symptoms or an abnormality in the 18-month period immediately prior to your claim Treatment date will not be a Pre-existing Condition (please refer to the definitions of 'Temporary Condition', 'Chronic Condition' and 'Cruciate Ligament Condition');
- a Temporary Condition which we have agreed in writing will not be a Pre-existing Condition, following a Pre-existing Condition Review, will not be a Pre-existing Condition (please refer to the terms of a Pre-existing Condition Review on page 7 of this SPDS); and
- a Related Condition of a Pre-existing Condition will also be a Pre-existing Condition.

(Please also refer to the definition of 'Condition', which includes a 'Bilateral Condition' and "Related Condition")

For example: Six weeks prior to the Commencement Date of the First Policy Period, you notice your Pet has a Condition involving limping on its left back leg and take it to the Vet. Your Vet prescribes anti-inflammatory medication. 12 weeks after purchasing a policy the limping is diagnosed as degenerative joint disease. The Condition would be a Pre-existing Condition and excluded from Cover, notwithstanding that the diagnosis was not provided until after the Commencement Date.

Related Condition means a Condition that results from the same disease process, arises as a consequence of or has the same diagnostic classification as another Condition, regardless of the number of areas of your Pet's body that are affected.

For example:

1. if your Pet suffers from arthritis in its legs, all future occurrences of arthritis (e.g. in the back or neck) will be considered to be Related Conditions.
2. if your Pet suffers from diabetes and then develops a cataract as a consequence of the diabetes, the cataract will then be considered a Related Condition.
3. If your Pet suffers from a skin hotspot, then later suffers from ringworm on its skin, these are not Related Conditions, as the ringworm is not as a consequence of the hotspot, nor do they follow the same disease process or diagnosis classification.

	<p>Waiting Period means a period starting from the Commencement Date of the First Policy Period during which a Condition that exists or occurs, of which you or your Vet are aware or a reasonable person in your circumstances would be aware, will be considered a Pre-existing Condition, subject to the terms of the definition of 'Pre-existing Condition' and unless otherwise stated on your Certificate of Insurance. See 'Section 2 – Specified Accidental Injury Cover' to 'Section 4 – Additional Benefits' for specific Waiting Periods that apply to our plan.</p> <p>Remove the following definitions: Skin Condition means any Condition regardless of cause or origin presenting in or affecting the skin (as an organ) in any way whatsoever. Note: For the purposes of the policy Skin Conditions are:</p> <ul style="list-style-type: none"> • deemed to include skin lumps; • regarded as one Condition. <p>Treatment means reasonable and customary examinations, consultations, hospitalisation, surgery, x-rays, medication, diagnostic tests, nursing and other care and procedures provided by a Vet to relieve or cure a disease, Illness or Accidental Injury during the Policy Period.</p> <p>Recurring Condition means a Condition that is curable but may relapse repeatedly with intervals of remission in between. For example: If your Pet has an ear infection once every year prior to taking out an insurance policy, or it reoccurs during the Waiting Period, this Condition would be a Recurring Condition and therefore be excluded from Cover as a Pre-existing Condition.</p>
<p>Section 2.1 What we will pay (page 21)</p>	<p>Replace point 1. c. with the following: c. an allergic reaction to the following insect and arachnid bites:</p> <ul style="list-style-type: none"> i. ants; ii. bees; iii. flies; iv. mosquitoes; v. scorpions; vi. spiders; and vii. wasps <p>Insert the following paragraph at the end of this section: Waiting Period:</p> <ol style="list-style-type: none"> 1. There is no Waiting Period after the commencement of your policy for Specified Accidental Injury items, except Cruciate Ligament Conditions. 2. The Waiting Period for Cruciate Ligament Conditions and any Conditions arising therefrom irrespective of cause or origin are subject to a six-month Waiting Period from the Commencement Date of the First Policy Period, unless: <ol style="list-style-type: none"> a. we have received a completed and signed 'Cruciate Ligament Exam Form' from your Vet within 14 days of the cruciate examination date certifying that your Pet has been examined, at your expense, on or after the Commencement Date of the First Policy Period; and b. you receive written notification from us confirming our agreement to waive this Waiting Period following our assessment of the information provided on the 'Cruciate Ligament Exam Form'. <p>Any waiver is at our discretion and we are not required to provide justification for declining a request under this provision.</p>
<p>Section 2.2 What we will not pay (page 22)</p>	<p>Replace points 2-4 with the following:</p> <ol style="list-style-type: none"> 2. Conditions resulting from external parasites such as ticks, fleas or skin/ear mites, patella luxations (dislocating kneecap), elbow dysplasia, hip dysplasia, toxicity (other than that resulting from a confirmed snake bite), ingestion of a foreign object, intervertebral disc disease (IVDD) and desexing procedure complications under Specified Accidental Injury Cover no matter how the Condition arises. 3. any dental Treatment, including fractured teeth; or 4. any of the excluded matters listed in 'Section 6 – General Exclusions' on page 27.
<p>Section 4 – Additional Benefits (Page 24)</p>	<p>Add the following under the first paragraph: There is no Waiting Period for the emergency boarding benefit. For essential euthanasia and pet overseas travel insurance, the Waiting Period will depend on the Condition you are claiming for. See 'Section 2 – Specified Accidental Injury Cover' for more information.</p>
<p>Section 4.1 – Emergency Boarding (page 24)</p>	<p>Replace text under 'What we will pay' with the following: We will pay you the Benefit Percentage up to the Sub-limit shown on your Certificate of Insurance (and subject to your overall annual Benefit Limit) for the cost of boarding your Pet at a licensed kennel or cattery in the following scenarios:</p> <ol style="list-style-type: none"> 1. If you, (the insured and sole carer of the Pet) are hospitalised (other than in the circumstances specified below) for one or more consecutive days during the Policy Period; or

	<p>2. <i>If you, (the Insured and sole carer of the Pet) require emergency accommodation due to family violence.</i> <i>You will be responsible for any Excess as shown on the applicable Certificate of Insurance.</i></p> <p>Replace text under ‘What we will not pay’ with the following: <i>We will not pay for any costs under this benefit:</i></p> <ol style="list-style-type: none"> 1. <i>If you are hospitalised for:</i> <ol style="list-style-type: none"> a. <i>cosmetic surgery or other forms of elective surgery;</i> b. <i>pregnancy; or</i> c. <i>any sickness known or foreseeable prior to the Commencement Date of the First Policy Period;</i> 2. <i>If someone else living with you can reasonably be expected to look after your Pet whilst you are in hospital;</i>
<p>Section 6 – General Exclusions (page 27-29)</p>	<p>Replace and add the respective exclusions with the following:</p> <p>Section 6 – General Exclusions (what we do not cover) <i>Vet Expenses and/or costs related to items listed below are not covered by your policy. The exception to this is if you have Routine Care, some Conditions and Treatments listed in this section are covered up to a specified Benefit Limit and if so, this will be shown on your Certificate of Insurance.</i></p> <ol style="list-style-type: none"> 1. Pre-existing Conditions –<i>or a Condition arising before the First Policy Period or within the applicable Waiting Period. Refer to ‘Section 1 – Definition’ for the ‘Pre-existing Condition’, ‘Related Conditions’, and ‘Chronic Conditions’ definitions. Also refer to the updated ‘Pre-existing Condition review’ section.</i> 2. Dental care – <i>dental procedures, dental diseases, gingivitis, teeth fractures, teeth cleaning/scaling, orthodontics, removal of deciduous and any oral disease (with the exception of oral tumours).</i> 3. Preventative/routine items – <i>including (but not limited to) food (regular or prescription), vitamins/nutraceuticals/ supplements, vaccinations, microchipping, flea/tick/worm control or any expenses related to grooming and bathing of your Pet, including any non-medicated grooming products.</i> 4. Certain Treatments and Conditions <ol style="list-style-type: none"> a. <i>medicated baths and shampoos, unless your Vet deems them medically necessary to treat a Condition covered by your policy;</i> b. <i>accessories including (but not limited to) pill poppers, cage hire, crates, bedding and collars;</i> c. <i>training, socialisation, therapy and alternative therapies including (but not limited to) homeopathic remedies, acupuncture, laser therapy, hydrotherapy, chiropractic Treatments and/or physiotherapy;</i> d. <i>behavioural Conditions including (but not limited to) anxiety disorders, phobias or chemical imbalances;</i> e. <i>cell-replacement therapies including (but not limited to) stem cell therapy and platelet-rich plasma. Blood transfusions are covered when medically necessary;</i> f. <i>medication not approved or listed by the APVMA (Australian Pesticides and Veterinary Medication Authority);</i> g. <i>the provision of medication(s) that covers a period of more than 30 days beyond the policy End Date;</i> h. <i>chemical castration, suprelorin implants or other desexing procedures, unless required to treat your Pet’s reproductive organs due to inflammation, infection or cancer.</i> i. <i>breeding or obstetrics.</i> 4. Certain Services and Procedures <ol style="list-style-type: none"> a. <i>transport or boarding expenses other than those listed in ‘Section 4.1 - Emergency Boarding’ on page 24;</i> b. <i>ambulance fees and non-essential hospitalisation;</i> c. <i>additional costs associated with house calls. If your Pet requires a house call due to a particular Condition or their weight, our liability is limited to the cost of the Treatment had it been provided at a Vet practice during normal Consultation hours;</i> d. <i>genetic/chromosome testing;</i> <i>pre-anaesthetic blood tests; or</i> e. <i>the following items and any associated expenses:</i> <ol style="list-style-type: none"> i. <i>any trial or experimental procedures and Treatments;</i> ii. <i>organ transplant surgery, open heart surgery, artificial limbs, mitral valve and chordae tendineae replacement surgery and pacemakers;</i> iii. <i>external fixtures (such as wheelchairs);</i>

	<p>iv. prosthetics (including but not limited to hip replacements and elbow replacements); or</p> <p>v. 3D printing.</p> <p>5. Elective Treatments and procedures</p> <p>a. cosmetic procedures, hip/elbow scoring, nail clipping, declawing, dew claw removal and ear cropping; or</p> <p>b. tail docking and debarking.</p> <p>6. Your Pet not being protected due to gross negligence by you or your failure to take all reasonable precautions to protect your Pet from situations that may result in injury or illness, for example participating in organised fighting or hunting activities.</p> <p>7. Any consequential loss including (but not limited to) economic loss, loss of enjoyment or other such loss not specifically covered in the policy.</p> <p>8. Expenses in relation to policy exclusions or related complications/adverse reactions of an exclusion. This includes when the diagnosis is inconclusive, but the Treatment protocol is consistent with an excluded Condition (e.g. Treatment for coughing where kennel cough is suspected but not diagnosed or excluded as a diagnosis). Exceptions to this include:</p> <p>a. vaccination reactions;</p> <p>b. desexing procedure complications; and</p> <p>c. reactions to flea/tick/worm control products.</p>
Pre-existing Condition Review (page 29)	<p>Replace this section with the following:</p> <p><i>If you would like us to review whether a Temporary Condition(s) which has been subject to the Pre-existing Condition exclusion in your policy remains excluded, you may apply to us to review the Condition. To do so, your Vet will need to certify and provide veterinary records verifying that the Condition remains a Temporary Condition and has not existed, occurred or shown noticeable signs, symptoms or an abnormality for a period of 18 months. The Pre-existing Condition exclusion(s) shall not be deemed to have been lifted unless agreed to by us in writing. You can download a copy of the Pre-existing Condition Review form here: www.insurance.woolworths.com.au/pet-insurance/useful-documents</i></p> <p><i>If your Pet has a Chronic Condition that existed or occurred before the Commencement Date of the First Policy Period or during any applicable Waiting Period, and otherwise falls within the definition of 'Pre-existing Condition', that Condition will always be excluded from your policy. Refer to the definition of a 'Chronic Condition'.</i></p>
Section 8.1 Cancellation by you (page 31)	<p>Replace (all previous versions) under this section with the following:</p> <p><i>You may cancel your policy with us at any time by contacting our customer service team. Our contact details are outlined on page 4 of the PDS. The cancellation will be effective once we provide you our confirmation of your cancellation request.</i></p>
Section 9 – Claims (Page 32) (New section)	<p>New Claims Pre-approval process added:</p> <p><i>If your Pet requires Treatment and you wish to seek pre-approval of those costs, You can provide us with the itemised estimate of costs from Your Vet, along with the Treatment required and relevant clinical records and/or veterinary history, and we will respond to you in writing with the outcome.</i></p> <p><i>A pre-approval shall not be deemed to be valid unless we have agreed to it in writing. The reimbursed amount may vary from the pre-approval if the Treatment provided by your Vet differs from the Treatment request in the pre-approval.</i></p> <p>To request a pre-approval:</p> <p>Call us: 1300 10 1234</p> <p>Email us: woolworths@petsure.com.au</p>
Section 9.1 What you need to do: (page 32)	<p>Replace the following points (and all previous versions):</p> <p><i>2. If submitting a claim for the first time, please include a full veterinary history from the attending Vet and any previous Vets who have treated your Pet. Failure to include this may result in delays in processing your claim.</i></p> <p><i>3. All claims should be submitted and received within ninety (90) days of the relevant Treatment being provided.</i></p>

	<p>To:</p> <p>2. When submitting a claim, please include all relevant invoices and clinical records from your Vet. Please note:</p> <ul style="list-style-type: none"> In some instances, we may require more information to process your claim, such as previous medical history or pathology / laboratory results. If this is the case, we will contact you for this information. There may be also scenarios where we request additional veterinary history from current or previous Vets (such as if there is a large history gap) to ensure we have all relevant clinical information for your Pet. For adopted Pets, veterinary history is only required from when you took ownership. If you can provide us with proof of adoption or transfer of ownership papers, we will only request veterinary history from the date you took ownership onwards. <p>3. All accounts must be paid in full prior to submission of your claim (unless you are submitting a claim using our GapOnly™ claim system (where available), whereby you agree that you will pay the Vet the remaining portion of the tax invoice (if any) after the claim payment (if any) is made by us to your Vet).</p>																						
<p>Section 9.4 Examples of how we settle your claim (page 34)</p>	<p>Replace '9.3 Examples of how we settle your claim' with the following:</p> <p>The following calculations provide examples of how claims will be settled where Cover is provided (these examples are indicative of the manner of calculation only and include GST):</p> <p>Example 1</p> <table border="1" data-bbox="300 882 1457 1070"> <tr> <td colspan="2">80% Benefit Percentage with NIL Excess</td> </tr> <tr> <td>Total amount of eligible Vet expenses</td> <td>\$2,000</td> </tr> <tr> <td>Total amount claimable after 80% Benefit Percentage applied</td> <td>\$1,600</td> </tr> <tr> <td>Total Payment</td> <td>\$1,600</td> </tr> <tr> <td>Total out-of-pocket amount</td> <td>\$400</td> </tr> </table> <p>Example 2</p> <table border="1" data-bbox="300 1133 1457 1350"> <tr> <td colspan="2">80% Benefit Percentage with \$100 Excess</td> </tr> <tr> <td>Total amount of eligible Vet expenses</td> <td>\$2,000</td> </tr> <tr> <td>Total amount claimable after 80% Benefit Percentage applied</td> <td>\$1,600</td> </tr> <tr> <td>Less \$100 Excess</td> <td>\$1,500</td> </tr> <tr> <td>Total Payment</td> <td>\$1,500</td> </tr> <tr> <td>Total out-of-pocket amount</td> <td>\$500</td> </tr> </table>	80% Benefit Percentage with NIL Excess		Total amount of eligible Vet expenses	\$2,000	Total amount claimable after 80% Benefit Percentage applied	\$1,600	Total Payment	\$1,600	Total out-of-pocket amount	\$400	80% Benefit Percentage with \$100 Excess		Total amount of eligible Vet expenses	\$2,000	Total amount claimable after 80% Benefit Percentage applied	\$1,600	Less \$100 Excess	\$1,500	Total Payment	\$1,500	Total out-of-pocket amount	\$500
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Total Payment	\$1,500																						
Total out-of-pocket amount	\$500																						
<p>Changing Level of Cover (Page 35)</p>	<p>Replace the entire section with the following:</p> <ol style="list-style-type: none"> If you opt to transfer your Pet to a level of Cover with different or additional benefits (including but not limited to a different Benefit Percentage or Benefit Limit, Excess or additional coverage) then a new policy and Certificate of Insurance will be issued to you and your previous policy will be cancelled. Waiting Periods already served will not reapply, unless there has been a break or lapse in Cover. Please note that Waiting Periods for Conditions or items that were not covered under your previous policy will apply to your new level of Cover. You cannot change your level of Cover in a Policy Period if a claim has been paid. To change your level of Cover after a claim has been paid, you will need to wait until your next renewal. If you pay your premium via fortnightly or monthly instalments, there is no premium refund (including any remaining days of a current instalment period) when you change your level of Cover. 																						
<p>Financial Services Guide (FSG) – How each party is paid for its services (page 38)</p>	<p>Replace the text for Woolworths (and all previous versions) with the following:</p> <p>Woolworths is paid a commission for promoting and arranging the sale of Woolworths Pet Insurance policies on behalf of Hollard.</p> <p>For each policy sold after 1 July 2020, Woolworths will receive a commission of:</p> <ul style="list-style-type: none"> at least \$115 for Pets younger than 10 years, or up to thirty percent (30%) of the net premium. <p>The commission is calculated after any government taxes and charges. This commission is used by Woolworths to cover costs associated with the marketing and distribution of this product to you and</p>																						

	<p><i>costs associated with providing administration services, including set-up and operational costs, telecommunication charges and the costs associated with recruiting, training and engaging call centre consultants. This commission may also include any referral fees to people or organisations that refer new customers to Woolworths.</i></p>
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Our consultants are paid an annual salary and may also qualify for a bonus of up to \$5 per hour, dependent on their individual performance objectives. Such bonus payments are calculated based on pre-determined criteria including, amongst other things, the volume of sales and a consultant's performance measured against agreed service levels. The payments made to consultants are not additional charges to you and are not in addition to the total premium you pay.

If you have any questions regarding this change, you can contact us on **1300 10 1234** or via **woolworths@petsure.com.au**