

VetAssist - Full Terms and Conditions as at 7 January 2019

1. VetAssist is a separate subscription based service to the Woolworths Pet Insurance product, and is provided independently by Woolworth's third party service provider, VetChat Services Pty Ltd (VetChat).

Offer Eligibility

2. The 6 months free membership offer is available to new Woolworths Pet Insurance policyholders who purchased their policy between 7th January 2019 to 31 March 2019, limited to 1 membership registration per eligible policy.

Details Of The Offer

3. You must register with VetAssist in order to activate the offer. The offer is for free membership of VetAssist service for 6 months from the date of policy commencement provided your Woolworths Pet Insurance policy remains active during that time.

4. To activate the offer, a registration email will be sent to the email listed on your Woolworths Pet Insurance policy up to 72 hours after policy commencement. Once registered, an email will be sent to you confirming activation of the VetAssist service. By registering to use the service, you agree to Woolworths directly or indirectly providing VetChat with your policy and pet details for the purpose of verifying your eligibility for the offer.

VetAssist membership is subject to the VetChat [Terms and Conditions](#) and [Privacy Policy](#).

Click [here](#) for Woolworths Group Privacy Policy.

5. Your subscription to VetAssist will automatically cease on the earlier of: (a) the end of the 6 months free membership period or (b) the cancellation or expiration of your Woolworths Pet Insurance Policy. Once the subscription has ceased, you will no longer have free access to VetAssist. Normal consultation fees apply should you continue to consult VetChat directly.

6. If you wish to cancel your subscription to VetAssist during the 6 months free membership period, you must forward your cancellation request to customerservice@woolworthsinsurance.com.au for VetAssist to action the cancellation. You will no longer be able to reactivate your free membership subscription once cancelled. Normal consultation fees apply should you continue to consult VetChat directly.

7. Woolworths reserves the right to vary the terms and conditions of this offer, cancel a free VetAssist membership or the free VetAssist service at any time without notice.

8. VetAssist is not able to provide any financial product advice on your Woolworths Pet Insurance policy and Woolworths disclaims any liability for any advice provided by VetChat's personnel during the free subscription service. Please contact Woolworths Insurance should you have any questions about your policy.

9. Consequential charges incurred as a result of veterinary advice provided by VetAssist may be claimable under your policy, subject to standard policy terms and conditions in your Product

Disclosure Statement. Any consultation or recommendation with VetAssist does not guarantee an approved claim. All claims will be subject to the standard claims assessment process.

Fair Use

10. Woolworths Pet Insurance reserves the right to cancel your VetAssist subscription due to unreasonable or excessive usage of the service. Woolworths also reserves the right to cancel your VetAssist subscription due to inappropriate or offensive use.