



# Get more out of your My Pet Protection<sup>SM</sup> plan

Tips and FAQs to help **maximize** your policy.

You already know that My Pet Protection<sup>SM</sup> from Nationwide<sup>®</sup> is the greatest pet insurance plan out there. But do you know how to make the most of your coverage? Let us help.

## OK, so I've enrolled in a My Pet Protection plan. Now what?

Look for your policy packet to arrive in the mail and check to see when your plan goes into effect. Be sure to schedule upcoming vet visits after your policy effective date so they'll be covered.

## How do I file a claim?

**File a claim in just two easy steps.**

1. Pay your veterinarian at the time of treatment.
2. Submit your claim via fax, email or the free VitusVet app (available for Apple and Android devices).

We take it from there. We'll process your claim and send your reimbursement right away.

## How do I check the status of my claim?

Log on to [my.petinsurance.com](http://my.petinsurance.com) to view your claim status and history. Once you've submitted a claim, please allow 48 hours for it to appear.

## Do I need to re-enroll for this benefit each year?

You don't need to lift a finger—your policy renews automatically on the anniversary of your original enrollment date. We'll send a renewal notice 60 days beforehand so you can review your plan and make any changes you want.

## How do I make changes to my policy? What if I want to upgrade to another plan?

You can make changes during your policy renewal period, which starts 60 days before the end of your 12-month policy term. If you'd like to upgrade mid-term, your original policy must first be canceled. Policy changes and new plan enrollments are subject to underwriting approval. To make changes to your policy, please call 844-208-1108.

## How do I cancel?

You can cancel any time at [my.petinsurance.com](http://my.petinsurance.com) or by letting us know in writing.

## What happens to my pet insurance policy if I'm no longer with the company?

Your policy stays with you no matter where you go. If you're billed for your premiums, you don't need to do anything to keep your policy active. However, your premium may change at renewal, as employee preferred pricing may no longer apply.

If your premiums are deducted from your paycheck, we'll contact you for updated billing information in order to keep your policy active.

## Is there someone I can call if I have questions?

Our Member Care team is available at 844-208-1108 Monday–Friday from 5 a.m. to 7 p.m. and Saturday from 7 a.m. to 3:30 p.m. (Pacific).



Get more tips for maximizing your pet insurance policy with our fun, easy-to-understand videos: [petinsurance.com/PUGvideos](http://petinsurance.com/PUGvideos)

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