



## Claim Form

Having difficulty completing this form?  
Get in touch and we'll help  
Tel: 01635 247474 (choose claim enquiries)  
Email: [ask@kbis.co.uk](mailto:ask@kbis.co.uk)

### Veterinary Fee Claim Form

This form should be completed by Policyholders who intend to submit a veterinary fee claim to KBIS.

You must take care when answering the questions on this form. KBIS' claim assessor will use the information provided within this form and attached invoices to decide whether a claim should be accepted. If you do not understand the questions or the nature of the information required please contact KBIS. Failure to provide information or the provision of incomplete or inaccurate information may affect this claim.

There are conditions, limitations and excesses within the terms and conditions which may prevent KBIS paying for everything you claim.

### Policyholder's Details

Reference No: .....

Title: .....

Forename(s): .....

Surname: .....

Address: .....

Mobile number: .....

Email address: .....

### About Your Horse

Name..... Age..... Colour..... Sex.....

### Documents you will be sending to KBIS.

Please indicate below which documents have been enclosed with this form:

Original veterinary invoices

Separate veterinary reports\*

Veterinary history

Other documents (state below)

\* If you have received veterinary reports for any part of your claim they must be supplied with this form.

## Details of Claim

This section of the claim form should be completed by the policyholder or by the person who usually has the horse in their care, custody or control i.e. the loaner of the horse.

Are you the sole owner of the horse?

Yes

No

Was the horse in your care, custody or control at the time the incident occurred?

Yes

No

If not, please provide the name, address and telephone number for the person(s) who did

For what purpose was the horse being used at the time the accident, sickness or disease was noticed?

Please describe the circumstances leading up to the time the accident, sickness or disease was noticed/happened.

Was anybody else involved?  
(other than persons you have noted above)

Yes

No

If yes please provide their name, address and telephone number (if known).

When did you first notice that the horse had suffered an accident or was sick?  
(please give date and time)

Please describe the symptoms of the injury or sickness

When did you first advise your veterinary surgeon?  
(please give date and time)

When did your veterinary surgeon first attend your horse?  
(please give date and time)

Has your horse suffered from any medical conditions similar to those currently affecting your horse?

Yes

No

If yes, please provide full details of the condition including the date(s) your horse was affected by these problems

## Policyholder's Declaration

Do you have any other insurance policies that provide cover for this horse?

Yes

No

If yes, please give details of the insurer and the policy number

Who would you like KBIS to send claim settlement to?

To my vet(s)

To me

Are you a member of any veterinary schemes?

Yes

No

Does this entitle you to discounted veterinary fees?

Yes

No

If yes, please advise the level of discount

### Declaration

- I declare that all the statements contained within this form are correct to the best of my knowledge.
- I understand that if I have withheld information or misrepresented the facts upon which I have based this claim that my claim may not be paid and that the Insurer may void my policy.
- I give permission for KBIS to contact my veterinary surgeon\* to obtain further information about my horse which may be relevant to my claim.  
\* This permission extends to include any veterinary surgeon who has attended my horse in the past and also includes any veterinary surgeon who may attend my horse in the future.
- I give permission for KBIS to discuss the details of my claim and if necessary the details of my policy with any veterinary surgeon who attends my horse in conjunction with this claim.

Signature

Date

## Important Information About Claims

Please be aware that your customer's insurance policy contains terms, conditions and exclusions which may have an impact on any claim they submit. You should ask the customer to confirm the Veterinary Fee limit and any exclusions shown on the Certificate of Insurance. In addition, KBIS' insurance policy defines what an 'incident' is, this definition governs how the Insurer classifies claims. Please ensure that you review this definition. Your customer can supply a copy of the Terms and Conditions or you can review them at [www.kbis.co.uk](http://www.kbis.co.uk).

### Veterinary Surgeon's Section

This section should be completed by the veterinary surgeon who has attended the horse. Alternatively KBIS will accept a detailed report of the history, diagnosis, treatment and prognosis of the condition to be claimed.

If the horse has been referred for a second opinion please supply a copy of the original report.

Have you attended this horse before?

Yes

No

If yes, please provide a copy of the horse's medical history.

Symptoms of current illness or injury:

Diagnosis of current illness or injury

Details of treatment carried out and prognosis

Was alternative treatment undertaken?

Yes

No

If yes, was this carried out as a veterinary recommendation?

Yes

No

### Veterinary Surgeon's Declaration

I confirm that to the best of my knowledge the statement(s) above are true in every respect. I confirm the fees I have charged are no more than the fees I would charge an uninsured client and agree to pass on any discounts available to the insurer.

**Signature**

**Date:**

**Position in Practice**

**Practice Stamp**