

# Instant Kitten Cover

## Terms of Business

### Initial Introduction

Breeder name	_____
Address	_____ _____ _____
Phone No.	_____
Petplan breeder No.	_____

Pet Plan Limited's business is pet insurance. Pet Plan Limited is authorised and regulated by the Financial Conduct Authority. Financial Services Register No. 311969. Pet Plan Limited's trading address is: Great West House (GW2), Great West Road, Brentford, Middlesex TW8 9DX. [petplan.info@allianz.co.uk](mailto:petplan.info@allianz.co.uk).

This breeder provides insurance information only on Petplan policies underwritten by Allianz Insurance plc and is contractually obliged to conduct business in this way.

### How to make a complaint

If you wish to register a complaint with Pet Plan Limited, please contact the Petplan Customer Satisfaction Manager at:

Customer Satisfaction Manager Pet Plan Limited, Great West House (GW2), Great West Road, Brentford, Middlesex TW8 9DX

Email [petplan.csm@allianz.co.uk](mailto:petplan.csm@allianz.co.uk)

Phone 0345 026 1985

If Petplan is unable to resolve the situation within eight weeks Petplan will issue you with information about the Financial Ombudsman Service (FOS) which offers a free, independent complaint resolution service.

Using Petplan complaints procedure or contacting the Financial Ombudsman Service does not affect your legal rights. You can find the full complaints procedure in the Terms and Conditions.

### Financial Services Compensation Scheme

If Allianz Insurance plc is unable to meet its liabilities you may be entitled to compensation under the Financial Services Compensation Scheme (FSCS).

Further information about compensation scheme arrangements is available at [www.fscs.org.uk](http://www.fscs.org.uk), by emailing [enquiries@fscs.org.uk](mailto:enquiries@fscs.org.uk) or by phoning the FSCS on 0800 678 1100 or 0207 741 4100.

### Demands and Needs – who is this product suitable for?

This product meets the demands and needs of a pet owner who wants free cover for the cost of veterinary treatment, for illnesses and injuries, for a period of 4 weeks.