



FAX ONLY THE FRONT PAGE OF THIS CLAIM FORM

DO NOT PAPERCLIP OR STAPLE ANYTHING THAT MAY COVER PART OF YOUR CLAIM FORM

The VPI Policyholder Portal gives you 24/7 access to your policy. Log on at my.petinsurance.com.

How to File a Claim

Step 1: Complete your claim form by checking the reason for the visit (wellness services and/or injury or illness). If your pet was seen for an injury or illness, please write the diagnosis (the name of the injury or illness your veterinarian diagnosed) in the box provided.

Step 2: Obtain a copy of your itemized invoice(s) and any supporting documents (e.g. medical records, lab results, etc, if applicable) to send with your claim form.

Step 3: Send your claim and invoice to VPI.

Email: For details on how to email your claim, visit my.petinsurance.com

Fax: 714-989-5600

Mail: VPI Claims Department, P.O. Box 2344, Brea, CA 92822-2344

Check Your Claim Status Online

Log on to the VPI Policyholder portal at my.petinsurance.com and click on "View Claim History." The status of faxed or mailed claims will be available 72 hours after they are received.

We're Here to Help

Contact a Customer Service representative toll free at 800-540-2016. Representatives are available Monday–Friday from 5:00 a.m. to 7:00 p.m. and Saturday from 7:00 a.m. to 3:30 p.m. (Pacific time).

Notice to Maryland Applicants: Any person who knowingly and willfully presents a false or fraudulent claim for payment of a loss or benefit or who knowingly and willfully presents false information in an application for insurance is guilty of a crime and may be subject to fines and confinement in prison.