

Pet Insurance

How to claim

#WHAT
EXPERIENCE
LOOKS
LIKE

1



Pet not
feeling well?

2



Take your pet
to a vet as soon as
you can and get them
treated.

3



Pay your
vet bill and make sure you
request a detailed invoice
and proof of payment. A Vet
History may be requested
if this is your first claim.

4



Submit
your claim to
petclaims@autogen.co.za
You must notify us of a
claim within 30 days of
the treatment.

5



Reimbursement
will be made within
7 business days of
receipt of your
complete claim.*

auto  general

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