

### What is Pet Assure?

Pet Assure is a veterinary discount plan that has been providing pet owners with affordable, high-quality veterinary care since 1995. With Pet Assure, you will save 25% on all in-house medical services at participating veterinarians in all 50 states.

### How do I use Pet Assure?

When you visit a participating veterinarian, present your Pet Assure member ID card from the Pet Assure app at checkout, and the veterinary staff will apply a 25% discount to all in-house medical services. There is no paperwork or forms to fill out. You can use your savings immediately upon enrollment in the program.

### What procedures are discounted?

Participating veterinarians discount all in-house medical services. This includes the office visit, vaccinations, surgery, dental cleaning, spay and neuter surgery, x-rays and any other procedures the vet performs. Even procedures related to pre-existing conditions are discounted.

### Are there any exclusions?

No, there are absolutely no exclusions. All in-house medical services are covered, including wellness, sick and emergency care. You can enroll any type of pet, regardless of type, breed, age or health.

### Is Pet Assure insurance?

No. Pet Assure is a veterinary discount plan that gives you an instant discount at the time of service when you visit a participating veterinarian. There are no claim forms to fill out or waiting for reimbursements.

### Can I use this together with pet insurance?

Yes. Pet insurance typically only covers major medical claims and often excludes wellness exams or pre-existing conditions. Pet Assure does not have any exclusions and will save you money on the procedures not covered by pet insurance. The Pet Assure savings is instant and can help you save on veterinary care prior to meeting your insurance deductible and while you wait for insurance reimbursement.

### Are there usage limitations?

There is no limit to how many times you can use your Pet Assure membership.

### Are there any additional fees?

No, your membership cost covers veterinary discounts and additional perks without any added fees.

### Where can I find a list of participating vets in my area?

You can search for participating practices by visiting [www.petassure.com/search](http://www.petassure.com/search). Mention that you're a Pet Assure member when you call to make an appointment.

If a veterinarian you would like to visit does not participate, you can invite them to join by clicking the "Invite to Pet Assure" button.

### What happens to my membership if I'm no longer eligible for benefits?

Members who are no longer payroll deduct eligible or are leaving the company can port coverage at the same group rate within 28 days of termination.

### What is PetPlus?

With PetPlus, you receive members-only pricing on all orders from PetCareRx, one of the largest online pet pharmacies. Save up to 40% on everything your cat or dog needs! All orders ship free, and most prescriptions are available for same-day pickup from participating pharmacies, including CVS, Walmart and other independent CVS Caremark® pharmacies.

### Which pets can I enroll?

All dogs and cats are eligible for PetPlus. There are no restrictions on breed, health or age.

### Is PetPlus insurance?

No. With PetPlus, you receive wholesale pricing on prescriptions, preventatives and all other products your pet needs. It's instant savings without any paperwork.

### How do I access my PetPlus account after enrolling?

After you enroll, you will receive instructions via mail and email on how to activate your online account. You can start shopping online as soon as you activate your account.

### How do I order medications for delivery?

Shop online using your PetPlus membership at PetCareRx.com. Search for the medication that you want to purchase and select the dosage. At checkout, select free delivery.

### Who dispenses medications ordered online?

PetPlus is not a pharmacy. PetPlus partners with National Association of Boards of Pharmacy (NABP) accredited pharmacies such as CVS, Walgreens, Rite Aid and PetCareRx to fulfill your pet prescriptions. Orders dispensed through online mail-order will be directed to PetCareRx, and those through in-store pickup will be dispensed at the local Caremark network pharmacy of your choice.

### How do I pick up my pet's prescription at a pharmacy?

If a medication is eligible for pick-up, it will be listed as eligible on your PetPlus dashboard. Bring both your pet's prescription and your PetPlus card to the pharmacy at which you will be placing your order. Inform the pharmacist that you are picking up a prescription for your pet and have a pet prescription benefits card. They will fulfill your Rx and let you know when it is available for pick-up. You should NOT be charged at the pharmacy for your purchase. Within 2 days of your pick-up, your PetPlus account will be charged for the purchase of the cat or dog medications you ordered.

### When do I receive my PetPlus card?

Your PetPlus card is available as soon as you activate your account at PetPlus.com. You can either print out your card at home or show it to the pharmacy right from your mobile device.

### What else is included with my membership?

Your PetPlus membership includes 24/7 Pet Telehealth powered by AskVet.

### Are there any additional fees?

No, your membership cost gives you access to members-only pricing and the 24/7 Telehealth without any added fees.

### What happens to my membership if I'm no longer eligible for benefits?

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