

# Health check quick reference guide

## Free 28-day Rookie policy

1. Pet owner agrees to Vets Choice Rookie policy, a free 28-day cover for puppies and kittens between 8 weeks and 6 months
2. Vet completes online Rookie application form on Vets Choice website
3. Pet owner receives Rookie policy and PDS within 2 business days
4. Vets Choice contacts customer prior to 28-day expiry to offer full cover

## Waiving waiting periods on Vets Choice Pro and Vets Choice Elite policies

1. Pet owner agrees to Vets Choice health check
2. Vet completes online health check form on Vets Choice website
3. Pet owner goes online or calls Vets Choice to purchase policy
4. Vets Choice receives health check form and notifies pet owner that waiting periods have been waived
5. If a policy has not been purchased by the pet owner, Vets Choice will contact the pet owner to complete the transaction