



Nationwide®
is on your side

PO Box 2344 • Brea, CA 92822-2344

800-540-2016

my.petinsurance.com

Direct inquiries to DVM Insurance Agency

Underwritten by: Veterinary Pet Insurance Company (CA)

National Casualty Company (all other states)

January 22, 2022



01030 01/08 2025 C-05 I-8A



Dear Theresa Santiano-Mchatton:

Here at Nationwide®, we protect what matters most—your pets—and we appreciate the trust you've placed in us.

The documents included in this packet are also available online through the Nationwide Pet Account Access page. Go to **my.petinsurance.com** to set up your personal account. Please be sure to keep the most recent copy of your policy documents for your records.

If you have any questions or need help with your policy, we're always happy to help. You can reach a Member Care representative at **800-540-2016** Monday through Friday from 5 a.m. to 7 p.m. and Saturday from 7 a.m. to 3:30 p.m. (Pacific).

Sincerely,

Heidi Sirota
Chief Pet Insurance Officer

P.S. Share a picture of Baci on our Facebook page at www.facebook.com/NationwidePet.



Important information for new members

To create an online account:

Go to **my.petinsurance.com** and create an account for Nationwide® Pet Account Access. From there you can update your policy information, submit a claim, check the status of your claim and sign up for electronic claim payments. All documents in this packet are also available there.

To file a claim:

Visit **my.petinsurance.com** to submit claims on your desktop or mobile device or send your claim form and paid invoices to **submitmyclaim@petinsurance.com**

Be sure all invoices and receipts are itemized and legible, and that your pet's name and policy number are clearly identified on each page.

For additional information, visit **petinsurance.com/submit-claim**

To talk to a veterinary expert:

Call **vethelpline®** at 855-331-2833 with pet health questions 24/7. This service is available to all members at no cost (\$150 value). Consultations are not a substitute for a veterinary visit.

To get the latest pet news and exclusive member discounts:

Read *The Companion*, our quarterly member newsletter, at **petinsurance.com/companion**.

To get social with us:

Join us online and share pictures of your pet! You can find us at:

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