

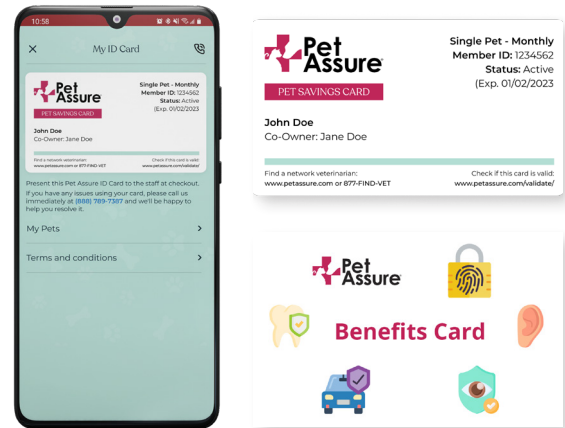
Front Desk Reference Guide



IDENTIFY PET ASSURE CLIENTS

Pet Assure clients have a few methods to validate a membership:

- A physical ID card
- The card view on the Pet Assure app
- A printout from their online account or email
- A multi-benefit program ID card that includes the Pet Assure logo on the front or back



APPLY DISCOUNT

You and the client do not need to fill out any forms. Before presenting the final bill to the customer, review the invoice and select which items qualify as in-house medical services. A 25% discount should be applied to those items only.

In-house medical services typically include: Exams, vaccinations, dental cleanings, medications administered during visit, x-rays, surgeries, and elective procedures.

We do not provide discounts on:

- Anything already discounted or service packages.
- Products or medications sent home with the client
- Outsourced services, such as lab work that is sent out
- Non-medical services, such as grooming or boarding

VALIDATE A PET ASSURE MEMBERSHIP

If you want to verify that a card is active, you can check it at vets.petassure.com/validate or by calling Pet Assure's 24/7 Verification Hotline at (800) 940-3912.

Your practice information will be saved after your first visit to the website, so you do not need to enter it each time you validate a member!

The Pet Assure team is available to answer all your questions!
(888) 367-8387; Monday-Friday, 9:00am – 5:00pm EST

If a member needs assistance, you can direct them to Pet Assure Customer Care.
(888) 789-7387; Monday-Friday, 8:00am – 6:00pm EST

