

ZOOM

FEDHEALTH
Sanlam healthcare partner

Pet Care benefit

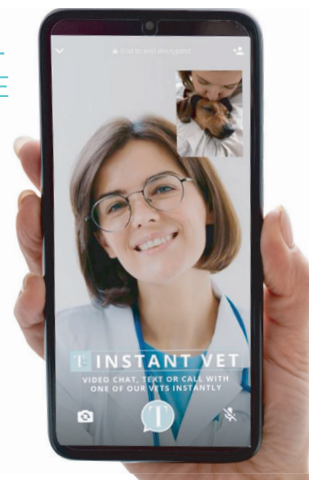
Enjoy the peace of mind that the furry members of your family are taken care of too! All Fedhealth members enjoy access to the Pet Care benefit – consisting of one free virtual chat per month with a vet through the TAME Vet App, as well as the PawPaw Accident Only benefit.

Virtual consult with a vet through the TAME Vet App

Valued at a minimum of R600. Based on an in-person vet consultation at a clinic.

- As a Fedhealth member, you have one monthly chat with our team of registered vets. Our vets are **online from 09h00 to 21h00**, seven days a week.
- To access the chat, simply click on the **Virtual Vet feature** in the app and choose any available vet.
- Our vets aim to reply instantly, but may take up to 10 to 15 minutes (max) to respond.

TAME



Emergencies

In-clinic consultations are required for all emergencies, but **TAME** can help guide pet owners to make the pet comfortable until they can get to the vet.

In addition to providing guidance, **TAME** vets and vet techs can help pet owners understand the urgency of the pet's situation and advise them on seeking in-person or emergency care. If a pet is experiencing a life-threatening situation, TAME will always insist on immediate vet care at your closest veterinary clinic.



Setting up your pet's profile



Open the **Fedhealth Member App**, scroll down and tap on the **TAME Vet App card** on your home screen to follow the prompts to download the TAME Vet App. TAME is available on iOS and Android.



Agree to the **TAME Vet App terms and conditions** and continue to the sign-up process.



Once you are in the app, head to **'My Pet'** where you can create your pet's profile and store all general information and medical records. The more information you share, the better the picture our vets will have of your pet, and the better they will be able to assist you.

Once you've downloaded the TAME Vet App and accepted the terms, **you can access TAME through the Fedhealth Member App** in subsequent logins.



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PawPaw Accident Only benefit

Your domestic cats and dogs are covered for R10 000 per policy per year for accidents, for example motor accidents, burns, animal attacks, foreign object ingestions, snake and certain insect bites, fractures, tendon/ligament injuries and lacerations.



Coverage

Annual Coverage Limit	Up to R10 000 per policy with-in a policy year
Vet costs due to	Accidental injury
Excess	15% of claim (minimum R250)

Eligibility

Age of pets	Pets over 8 weeks old
Location	South African households
Vaccination requirements	Must be up to date

How to claim



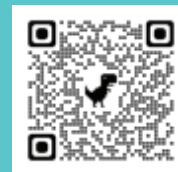
Visit <https://pawpawpets.co.za/claims/> and insert your Fedhealth membership number.



Submit the online claim form with all required details.



Provide complete and accurate information.



Scan here to be directed to our claim form

For more information, please visit tame.org.za or pawpawpets.co.za

Underwritten by: Renasa Insurance Company (Pty) Limited and administered by Pet Underwriting Managing Agency (Pty) Ltd (P.UMA).



Underwriting Managing Agency - Pet Underwriting Managing Agency (Pty) Ltd
An Authorised Financial Services Provider (FSP No. 44387)
Insurer: Renasa Insurance Company Ltd - Reg. No. 1998/000916/06- Authorised Non-Life Financial Services Provider (FSP No. 15491)

RENASA
INSURANCE COMPANY LIMITED

p.uma
pet underwriting managing agency (pty) ltd

CONTACT DETAILS

For more information, please visit fedhealth.co.za, or use the Fedhealth Family Room, WhatsApp service or Fedhealth Member App. You can also call the Fedhealth Customer Contact Centre on 0860 002 153.

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Disease Management : Europ Assistance : MVA Third Party Recovery Department : Fedhealth Baby
0860 101 306 : 0860 333 432 : 012 431 9718 : 0861 116 016

DISCLAIMER: This document is a summary for information purposes only and does not supersede the rules of the Scheme. In the event of any discrepancy between this summary and the Rules, the Rules will prevail. A copy of the Rules is available on request.