



## Help protect your pet from costly vet bills

More than ever, pets play such a huge role in our lives. We want to do everything to keep them safe and healthy. Help make sure your furry family members are protected against unplanned vet expenses for covered accidents or illnesses with MetLife Pet Insurance.<sup>1</sup>

Visits to the vet can be unpredictable and expensive. Pet parents spend over \$29.3 billion on vet care annually.<sup>2</sup> 24% of pet parents have gone into credit card or personal loan debt as a result.<sup>3</sup>

A small monthly payment can help you prepare for those unexpected vet expenses down the road.

### How it works:

Hypothetical savings example when visiting a licensed veterinarian, specialist or emergency clinic in the U.S.

“ Bella, a two-year old mixed breed dog, needed emergency surgery after swallowing some small rocks. Bella pulled through, but not until incurring an emergency vet bill of **\$2,560**. Since Bella’s owner, Trevor, had MetLife Pet Insurance, he was reimbursed<sup>4</sup> for **90%** of the bill once the deductible was met. Thanks to his smart decision to enroll, Trevor saved **\$2,304** in out-of-pocket vet expenses.<sup>5</sup> ”

**\$2,560**

**Emergency vet bill**

**\$2,304**

**Insurance reimbursement amount**

**\$256**

**Trevor’s out-of-pocket costs**

### Enroll today!

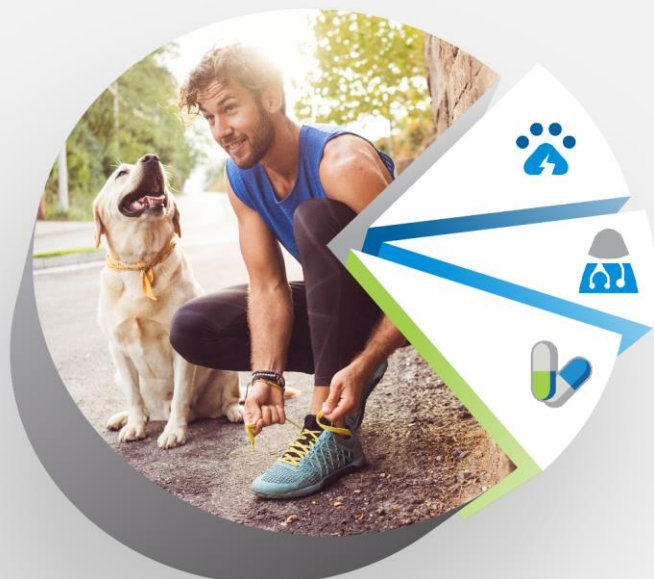
For questions, please call MetLife at  
**1 800 GET-MET8**  
**(1 800 438-6388)**

## Why MetLife Pet Insurance?

- Flexible offerings with straightforward pricing
- Quick 3-step enrollment and hassle-free claims
- An experienced team of pet advocates

To enroll in these benefits, visit <https://www.metlife.com/getpetquote> or call **1 800 GET-MET8**.

## Pet Insurance Benefits



### **Pets make your family whole. Cover them with Pet Insurance.**

Coverage for all your dependents ...  
even the four-legged ones.

**Know what your plan covers...** MetLife Pet Insurance<sup>1</sup> helps cover the costs of vet visits, accidents, illness and more.



**Get regular check-ups to help protect your pet**



**Be better prepared for unexpected accidents**



**Help cover the costs of unplanned illness**

### **Your benefit in action**

Take advantage of how simple it is to get – and use – MetLife Pet Insurance<sup>1</sup>:



Select and enroll in the coverage that's right for you and your pet and download our mobile app.



Take your pet to the vet and pay the bill.



Send the bill and your claim to us and receive reimbursement<sup>4</sup> by check or direct deposit if the claim expense is covered under the policy.

To enroll in these benefits, visit <https://www.metlife.com/getpetquote> or call 1 800 GET-MET8.

# Pet Insurance

## Frequently Asked Questions

### Q. What is pet insurance?

- A. Similar to health insurance for you and your family, pet insurance is coverage for dogs and cats that can help you be prepared for unexpected vet costs. With MetLife Pet Insurance,<sup>1</sup> you may be able to cover<sup>9</sup> up to 100% on veterinary care expenses.

### Q. Can I still use my vet?

- A. Yes, you can visit any licensed veterinarian or emergency clinic in the U.S., and you and your vet of choice can determine the best treatment plan and medical course of action for your pet. Once you've received and paid your bill, send it to us and we will process your claim for reimbursement<sup>4</sup> if the claim expense is covered under the policy.

### Q. What does it not cover?

- A. Pre-existing conditions may not be covered — enroll your pets today and help make sure they're protected.

### Q. When does coverage start?

- A. MetLife Pet Insurance<sup>1</sup>, provides among the shortest wait periods<sup>12</sup> for accident and illness coverage. Accident coverage and wellness coverage (for those who select it) begin on the effective date of your policy. Illness coverage begins 14 days later.

### Q. How much will it cost?

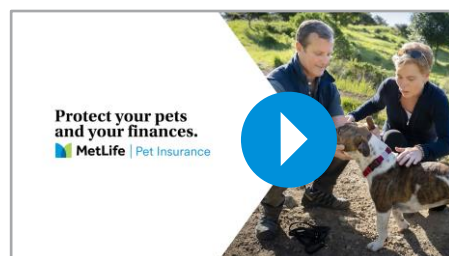
- A. Each pet's premium will be unique based on the age, breed, location, as well as what coverage amount you select.<sup>13</sup> Group discounts are available<sup>11</sup>, and if you go claim-free in a policy year, we'll automatically decrease your deductible by \$25 or \$50.<sup>10</sup>

### Q. How do I pay for my coverage?

- A. You can set up an automatic payment from your bank or credit card with us. Payroll deduction is NOT an option per ETX Benefits & TISD.

## Have other questions?

Please call MetLife directly at **1 800 GET-MET8 (1 800 438-6388)** and speak with a licensed agent.



Watch [this video](#) to see the benefits of pet insurance.

1. Pet Insurance offered by MetLife Pet Insurance Solutions LLC is underwritten by Independence American Insurance Company ("IAIC"), a Delaware insurance company, headquartered at 485 Madison Avenue, NY, NY 10022, and Metropolitan General Insurance Company ("MetGen"), a Rhode Island insurance company, headquartered at 700 Quaker Lane, Warwick, RI 02886, in those states where MetGen's policies are available. MetLife Pet Insurance Solutions LLC is the policy administrator authorized by IAIC and MetGen to offer and administer pet insurance policies. MetLife Pet Insurance Solutions LLC was previously known as PetFirst Healthcare, LLC and in some states continues to operate under that name pending approval of its application for a name change. The entity may operate under an alternate, assumed, and/or fictitious name in certain jurisdictions as approved, including MetLife Pet Insurance Services LLC (New York and Minnesota), MetLife Pet Insurance Solutions Agency LLC (Illinois), and such other alternate, assumed, or fictitious names approved by certain jurisdictions.

2. Pet Industry Market Size & Ownership Statistics ([https://www.americanpetproducts.org/press\\_industrytrends.asp](https://www.americanpetproducts.org/press_industrytrends.asp)).

3. According to the 2019–2020 National Pet Owners Survey conducted by the American Pet Products Association (APPA).

4. Reimbursement options include: 70%, 80%, 90% and 100%. In addition, there is also a 50% option for MetGen underwritten policies only and a 65% for IAIC underwritten policies only.

5. This is an example and is for illustrative purposes only. This is not representative of any particular pet parents' situation..

6. 2019-2020 APPA National Pet Owners Survey.

7. Annual limit options range from \$1,000–\$25,000 in \$1,000 increments. In addition, there is also a \$500 annual limit option for MetGen underwritten policies. Unlimited benefit option subject to availability.

8. Deductible options range include: \$0–\$750 in \$50 increments and \$1,000, \$1,250, \$1,500, \$2,000 and \$2,500.

9. Provided all terms of the policy are met. Application is subject to underwriting review and approval. Like most insurance policies, insurance policies issued by IAIC and MetGen contain certain deductibles, co-insurance, exclusions, exceptions, reductions, limitations, and terms for keeping them in force. For costs, complete details of coverage and exclusions, and a listing of approved states, please contact MetLife Pet Insurance Solutions LLC.

10. Your pet's deductible automatically decreases by \$25 (for IAIC underwritten policies) or \$50 (for MetGen underwritten policies) each policy year that you don't receive a claim reimbursement. May not be available in all states.

11. This discount is not available in Tennessee. This discount is only available to individuals who are eligible members or employees of an entity that has arranged for MetLife to offer pet insurance to its population. (For IAIC underwritten policies, the discount is 10% for Groups > 1000 lives and 5% for Groups 51–999 lives. For MetGen underwritten policies, this discount is 10% for Employer Groups of all sizes and 5% for Associations of all sizes).

12. Wait period for accident coverage is midnight EST compared to 2 to 15 days for competitors; wait period for illness coverage is 14 days compared to 14 to 30 days for competitors, based on a January 2021 review of publicly available summary information about competitors' offerings. Competitors did not furnish copies of their policies for review. If you have questions about a particular competitor's policy or coverage, please contact them or their representative directly.

13. For IAIC underwritten policies only, premium will also be based upon the pet's gender.

## MetLife Pet Insurance can help take the worry out of covering the cost of unexpected pet care.<sup>1</sup>

|   |  |  |
|---|--|--|
| <b>Product overview</b>                   | Pet Insurance can help reimburse you for covered vet visits, accidents, illness and more. Plus, it can help keep your pet safe and healthy with preventive care like X-rays and ultrasounds.   |  |
| <b>Why needed</b>                         | <ul style="list-style-type: none"><li>• The average annual cost for a routine vet visit is \$212 for a dog and \$160 for a cat.<sup>6</sup></li><li>• The average annual cost for a surgical vet visit is \$426 for a dog and \$214 for a cat.<sup>6</sup></li><li>• A small monthly payment can help plan for these expenses.</li><li>• Pet insurance may not cover pre-existing conditions, so enroll your pet when they're healthy.</li></ul> |  |
| <b>Flexible coverage</b>                  | Choose the plan that works for you and your pet. Options include: <ul style="list-style-type: none"><li>• Levels of coverage from \$500–unlimited<sup>7</sup></li><li>• \$0–\$2,500 deductible options<sup>8</sup></li><li>• Reimbursement percentages from 50%–100%<sup>4</sup></li></ul>   |  |
| <b>What is Covered<sup>9</sup></b>        | <ul style="list-style-type: none"><li>• accidental injuries</li><li>• illnesses</li><li>• exam fees</li><li>• surgeries</li></ul>  | <ul style="list-style-type: none"><li>• medications</li><li>• ultrasounds</li><li>• hospital stays</li><li>• X-rays and diagnostic tests</li></ul> |
| <b>Coverage<sup>9</sup> also includes</b> | <ul style="list-style-type: none"><li>• hip dysplasia</li><li>• hereditary conditions</li><li>• congenital conditions</li><li>• chronic conditions</li></ul>   | <ul style="list-style-type: none"><li>• alternative therapies</li><li>• holistic care</li><li>• and much more</li></ul>                            |
| <b>Additional value</b>                   | <ul style="list-style-type: none"><li>• Take your pet to any licensed veterinarian, specialist or emergency clinic in the U.S.</li><li>• If you're claim-free in a policy year, we'll automatically decrease your deductible by \$25 or \$50.<sup>10</sup></li><li>• Group discounts are available.<sup>11</sup></li></ul>   |  |

## Hypothetical savings example when visiting a licensed veterinarian, specialist or emergency clinic in the U.S. <sup>5</sup>

| Claim Details   | Amount            |
|---|-------------------|
| Total vet bill (including exam, bloodwork, X-rays, and hospitalization) | <b>\$1,278.00</b> |
| Insurance reimbursement <sup>4</sup> percentage                         | <b>90%</b>        |
| Out-of-pocket cost (including \$100 deductible)                         | <b>\$227.80</b>   |
| Savings   | <b>\$1,050.20</b> |



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