

# Cruciate Ligament Examination Form



Prime Pet Insurance has a waiting period of 6 months for cruciate ligament conditions, which means that if such a condition develops during this waiting period (or was pre-existing at the policy commencement date), your policy will not cover cruciate ligament conditions. This waiting period may be waived depending on the results of a veterinary examination of your pet.

To apply for this waiting period to be waived:

- 👑 Your vet must examine your pet and complete and sign this form
- 👑 The completed and signed form must be received within 14 days of the examination date

## Privacy

PetSure Pty Ltd ("PetSure", "we", "us" or "our") collects personal information about you on behalf of The Hollard Insurance Company Pty Ltd ("HIC"). All information collected throughout the claims process by PetSure or HIC will be shared with both companies.

The information we collect will be used to assess and process your claim. The information may also be used if you apply for insurance from us in the future. If you fail to provide us with all or part of the information we require, we will be unable to assess and process your claim. Personal information will be collected from you or, where that is not practicable, from other organisations such as veterinary practices.

The information we collect may be disclosed to other organisations, including but not limited to veterinary practices, other insurance or reinsurance companies including our parent company, legal tribunals, investigation organisations, an organisation that is duly appointed to manage the administration of such insurance policy or interpreters. We are likely to disclose your personal information to service providers in the Philippines. Otherwise we are unlikely to send your personal information to any foreign jurisdiction and we take steps to ensure our service providers don't either. You can read more about how we collect, use and disclose your personal information in our Privacy Policy, including how to complain about a breach of the Privacy Principles, which is available on our website or you can request a copy by contacting us. If you wish to gain access to your information (including correcting or updating it), have a complaint about a breach of your privacy or have any other query relating to privacy please call **1300 881 735** Monday to Friday, 8am – 8pm EST.

## 1. Your details

Policy number:	<input type="text"/>		
Title:	<input type="text"/>	First name: <input type="text"/>	Surname: <input type="text"/>
Address:	<input type="text"/>		
Suburb/City:	<input type="text"/>	State: <input type="text"/>	Postcode: <input type="text"/>

## 2. Pet's details (one form to be completed per insured pet)

Pet's name:	<input type="text"/>	Species:	<input type="checkbox"/> Dog	<input type="checkbox"/> Cat
Breed:	<input type="text"/>	Pet's age/ date of birth:	<input type="text"/>	

## Important

You will receive written confirmation from us in the event that the waiting period for cruciate ligament conditions in respect of your pet is reduced. Unless you receive such written notification, the waiting period in respect of the pet identified on this form remains at 6 months for cruciate ligament conditions starting from the policy commencement date.

**For any claim enquiry, please call 1300 881 735 between 8am – 8pm Monday to Friday (EST).**

**Veterinarian to complete sections overleaf**

### 3. To be completed by veterinarian

#### Veterinarian's instructions:

Please physically examine the pet as indicated. (No other diagnostic tests are required). Please tick **YES** or **NO** that best describes your findings, and add further details in the **NOTES** section at the end of this form. Please keep detailed notes in this pet's clinical records.

Owner's surname:

Pet's name:  Date of examination:

How long has the pet been a client of your clinic?  Less than 6 months  More than 6 months

#### Owner history

Has the owner ever reported a history of the pet limping, or difficulty rising?  
(If YES please provide a copy of the clinical records)  Yes  No

**Clinical observation - observe the pet walking, trotting, and rising from a seated position**  
Were there observable signs of clinical lameness?  Yes  No

**Clinical examination - the clinical examination is performed without sedation or anesthetic**  
Is there joint laxity in the knee joint? Detected by:  
 Yes  No  
 Positive Cranial Drawer Test  Yes  No  
 Tibial Compression Test  Yes  No

#### Pain or discomfort on palpation

Is there pain on palpation of the hind legs including hips and low spine?  
(If YES indicate the areas where pain was elicited on palpation in **NOTES**)  Yes  No

#### Joint abnormalities

Is there crepitus, or any other abnormality, in the joints?  Yes  No  
Are the joints thickened, or are there indications of past injury or surgery?  Yes  No



#### Conclusion

Are there any findings or evidence of cruciate disease?  Yes  No

#### Veterinarian's notes (please note location and nature of any positive findings)


### 4. Examining veterinarian's declaration

I certify that the animal described on this certificate, and named above, has the clinical history and clinical signs as detailed above, and that the information provided by me on this form is truthful, accurate and complete.

SIGN HERE 	<input type="text" value="X"/>	<input type="text" value="DD / MM / YYYY"/>	Name of attending veterinarian and practice: (please print or stamp)
	Signature of Veterinarian	Date	
<input type="text"/>	<input type="text"/>		
Your Veterinarian Registration Number	Registration State		
SIGN HERE 	<input type="text" value="X"/>	<input type="text" value="DD / MM / YYYY"/>	
	Signature of Policy owner	Date	

#### Please mail this completed form to:

Prime Pet Insurance  
Locked Bag 9021  
Castle Hill NSW 1765

or fax both sides of this form with all accompanying documentation to 1300 367 229.

**For any questions, please call 1300 881 735 between 8am – 8pm Monday to Friday (EST).**

Please note the completion of this form does not mean an automatic waiver of the cruciate ligament waiting period.

Prime Pet Insurance is issued by The Hollard Insurance Company Pty Ltd ABN 78 090 584 473, AFSL 241436 and is a trading name of and is arranged and promoted by Greenstone Financial Services Pty Ltd ABN 53 128 692 884, AFSL 343079 and is administered through PetSure (Australia) Pty Ltd ABN 95 075 949 923, AFSL 420183.

Greenstone Financial Services Pty Ltd nor any of its related entities, directors or employees guarantees the assessment or payment of claims under any policy issued and underwritten by The Hollard Insurance Company Pty Ltd.