



Mayes and Scrine Equine Veterinary Practice – Insurance Claim Policy 2023

The practice will assist with the completion of all insurance claim forms, providing clinical history and invoice copies where requested. Please note, there is an administrative fee of £25.00 charged for the provision of this service on the completion of the initial claim form.

Should you wish for your insurer to settle an equine claim directly with the practice, prior agreement with the practice must be sought. If you settle an equine insurance claim directly with your insurer, this does not transfer liability for fees incurred to us. If at any point an insurer refuses payment for a direct claim, you will still be fully liable for all costs incurred. The insurance policy is a private agreement between you and your insurer. We cannot be involved in disputes over non-payment of insurance claims. We allow 30 days from completion of an insurance claim form to receiving settlement.

Should the insurer not settle within that time period, you may be required to settle the outstanding fees.