

How our claim procedure works

A Step by step Guide



STEP 1

Take your pet to the vet



If your Pet is injured, sick, or involved in an accident then you are free to visit any licensed vet in South Africa. You will pay for the Vet visit and all the treatment costs.

Submit the Claim to Shackleton life to reimburse. Shackleton will make payment within 48hrs of getting all the documents submitted. Ensure you keep your proof of payment and your Vet invoice.

If you doing your first claim, request from your Vet your pet's history.

STEP 2

Download & Complete Claim form



When you take your pet to the Vet, ensure you have a Yapper Insure Claim form with you.

The claim form needs to be signed by the vet in order to submit a claim. Be sure to ask your vet to complete the section at the bottom of the Claim Form.

You can also send the claim form to the Vet to fill out post Vet visit as long as you have the claim form completed when you submit the claim.

Note: The claim form must be stamped and signed by your vet.

STEP 3

Submit your claim to PetFirst



PetFirst allows you to claim in two easy ways:

- 1 Email Yapper Insurance directly
 - Claims@shackletonlife.co.za
 - Subject: Claim "POLICY NUMBER"
- 2 Yapper App dashboard which will generate an email to:
 - claims@shackletonlife.co.za

For any general queries you can contact us on **+27 87 232 7014** or email us at **clientservices@shackletonlife.co.za**

STEP 4

Get Reimbursed for your Vet Expense



Once we've received the information, you'll receive confirmation that your claim is being processed along with a claim number and the direct contact details of your claim handler, in case you have any further questions regarding your claim. It takes us approximately 48 hours to do our thing once we have received your documents and payment will be done in less that 14 days from Claim submission.

Note: A complete Claim Form will help you get the fastest reimbursement possible.

You will be reimbursed according to your chosen annual maximum and the respective sub-limits , less any applicable excess.

