

HOW TO USE YOUR AFFORDABLE PET CARE PLAN

(Question) How do I use my Pet Care Plan?

(Answer) Look at our current provider directory and choose one of the general practicing veterinarians or other providers from our list. Call the provider and identify yourself as an Affordable Pet Care Plan Member. Ask if appointments are necessary or preferred. Tell them what you want to have done with your pet and make your appointment.

(Question) What do I do when I get to the provider's facility?

(Answer) When you arrive simply take your Affordable Pet Care Plan card and use it to identify yourself as one of our members. Please remember that the Pet Care Plan does not cover the complete cost, but does provide quality discounts. The balance of the bill after discount is due at the time of service.

(Question) Do I need to ask any special questions of the provider?

(Answer) No, not really. Always ask the same types of questions that you would if you weren't a Pet Care Plan Member. Always question the veterinarian, groomer or the pet shop employee the same way you would if you didn't have your Plan Membership.

(Question) Do all of the facilities have the same prices?

(Answer) No, we do not control pricing of any procedure or pet related item; each provider sets their own prices. The only thing that the providers share is the discount fee schedule.

(Question) Can I use my Affordable Pet Care Plan in conjunction with other discount programs that may be available?

(Answer) Not normally. However, on rare occasions a veterinarian, groomer or pet shop provider may wish to extend or combine a discount. But under normal circumstances our discounted fee schedule cannot be combined with other discounts or special offers.

(Question) How do I know if the provider that I'm planning to use provides the services that I need?

(Answer) Question the provider carefully about the services or products you are interested in. Ask the same questions as if you were not a Pet Care Plan Member.

(Question) What happens if I would like to have another provider participate in the Affordable Pet Care Plan?

(Answer) Either call us and give us the provider's name and address and phone number or write it down and send your request to: Affordable Pet Care Plan at 350 Jones Drive, Roswell,

Georgia 30075. We will then issue an invitation to the provider explaining your request.

(Question) What happens if a provider is on the list but is not taking new patients or clients?

(Answer) This will happen occasionally because we have referred so many members to this particular facility. However, it will not happen often.

(Question) Is the Affordable Pet Care Plan an insurance plan?

(Answer) No, it is not. And because it is not, there are no claim forms and pre-existing conditions ARE COVERED; even animals with serious medical conditions are accepted. All pets are covered for one price, regardless of age.

(Question) Do I need to notify the Affordable Pet Care Plan office if I wish to change providers?

(Answer) No, simply choose an additional provider from the list and contact their facility. Identify yourself as an Affordable Pet Care Plan member and let them know what you are interested in and they can inform you as to whether or not the procedure, product, or service is available at their facility.

(Question) Do I have to pay for a membership for each one of my pets?

(Answer) No. The membership fee covers all of the pets that you currently own and any that you may obtain during your membership.

(Question) Will providers, benefits, and discounts always be the same?

(Answer) No. Providers and benefits will be added periodically and occasionally altered or deleted as situations change.

(Question) How soon can I use my Affordable Pet Care membership after I sign up?

(Answer) As soon as you have received your membership identification card. You will normally receive your membership package within ten days after we receive your application.

NO WARRANTIES OR REPRESENTATIONS ARE MADE WITH RESPECT TO PROVIDERS. YOU SHOULD QUESTION EACH PROVIDER AS THOUGH YOU DO NOT HAVE THE PET CARE PLAN.