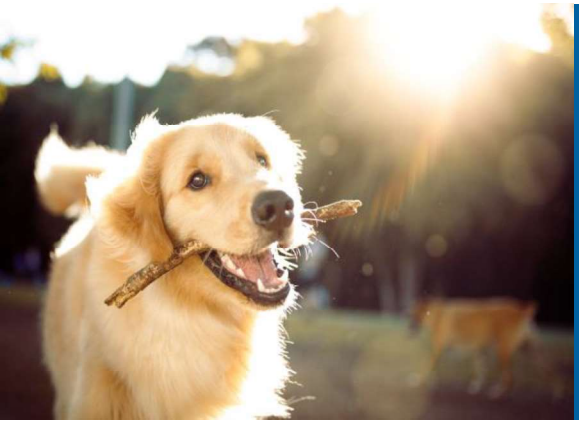
MetLife | Pet Insurance

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# From playtime to vet time

## MetLife Pet is here for the expected and unexpected moments in your pet's life

**MetLife Pet can help cover unexpected costs and routine care**

Visits to the vet can be unpredictable. According to the 2022 Pet Parent Pulse Poll Findings, most pet parents are facing rising care costs to keep their pets happy and healthy, with 54% of owners worried about being able to care for their pets in the future with economic uncertainties.

MetLife Pet can help protect your pet's health and your wallet.

## How it works

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 was insured under a MetLife Pet Insurance policy, the pet parent received a 90% bill reimbursement after already meeting the deductible. Thanks to the smart decision to enroll, the pet parent saved $2,304 in out-of-pocket vet expenses.[1]*

| | |
|---|---|
| **$2,560** | Emergency vet bill |
| **$2,304** | Insurance reimbursement amount |
| **$256** | My out-of-pocket costs |

## With MetLife Pet Insurance, you can get:

- Discounts of up to 30%[2]
- Up to 90% coverage if your pet becomes sick or injured—including exam fees[3]
- Freedom to visit any licensed vet in the U.S.
- No breed or age exclusions[4]
- 24/7 live chat with licensed vets—for when things come up after hours[5]
- And more!



Plus, if you already have pet insurance, any pre-existing conditions that were covered by your previous pet insurance provider will be covered by MetLife Pet Insurance, too![*]

**Enroll at www.metlife.com/amazon or call 1-800-638-2880**

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# Know what your plan covers...

MetLife Pet Insurance helps cover the costs of vet visits, accidents, illness and more

**Get regular checkups 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:

Choose the coverage that's right coverage for you and your pet, and download our mobile app



Visit any U.S. licensed veterinarian or emergency clinic

Pay the bill within 90 days and send it with your claim documents to us via our mobile app, online portal, email, fax or mail

Get a percentage of your money reimbursed[3] by check or direct deposit if the claim expense is covered under the policy

**Enroll at www.metlife.com/amazon** or call **1-800-638-2880**

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## Have more fun and less worry with MetLife Pet Insurance

| | |
|---|---|
| **Product overview** | 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 coverage (optional) for dogs and cats. |
| **Why is it needed?** | With MetLife Pet, you have the power of choice to customize your pet insurance to meet both your pet's needs and your budget. |
| **Flexible coverage** | Choose the plan that works for you and your pet. Options include:<br>• Levels of coverage from $500 to unlimited[6]<br>• $0–$2,500 deductible options[7]<br>• Reimbursement percentages of 50%, 70%, 80% and 90%[3] |
| **What is covered under an accident and illness policy?** | • Accidental injuries<br>• Illnesses<br>• Exam fees<br>• Surgeries<br>• Medications<br>• Ultrasounds<br>• Hospital stays<br>• X-rays and diagnostic tests<br>• Hereditary conditions<br>• Congenital conditions<br>• Alternative therapies<br>• And more! |
| **What is covered under a Preventive Care policy (optional) for dogs and cats?** | • Vaccinations<br>• Flea/tick medications<br>• Wellness visits<br>• Teeth cleaning<br>• Deworming<br>• And more! |
| **Added value** | • Coverage for vet-prescribed food, supplements or holistic treatments<br>• Loss or theft coverage for dogs and cats<br>• Automatic annual limit increase[8]<br>• And more! |

**Enroll at www.metlife.com/amazon or call 1-800-638-2880**

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# Frequently Asked Questions

## What is Pet Insurance?

**A.** Pet insurance works much like other types of insurance. For a monthly fee (also called a premium), you'll have coverage that can help reduce the financial impact of expected and unexpected veterinary care.

## Can I still use my vet?

**A.** Yes, you can visit any U.S.-licensed veterinarian, emergency clinic or specialist. You and your chosen veterinarian can determine the best treatment plan and medical course of action for your pet.

## What does it not cover?

**A.** Pre-existing conditions are not typically covered in pet insurance; however, MetLife will cover pre-existing conditions that were previously covered for those switching from another pet insurance provider*—to learn more about what's not covered, visit metlifepetinsurance.com/coverage-exclusions.

## When does coverage start?

**A.** MetLife Pet Insurance offers some of the shortest wait periods for accident and illness coverage.[9] Accident coverage and optional Preventive Care coverage begin on the effective date of your policy. Illness coverage begins 14 days later.

## How much will it cost?

**A.** Each pet's premium will be unique based on the age, breed, location and selected coverage amount.[10] **You will be automatically eligible for a 10% Employer Group Discount,[10]** and additional discounts may be available[2]. Plus, if you go claim-free in a policy year, we'll automatically decrease your deductible by $50.[11]

## How does the MetLife Pet app work?

**A.** Our MetLife Pet app allows you to manage your pet insurance account from anywhere. **Plus, we make it easy to:**

- Submit and track claims
- Manage your pet's health records
- Talk to an expert with 24/7 live vet chat[5]
- Find nearby pet services

## How do I pay for my coverage?

**A.** You can set up an automatic payment via credit card through the online portal or call center. ACH (electronic bank-to-bank payment) is available exclusively in our call center.

*Pre-existing coverage only available to individuals with active pet insurance coverage that have purchased MetLife Pet Insurance as part of an employer group benefit offering.

1. This example is for illustrative purposes only. Based on a policy with a $250 deductible and 90% reimbursement. Pet policy issued by Metropolitan General Insurance Company is the governing document with respect to all matters of insurance. The specific facts of each claim must be evaluated in conjunction with the provisions of the applicable Policy to determine coverage in each individual case.
2. When combining discounts, restrictions apply. Must be eligible for applicable discounts. Each discount may not be available in all states.
3. Reimbursement options include: 50%, 70%, 80% and 90%. Restrictions apply.
4. Coverage options may be limited for certain ages.
5. Virtual veterinary services are available through the MetLife Pet app and are provided entirely by AskVet, a third-party partner; MetLife is not responsible for any pet guidance or advice provided or taken. Veterinarians providing virtual veterinary services cannot prescribe medication or answer questions about the pet policy.
6. Annual limit options range from $500 - $25,000 in $1,000 increments or unlimited benefit option also available. Restrictions apply.
7. Deductible options range include: $0 - $750 in $50 increments and $1,000, $1,250, $1,500, $2,000 and $2,500. Restrictions apply.
8. For policies with annual limits greater than $5,000 and at least $1,000 of unused benefits remaining at the end of policy year, the annual limit will be increased by $500 at no additional cost. Restrictions apply. May not be available in all states.
9. Based on a January 2025 review of publicly available summary information of top competitors. 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.
10. Must be eligible for applicable discount. Not available in TN. In MN, Discount is called an "Employee Affinity Discount".
11. Your policy deductible decreases by $50 each policy year that you don't receive a claim reimbursement. Deductible reverts on renewal if claim reimbursement for claims other than Preventive Care have been made. Restrictions apply.

Pet Insurance coverage issued by Metropolitan General Insurance Company, a Rhode Island insurance company headquartered at 700 Quaker Lane, Warwick, RI 02886. Coverage subject to restrictions, exclusions and limitations and application is subject to underwriting. See policy or contact MetLife Pet Insurance Solutions LLC ("MetLife Pet") for details. MetLife Pet is the policy administrator. It may operate under an alternate or fictitious name in certain jurisdictions, including MetLife Pet Insurance Services LLC (New York and Minnesota) and MetLife Pet Insurance Solutions Agency LLC (Illinois).



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