

Dear Veterinarian,

We'd like to introduce Pawp, the digital health clinic for your pet. We provide our members 24/7 access to online veterinary professionals, access to our online pharmacy, as well as a \$3,000 emergency fund available to use in a life-threatening emergency. We cover up to 6 pets for a flat monthly fee.

Our mutual client is providing you with this letter because they have completed a video chat with our team of veterinary professionals and it was determined that the pet was showing clinical signs that could indicate a life-threatening emergency. Our team has subsequently approved this subscriber for access to our emergency fund of up to \$3000, which will be reimbursed to the user upon Pawp's receipt and review of the final invoice for care and medical history.

What Constitutes An Emergency?

The Pawp Emergency Fund covers unexpected and life-threatening pet emergencies. A qualifying emergency is considered any serious, unexpected, and life-threatening situation requiring immediate medical attention, at most within 8 hours in order to save the pet's life. The emergency fund can be used for emergencies resulting from pre-existing conditions, as long as our rules and regulations have been followed and there is no indication of delayed care.

The life-threatening emergency must be deemed as such by our online teletriage before the Pawp member gains access to the emergency fund.

What Isn't Covered?

The Pawp Emergency Fund provides coverage for unexpected, life-threatening emergencies that require immediate care to save the pet's life. We do not provide coverage for any scheduled appointment or procedure, routine care, minor accidents or illnesses, or any preventive care. The member must bring their animal to the emergency clinic within 8 hours of their emergency fund being activated, otherwise coverage will be denied. The emergency fund does not cover anything that occurs after the pet leaves your clinic, such as follow-up visits or prescriptions. Please note, the Pawp member will not qualify for our emergency fund if a Pawp veterinary professional has previously recommended a physical evaluation and the member failed to comply. Waiting for medical care can result in an unnecessary emergency for the animal and we do not support medical negligence. Please note that not all problems that require immediate care will qualify for our emergency fund; they must be life-threatening.

Please find all coverage-related information [here](#).

How Our Payment Process Works

Once a Pawp member's emergency fund has been activated, they're instructed to take their animal to the nearest clinic as soon as possible, at most within 8 hours of emergency fund activation.

Upon completion of the emergency treatment for their pet, the owner will be responsible for providing an upfront payment for the care. We no longer provide this payment directly to the clinic, and therefore the pet owner is responsible for providing payment for the pet's emergency care.

To apply for reimbursement, the owner will be expected to complete our [Emergency Fund Claim Application](#) within 14 days of discharge. Please make sure the pet owner has and can submit up-to-date contact information for your clinic, as well as treatment notes and medical records related to the pet's treatment at your clinic. Incorrect information may cause delays in processing their application. If approved, the owner will be provided reimbursement via ACH payment.

If you have any questions at all about our emergency fund, or if you'd like to talk to us about supplying the Pawp membership to your clients, please get in touch with us at support@pawp.com.

Many thanks,

Marc
Founder and CEO