Get to Know Your New Plan.

Thank you for buying the Accident Only Plan, we're excited to welcome you to CarePlus.

This plan is offered by Trupanion exclusively for **Chewy Health.**



tr⊌panion[™]

This policy is sold and administered by Chewy Insurance Services, LLC, a licensed insurance producer (CA license No. 6007025, NPN 19685062 licenses available at https://www.chewy.com/app/content/insurance), and Trupanion Managers USA, Inc. ("TMUI") (CA license No. 0G22803, NPN 9588590 licenses available at https://trupanion.com/site/terms-of-use), and underwritten by American Pet Insurance Company ("APIC"), with its main office at 6100 4th Ave S, Seattle, WA 98108. TMUI, APIC, and their affiliates are separate, independent of, and distinct from Chewy Insurance Services, LLC, and its affiliates.

Accident Only Plan TRUCP (D) 00001.1 VA (V.03202401)



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Here's What We Need to Get Started

We require that your pet have a veterinary exam within the 12 months prior to your enrollment date, unless your pet is enrolled before their first birthday. This exam helps us to understand medical history needed to provide you with personalized information about your coverage. Please note that the exam documentation may result in a pre-existing condition. If your pet hasn't had an exam by a veterinarian during this time, please wait to enroll in this plan. Otherwise, we may need to cancel your plan.

If you cancel your plan within the first 30 days following your enrollment date, we will refund 100% of your monthly cost if we have not yet paid any claims for your pet.

When Your Coverage Begins

Your pet is covered for new conditions that occur after the waiting period:

Coverage for Accidents

will begin 5 days after your enrollment date.

Coverage for Cruciate Knee Issues

will begin 30 days after your enrollment date.



Here's What Your Plan Will Cover

This plan covers injuries that result from *accidents*, and *cruciate knee issues*. For a more detailed explanation of the terms used below, all definitions for *italicized* words and further plan details can be found at the end of this plan.

- Diagnostic tests
- Surgeries or other *procedures*
- Hospitalization, specialty and emergency treatment

- Medications and supplements
- Orthotic or prosthetic devices

Plus, Extra Benefits from Chewy.com

We'll provide exclusive benefits you can only get from Chewy.com

1. Extra Savings on Eligible Medications:

When you shop on Chewy.com:

 100% of the cost of eligible medications and supplements

When you purchase from a different retailer:

- ✓ Coverage of the cost of eligible medications will follow the plan payout you selected. You can access your coverage details on the member portal.
- 2. Your Plan Also Includes Chat Access* to Connect with a Vet which connects you with licensed veterinarians to get answers to your pet's health and behavior related questions or concerns.

*Connect with a Vet is not available in Alaska or Hawaii.









How Claim Payments Work

We Make the Claims Process Easy and Simple.

For example, here's how we calculate a claims payment for \$1,000 of eligible veterinary treatment, assuming you have a \$250 annual deductible, and a 80% payout percentage.

When you submit a claim:

- 1. First, we identify which items are eligible for coverage on *your* veterinary invoice. In this example, we have identified \$1,000 of eligible *veterinary* treatment on *your* invoice.
- 2. Next, we'll deduct your \$250 annual deductible: \$1,000 \$250 = \$750.
- 3. Finally, we'll pay 80% of the rest of the bill (your payout percentage): $$750 \times 80\% = 600 .

Keep in mind that you'll only need to meet your deductible once every 12 months. If you would like to find out the amount of your deductible, the date your deductible will reset, or your payout percentage, you can find that information on your declaration page.

When an item on *your* veterinary invoice is related to more than one *condition* or *procedure*, we will pay *you* for a prorated portion that is eligible for coverage.

How to Submit a Claim

1. Directly at Your Veterinarian

If your veterinarian is set up to accept payments from Trupanion, we can pay them directly at checkout, so you don't have to pay the full invoice out of pocket or file a claim.

2. Or We Can Reimburse You – Quickly

• By Member portal:

Access your member portal via the CarePlus home page at http://chewyinsurance.trupanion.com/

By mail:

Trupanion 6100 4th Avenue South Seattle, WA 98108

All we need to process your claim is a copy of your itemized invoice and a few details about your claim.

And Your Plan is Backed by Our Commitment to You.

We strive for fair pet insurance coverage. If you believe we incorrectly denied a claim, please give us a call at 844-958-1679 to discuss your situation and we'll talk about what we'll need from you to take a second look at your claim.

What's Not Covered

In the section below, we describe what is not covered by your plan. Complications resulting from anything outlined in this plan as an exclusion will also not be covered.

Pre-existing Conditions

Conditions that are present prior to your enrollment date or before the end of your waiting period are not eligible for coverage.

Routine or *Elective Veterinary Care*

Your insurance plan is here to help you pay for the unexpected, therefore we can't cover the following for any reason:

- * Preventive veterinary treatments like vaccinations, parasite prevention, spaying or neutering (unless it is recommended by your veterinarian to treat conditions that are causing damage to the reproductive organs), dental cleanings or root planing, supplements, or any diagnostic tests, medications or procedures that your veterinarian recommends to prevent disease, for any reason.
 - If you're looking for preventive care coverage, we offer a separate wellness plan that will reimburse you for routine and preventive veterinary treatments. Please visit Chewy.com to learn more.
- * *Elective* or cosmetic treatments, like tail docking, ear cropping, declawing, dew claw removal, microchip implantation or cloning.
- * Costs associated with breeding, whelping or queening.

Preventable Conditions

You're required to provide adequate care to ensure that your pet remains in good health. Therefore, we cannot pay for any of the below items for any reason:

- * We cannot pay for preventable conditions if your pet did not receive preventive care, like vaccines, parasite treatment or flea treatment.
- * We cannot pay for the diagnostics, infestation, or treatment of internal or external parasites.
- # If you deliberately put your pet at risk, harm your pet, neglect your pet's safety or allow your pet to be repeatedly in the presence of someone who is putting your pet at risk, we will not pay for any resulting conditions.
- * We do not pay for injuries related to training or participating in sled or track racing.

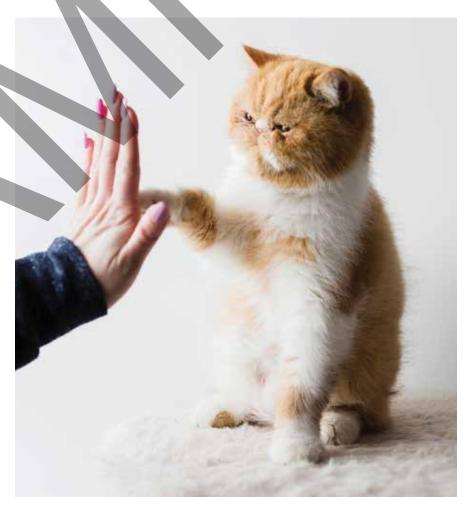
Claims Unrelated to Veterinary Treatment

This plan was designed to cover the unexpected, therefore this plan does not cover for any reason, the following:

- * Administrative costs including, but not limited to: shipping costs or postage, processing of insurance claims, transmission of medical records, transportation expenses or mileage fees.
- * Fees related to supervising *your pet*. This includes *boarding*, day care, day stay and day observation. If *veterinary treatment* for an *accident* is not required to be administered under the *direct supervision* of a *veterinarian*, we will not cover it.
- Products that are not related to treating an *accident*, like bedding, crates, feeding bowls or platforms, *veterinary diet food*, non-prescribed special diets or raw diets, non-medicated shampoos, toothbrushes, toothpastes or dental rinses, toys, treats, collars, leashes or harnesses.
- Services that aren't related to treating an *accident*, like grooming, nail trimming, ear cleaning, anal gland expression, end of life expenses, or dog-walking.

Other Items Not Covered

- * This plan covers accidents and cruciate knee issues, and will not cover the cost of treatment for illnesses. If you're looking for illness coverage, we offer this coverage in separate plans. Please visit Chewy.com to learn more.
- * Experimental treatments and rehabilitative therapy.
- * Exam fees charged by a veterinarian.
- * Complications resulting from illnesses, injuries, procedures, diagnostic tests, treatment and/or medications excluded under this plan.



Other Pets and Pet Parents

You may transfer your pet's plan to a new owner if you rehome your pet. Please let us know within 30 days, so we can arrange for continued coverage in their name.

This coverage is not transferable to other *pets*, so if *you* have another *pet* in *your* household that *you* would like to insure, *you* can visit Chewy.com online to add *pets* to *your* plan.

Changes to Your Plan

If your address changes, please contact us with your new address within 30 days of the change.

Changes to Your Monthly Costs

Your pet's monthly cost will not be updated by us more than once during a 12 month period.

If we adjust your monthly cost, we will let you know in writing by e-mail or by mail at least 30 days before the new price takes effect.

Upgrading Coverage

You may upgrade to our Essential or Complete Accident & Illness Plan at any time up to 30 days after your enrollment date, and the change will take effect on your next billing date. Any illness or accident that manifests prior to your upgrade effective date will follow the coverage and waiting periods of the plan you enrolled in before upgrading your coverage.

Changes to Your Deductible

You may increase your deductible at any time after your enrollment date, and your new deductible will be effective on your next billing date.

You may decrease your deductible within the first 30 days after your enrollment date and your new deductible will be effective on your next billing date.

You may also decrease your deductible at your annual renewal and your new deductible amount will be effective upon renewal.

Cancellations

Your plan will remain active and renew automatically every month if your payments are current. We may cancel your plan if we're unable to reach you to resolve a lack of payment by mailing a notice of cancellation to you at your last known address at least ten days before the effective date of cancellation. We will not cover the cost of veterinary treatment that occurs while your plan is not active.

You can cancel your plan at any time by calling us, e-mailing us, sending us a fax or mailing a letter. The cancellation is effective the day we receive your notice, and you can expect to receive a pro-rated refund of your current monthly cost.

If You Need Us, We're Here

It's easy to get help from our experts 24/7 on your plan. You can contact us:

- 1. 844-958-1679
- 2. Care@Trupanion.com
- 3. Trupanion 6100 4th Avenue South Seattle, WA 98108

We agree to provide your pet the financial protection afforded by this plan.

Margi Tooth, President

American Pet Insurance Company

Asher Bearman, Secretary

American Pet Insurance Company

We Hope You're Feeling Great About the Coverage You've Selected!

If there's something that's still unclear, don't hesitate to contact *us*. We'll be happy to answer all of *your* questions. The pages that follow also provide more detail.

Thank you again for trusting us to help you care for your pet.

Call or e-mail us anytime.

844-958-1679 Care@Trupanion.com

All the best, tr⊌panion™

Important Facts About Your Coverage

- Your successful payments constitute your acceptance of all terms and conditions contained in this plan. If we do not receive your first payment, your coverage does not start.
- By purchasing this plan, you agree to allow us to contact your current veterinarian, and any previous veterinarians that have provided treatment to your pet, to collect all medical records that exist for your pet. If we're unable to collect your pet's complete medical history, we won't be able to pay your claims, and we may cancel your plan.
- Insurance fraud unfairly increases costs for all our insured members. If a claim is submitted with false, misleading, and/or dishonest information, or if an insured member fails to provide all the information we request, we may not pay that claim. We may also cancel coverage for all pets on a plan where we have a reasonable suspicion of fraud, and we may report instances of fraud to the appropriate governmental authorities.
- If your claim is denied, you may submit your claim for a secondary review. If we proceed with the secondary review and the claim remains ineligible, we may agree to have your claim reviewed by an Independent Third-Party Veterinarian. If you still disagree with the review by the Independent Third-Party Veterinarian, you may be entitled to seek remedies under applicable law. If you choose to bring legal action against us in your jurisdiction, you agree to our request to appear electronically.
- If we incorrectly pay a claim that should not be eligible for coverage, we will stop paying claims for that condition as soon as we detect our error.
- We can cover veterinary treatment for your pet in the United States of America, Puerto Rico, Canada or Australia. We can also offer coverage for veterinary treatment in any region under American, Canadian, or Australian government control, such as military installations/bases in foreign countries.

- Please let us know if your pet is covered under another pet health insurance plan, otherwise it may be considered concealment and we may not pay any of your outstanding claims. If your pet has coverage with any other pet health insurance provider or wellness plan, we will act as secondary insurance. We will contact your other pet health insurance or wellness plan provider to come to an agreement regarding how payment will be prorated between our companies.
- If a third party is liable for paying an eligible claim, and if our payment together with their payment is greater than the total cost of *your* loss, *we* may either seek reimbursement for that overpayment from *you* or directly from the third party. We may seek this reimbursement in any amount we determine is reasonable.
- If any part of this plan conflicts with applicable laws, rules, and/or regulations of the state or province in which *your* plan is issued, it will be amended to conform to such applicable law, rules, or regulation. If any changes are made to one section of *your* plan through an amendatory endorsement, all other sections of *your* plan will remain unchanged.
- We cannot pay claims that result from catastrophes, such as a nuclear reaction, war, invasion, or civil commotion.
- This plan, the declaration page, and any endorsement(s) contain all the agreements between you and us and supersede any prior agreements or understandings between you and us.

Terms and Definitions

The words (and all other formations of the words) listed below were used throughout *your* plan with the following specific intent:

- Accident: an unexpected event resulting in physical harm or damage to your pet, including dental accidents, which are not related to an underlying disease process.
- Acupuncture: the insertion of needles into specific points on the body to cause a desired healing effect.
- Physical and Behavioral Therapies: rehabilitative therapies, acupuncture, hydrotherapy, chiropractic treatment, behavioral modification and therapy, homeopathy and naturopathy.
- Behavior: actions or habits that are socially or medically abnormal and cause physical or mental harm to your pet.
- Behavioral Modification: a systematic approach to changing behavior, including a pet's reaction to a situation, a person, a thing, an animal, etc.
- Boarding: a service offered where your pet is provided housing, food, water, and/or exercise or enrichment for a set amount of time in exchange for a fee. This could include giving medications or providing treatments, even in an overnight hospital setting, that could be given by someone other than a veterinary professional or given as a convenience to the pet owner.
- Chiropractic Treatment: spinal manipulation and/ or manual therapy.
- Chronic Health Condition: means a condition that can be treated or managed, but not cured.
- Condition: any disease, disorder, sickness, illness, accident, injury and/or syndrome, which is characterized by a loss of normalcy, and presents itself through clinical signs or symptoms or through test results that show an abnormality.
- Cruciate Knee Issue: any strain, weakness, instability, tear, partial tear, rupture, injury, or degeneration of the cruciate ligament in your pet's knee.
- Declaration Page: the page included with your plan that outlines information about your pet, deductible, payout percentage, additional coverage and monthly costs, which you receive in your welcome letter after enrolling.

- Deductible: the amount you are responsible for paying towards eligible costs before we will start to pay for your claims. Your deductible will reset every 12 months. If you'd like to find out the amount of your deductible or the date your deductible will reset, you can find that information on your declaration page.
- Dental Illness: any signs or evidence of resorptive lesion(s), periodontal disease, periodontitis, gingivitis or stomatitis.
- Dental Cleaning or Teeth Cleaning: scaling, cleaning, and polishing of the teeth as well as associated fees, which includes but is not limited to, anesthesia, pre-anesthetic blood work and fluids.
- Direct Supervision: veterinary treatment provided in a setting where a licensed veterinarian is readily available on the premises where your pet is receiving care, and has assumed responsibility for the care given to your pet by a person working under their authority and direction.
- Enrollment Date: the day and time you enroll your pet in this coverage, as listed on your declaration page.
- Elective: veterinary treatment you choose to pursue, which is unrelated to treating an accident or illness.
- Exam or Checkup: an exam performed by or under the direct supervision of a veterinarian, which may include physicals, physical consultations, medical advice, inpatient exams, inhospital exams, health certificates, consultations (including behavioral or nutritional consultations), office visits, office calls, office fees, and/or referral, recheck or telemedicine consultations.
- Experimental: any veterinary treatment,
 diagnostic, medication, supplement, herb, or
 other therapy not generally accepted by the
 veterinary medical community as effective and
 proven specifically for dogs and/or cats for your
 pet's covered condition. This includes those not
 widely recognized in veterinary-specific, peerreviewed journals as conforming to accepted
 veterinary medical practices; currently in clinical
 trials or in need of further study; and/or rarely
 used, novel, unknown or lacking authoritative
 evidence of safety and efficacy.

- Homeopathy: a system of health care that concentrates on care of the whole animal by methods that are specific, gentle, and sympathetic to the body's needs. Homeopathy is based on the utilization of specially prepared, refined dilutions of natural substances intended to trigger a healing response in a patient.
- Hospital: all veterinary facility types and/or means by which your pet receives veterinary treatment.
 This term includes, but is not limited to: veterinary teaching hospitals, veterinary hospitals, veterinary clinics, mobile and/or house call veterinary practices, emergency veterinary hospitals, referral veterinary hospitals, veterinary care centers and veterinary specialty centers.
- Hydrotherapy: the use of water to aid in the healing and/or conditioning of a patient. Pets either swim in a pool or tank for prescribed periods of time or walk on an underwater treadmill. Hydrotherapy is used in the treatment of osteoarthritis, orthopedic conditions, neurological conditions, and muscle, ligament, and other soft tissue injuries.
- Independent Third Party Veterinarians (ITPV):

 a Trupanion-selected, board-certified, niche specialist who typically works in academia and is not otherwise employed by Trupanion. The role of the ITPV is to use their medical expertise to review complex medical conditions using the most up-to-date scientific rationale to review denied claims to determine whether the medical reason for denial was justified, in accordance with the terms of this plan, due to signs or evidence for a particular accident or injury present prior to your enrollment date.
- Illness: any sickness, disease, or any change to your pet's normal healthy state not caused by an accident, including dental illness.
- Medication: any proven and accepted form
 of medicine which is prescribed and/or
 recommended by your veterinarian, as evidenced
 in your pet's medical records.
- Monthly Cost: the monthly payment you make to us to keep your coverage active.
- Naturopathy: a system of treatment of disease that avoids drugs and surgery, and emphasizes the use of natural agents (air, water, and herbs) and physical means (tissue manipulation and electrotherapy). Naturopathy is a holistic approach founded on the belief that diet, mental state, exercise, breathing, and other natural factors are central to the origin and treatment of disease. Most naturopathic doctors use a variety of therapies and techniques (such as nutrition,

- behavior change, herbal medicine, homeopathy and acupuncture).
- Orthopedic: refers to conditions affecting the bones, skeletal muscle, cartilage, tendons, ligaments, and joints. It includes, but is not limited to, elbow dysplasia, hip dysplasia, intervertebral disc degeneration, patellar luxation, and ruptured cranial cruciate ligaments. It does not include cancers or metabolic, hemopoietic, or autoimmune diseases.
- Owner: the individual(s) legally responsible for your pet's care. You must be the personal and individual owner of the insured pet. We do not offer insurance coverage to pets who are living in an animal shelter or rescue organization.
- Payout Percentage: the percentage of the veterinary bill that we will pay for an eligible condition, which you can find on your declaration page.
- Pet: a domestic cat or dog owned for companionship or as a service dog and not owned for commercial reasons.
- Pet Insurance: a property insurance plan that provides coverage for accidents and illnesses of pets.
- Preventable Condition: If you are advised by your veterinarian to provide preventive care for your pet and you choose not to follow their recommendations, resulting accidents or illnesses are not eligible for coverage, for any reason. External or internal parasitic infection, infestation, treatment, diagnostics, or control for which there are readily available preventive veterinary treatments are not eligible for coverage.
- Preventive Care or Preventive Veterinary
 Treatment: proven and accepted forms of
 care designed to avert and avoid illnesses that
 are performed or distributed by a licensed
 veterinarian, such as regular checkups,
 vaccinations, regular dental cleanings, heartworm
 medication, flea and tick control or other parasite
 prevention, and any other preventive medications
 recommended by your veterinarian.
- Pre-existing Condition: A pre-existing condition is an injury or illness that your pet showed signs of before you enrolled in a pet insurance plan or developed before your waiting period ended. A condition qualifies as pre-existing if any of the following are true: (1) a veterinarian provided medical advice about an illness or complication from an accident, (2) your pet received previous treatment, or (3) verifiable sources (e.g., medical records, clinic scheduler notes, calls with insurer,

etc.) show that *your pet* had signs or symptoms directly related to the *condition* for which a claim is being made. Here are ways that *pre-existing conditions* can show up in *your pet's* medical history:

- » If your pet has any signs or evidence of periodontal disease, periodontitis, gingivitis, tartar, stomatitis or resorptive lesions prior to the expiration of your waiting period, veterinary treatment for dental illness will not be covered.
- » Any anaphylactic response would not be eligible for coverage if *your pet* had an anaphylactic response before the expiration of *your waiting period*, even if that response is triggered by a different stimulus.
- » Any conditions with an increased likelihood of occurring based on any previous signs, symptoms or abnormal laboratory results or tests, even if not noted in your pet's medical records, regardless of a lack of diagnosis, will not be covered.
- » Illnesses or accidents that arise from a repetitive and specific activity (including but not limited to foreign material ingestion) if the same or similar activity occurred more than once prior to the expiration of your waiting period will not be covered.
- » Illnesses (including dental illnesses), complications from accidents, or behaviors masked or controlled by veterinary treatment, medication (including supplements and herbs) or prescription food that were determined to be present prior to the expiration of your waiting period will not be covered.
- » Problems that vary from the medically desired functional state and are outwardly observable or reasonably known to be present prior to the expiration of your waiting period will not be covered.
- Veterinary treatment for the following illnesses will not be covered: luxating patella, glaucoma, entropion, ectropion, elbow dysplasia, hip dysplasia, intervertebral disc disease, cruciate knee issues, cataracts or prolapse of the tear gland of the third eyelid (cherry eye).
- Procedure: a veterinary activity directed at or performed on a pet with the purpose of

- diagnosing or treating an accident or injury.
- Rehabilitative Therapy: the use of therapeutic exercises and other healing modalities to help pets recover from acute and chronic health conditions resulting from illness, trauma, or surgery.
- Renewal: means to issue and deliver at the end
 of an insurance policy period a policy which
 supersedes a policy previously issued and
 delivered by the same pet insurer or affiliated pet
 insurer and which provides types and limits of
 coverage substantially similar to those contained
 in the policy being superseded.
- Supplement: a product (including, but not limited to, vitamins, herbs or nutraceuticals) given or applied to your pet which is recommended or prescribed by your pet's veterinarian to treat a medical condition. Any supplement, including proprietary blends, must be manufactured and labeled with guaranteed ingredient analysis.
- Vaccination or Vaccine: the administration of a legally-approved commercial vaccination by a veterinarian in accordance with the manufacturer's recommendations to prevent disease.
- Veterinarian: an individual who holds a valid license to practice veterinary medicine from the appropriate licensing entity in the jurisdiction in which he or she practices.
- Veterinary Diet Food: A therapeutic diet formulated, tested and manufactured with guaranteed analysis and safety standards to aid as part of the veterinary treatment of a specific medical condition. A veterinarian must prescribe and document the diet in your pet's medical records. Veterinary diet food does not include general, puppy or kitten, homemade, or raw food diets even if prescribed by a veterinarian.
- Veterinary Treatment, Veterinary Care, and other derivations: proven and accepted forms of care that are documented in your pet's medical records and provided by or under the direct supervision of a veterinarian, including but not limited to: diagnostic tests, medical advice, surgeries, procedures, medications, supplements, orthotic devices, prosthetic devices, carts and nursing care. Veterinary treatment is not eligible for coverage if there are no signs or symptoms that indicate your pet is sick or injured. We will pay the retail cost plus applicable taxes of the treatment provided (as opposed to a "reasonable cost"), which must be the same between customers who do and do not have insurance coverage.

- Waiting Period: period of time specified in a pet insurance policy that is required to transpire before some or all of the coverage in the policy can begin. Waiting periods may not be applied to renewals of existing coverage.
- We, Us or any derivations: Trupanion Managers USA, Inc. ("Trupanion") and American Pet Insurance Company. Trupanion Managers USA Inc. handles many of the administrative processes and American Pet Insurance Company underwrites the plan.
- You, Your: Insured/spouse/partner (owner) named on the declaration page who has agreed to the terms of this coverage.



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This policy is sold and administered by Chewy Insurance Services, LLC, a licensed insurance producer (CA license No. 6007025, NPN 19685062 licenses available at https://www.chewy.com/app/content/insurance), and Trupanion Managers USA, Inc. ("TMUI") (CA license No. 0G22803, NPN 9588590 licenses available at https://trupanion.com/site/terms-of-use), and underwritten by American Pet Insurance Company ("APIC"), with its main office at 6100 4th Ave S, Seattle, WA 98108. TMUI, APIC, and their affiliates are separate, independent of, and distinct from Chewy Insurance Services, LLC, and its affiliates.