



WELCOME TO THE
IDENTIPET
PROTECT
FAMILY



Congratulations

on choosing the smarter way to care for
your best friend for only R99 per month!

We are here to ensure that your pets get the best quality services, providing them with a wonderful life, and you with years of happiness with a cherished member of your family.

**PET RESCUER
NETWORK**



REWARDS



GIVE BACK



PET CREMATION



IMPORTANT: All pets on Protect need to have their microchip registered on the Identipet database. If your pet is not microchipped & registered, we cannot process the SOS alert or the cremation benefit. Speak to us for a voucher to your local vet to get your pet microchipped.



WHAT'S INCLUDED



Pet Rescuer Network™

- SOS activation on the Identipet App with a custom poster to community rescuers and professionals in your area.
- Customized alert to network of key people in time of crisis.

Upgraded in-app features*:

- Microchip certificate
- E-VAC – electronic vaccination card
- BetterPet™ management system



Give Back

- When you sign-up to Identipet Protect via our partner channels, 20% is donated to the Pet Community including vets and welfares.

Rewards

- R300 voucher to the Identipet Pet Store for a range of pet tech products.
- 15% voucher to Jelico Pets, stylish bespoke pet furniture.



More Rewards

Pamper Pet: They say our pets are often a reflection of ourselves, so we know keeping your pets well-groomed is important to you! Grooming can however be expensive, so we now give you guaranteed 20% back on your pet grooming fees, with a groomer of your choice. Make sure your furry friends get the pampering they deserve, and we'll put cash back into your pocket!

Expert Pet Advice

Pets are part of the family, so naturally we get lots of questions about caring for them. You can ask us for any advice on health, nutrition, training, or even advice on getting a new puppy or kitten! Our team is standing by to chat to you.

Please note: this service is for non-diagnostic queries only, and is designed to help you become a more responsible and rewarded pet owner.

Pet Cremation Benefit

A dignified, professional communal cremation by Legacy Pet Crematorium, trusted by vets for over 25 years. You can easily upgrade to a return of ashes plan at the time of claim.

You will have access to all benefits with immediate effect upon joining Identipet Protect. Identipet Protect is a monthly subscription service. Your Identipet Protect membership will be canceled after two consecutive non-payments.

* Coming soon



How to Access your Benefits:

Pet Rescuer Network™

- Make sure you have the Identipet App installed on your device.
- In the event that your pet goes missing, send an SOS Alert from the app.
- You will be asked for a photo and location where the pet was last seen.
- Updated features will be available to you as soon as the new version app is launched.

Rewards

- R300 voucher to the Identipet Pet Store for a range of pet tech products.
Go to www.identipet.com/shop and use the code on your Identipet voucher.
- 15% voucher to Jelico Pets:
Go to www.jelico.co.za and use the discount code on your voucher.
- For Pamper Pet Rewards:
Call us on 0861-000-230 or e-mail: petprotect@identipet.com to claim.
- Pamper Pet benefits provide a 20% cash back, for four pets, with your choice of groomer and no cap on their invoice total.
- Pamper Pet benefits provide a maximum of one Pamper Pet cash back per quarter.

For Pet Advice:

WhatsApp 076-420-4645 your question during business hours and we will answer to the best of our knowledge.

Pet Cremation Plan:

- A general waiting period of 3 consecutive months applies to all cremation claims.
- A maximum of 4 (four) pets per family.
- Pets must be under 8 (eight) years at the time sign-up.

- Cremation benefits cannot be processed on pets not registered on the Identipet database.

- When your pet passes:

1. Inform your vet that you have an Identipet Protect subscription and that you require a cremation with Legacy Pet.
2. Call 0861-000-230 to register a claim
3. This subscription only covers a **Legacy Pet Crematorium** cremation, no other 3rd party crematoriums will be covered.

- We will verify your subscription and contact your vet to process your pet's communal* or individual (Return of Ashes option see below) cremation free of charge.
- If your pet has died at home we will arrange Legacy Pet to contact you for collection.

* *A communal cremation means your pet is cremated together with other animal companions, making it impossible to get your pet's ashes back.*

- You may upgrade to a **Return of Ashes** plan for 4 pets at **R149** per month for the Identipet Protect subscription.
- You can, at the time of accessing the communal cremation service, upgrade your subscription to include individual cremation with ashes returned to their vet for collection.
- Clients who wish to upgrade at the time of death and get ashes back can make a once-off payment to their vet.
- Your pet will then be individually cremated and their ashes returned to you in an attractive scatter box.
- See www.legacypet.co.za/shop for more memorabilia products and contact details.