Insurer Disclosure of Important Policy Provisions – Maryland

Please read your policy carefully for complete information on the coverage provided. If there is any conflict between the policy and this notice, the provisions of the policy will prevail.

Definitions

Orthopedic Condition. A condition affecting the bones, skeletal muscle, cartilage, tendons, ligaments, or joints. Orthopedic condition includes elbow dysplasia, hip dysplasia, intervertebral disc degeneration, patellar luxation, and ruptured cranial cruciate ligaments. Orthopedic condition does not include: (i) cancer; or (ii) a metabolic, hemopoietic, or autoimmune disease.

Pet insurance policy. A property insurance policy that is sold by a pet insurance producer that provides coverage for accidents and illnesses of pets. Pet insurance policy includes a certificate or add-on coverage.

Pre-existing condition. A condition for which any of the following are true before the pet policy effective date of a pet insurance policy or during any waiting period:

a. A veterinary practitioner provided medical advice;

b. The pet received treatment; or

c. Based on information from verifiable sources, the pet had signs or symptoms directly related to the condition for which a claim is being made.

Pre-existing condition does not include, for a renewal of a pet insurance policy, a condition for which coverage was afforded on the previous policy.

Renewal. The issuance and delivery at the end of a pet insurance policy period of a policy that:

a. Supersedes the policy previously issued and delivered by the same pet insurer or an affiliated pet insurer; and

b. Provides types and limits of coverage substantially similar to those contained in the prior policy.

Veterinary Practitioner. Has the meaning stated in § 2–301 of the Agriculture Article. All references within the policy to Veterinarian are replaced by Veterinary Practitioner.

Waiting Period. The period of time specified in a new pet insurance policy that must elapse before some or all of the coverage in the policy begins.

Healthy Paws, a Chubb Company, is the marketing name used to refer to the pet insurance products underwritten and provided by ACE American Insurance Company and one or more of their U.S. based Chubb underwriting company affiliates. Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and related services. For a list of these subsidiaries, please visit our website at www.chubb.com. Surplus lines insurance sold only through licensed surplus lines producers. Chubb, 202 Hall's Mill Road, Whitehouse Station, NJ 08889-1600.

Right to Exam and Return Policy ("Free Look Period")

You have (ten) 10 days from the day you receive this policy, certificate or rider to review it and return it to the company if you decide not to keep it. You do not have to tell the company why you are returning it. If you decide not to keep it, simply return it to the company at its administrative office or you may return it to the agent/insurance producer that you bought it from as long as you have not filed a claim. You must return it within 10 days of the day you first received it. The company will refund the full amount of any premium paid within 30 days after it receives the returned policy, certificate, or rider. The premium refund will be sent directly to the person who paid it. The policy, certificate or rider will be void as if it had never been issued.

Exclusions

Pre-existing Conditions: We do not cover pre-existing conditions.

"Pre-existing condition" means a condition for which any of the following are true before the pet policy effective date of a pet insurance policy or during any waiting period:

a. A veterinary practitioner provided medical advice;

b. The pet received treatment; or

c. Based on information from verifiable sources, the pet had signs or symptoms directly related to the condition for which a claim is being made.

Pre-existing condition does not include, for a renewal of a pet insurance policy, a condition for which coverage was afforded on the previous policy.

Other exclusions may apply. Please refer to the Exclusions & Limitations Section of the policy for more information.

Waiting Periods

- Fifteen (15) days from the pet policy effective date for illness or injury not resulting from an accident.
- Fifteen (15) days from the pet policy effective date for orthopedic conditions (other than hip dysplasia) not resulting from an accident.
- Thirty (30) days from the pet policy effective date for orthopedic conditions (hip dysplasia only) not resulting from an accident.
- The waiting period described above will be waived by us upon completion of a complete clinical examination.
- There shall be no waiting period for illness, injury or orthopedic conditions resulting from an accident.
- Waiting periods shall not be applied to a renewal of existing coverage.

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Co-Insurance

Coinsurance is your portion of the cost of insured veterinary treatment for your pet before any deductible is applied. Your pet's coinsurance amount is shown as "Your Share" on the Pet Schedule of the declarations page.

Deductibles

Deductible is the amount you must first pay with respect to the cost of insured veterinary treatment for your pet after your pet's coinsurance portion has been applied. Your Pet's deductible is shown on the Pet Schedule of the declarations page. Your pet's deductible shall apply once per coverage term.

Basis for Claim Reimbursement

Reimbursements are based on your actual veterinary bill. We determine the total of the covered treatments and multiply that by your reimbursement rate. We then subtract your remaining annual deductible. For example:

$ 1,200	Covered treatments
x 90%	Your Reimbursement Level
$ 1,080	Sub-total
- $ 100	Remaining Annual Deductible
$ 980	Reimbursement Amount

Your pet's deductible is annual, meaning it must be satisfied only once per policy year and resets on the anniversary of your pet's enrollment.

Changes to Your Coverage and Premium

Premiums, coinsurance, deductibles or coverage may change based on the overall claims experience for the program within the region where the pet resides, geographic location, breed and age of pet, among other factors. Premiums are not based on your own pet's individual claims experience.

Underwriting Company

Healthy Paws, a Chubb Company, is the marketing name used to refer to the pet insurance product underwritten and provided by ACE American Insurance Company, Indemnity Insurance Company of North America or Westchester Fire Insurance Company, as shown on your Policy Declarations Page.

Healthy Paws, a Chubb Company, is the marketing name used to refer to the pet insurance products underwritten and provided by ACE American Insurance Company and one or more of their U.S. based Chubb underwriting company affiliates. Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and related services. For a list of these subsidiaries, please visit our website at www.chubb.com. Surplus lines insurance sold only through licensed surplus lines producers. Chubb, 202 Hall's Mill Road, Whitehouse Station, NJ 08889-1600.

Questions about your insurance?

If you have questions about your insurance, need coverage information, or require assistance in resolving complaints, do not hesitate to contact us at;

Healthy Paws, A Chubb Company
P.O. Box 50034
Bellevue, WA 98015
Phone: 855-898-8991
Email: HP_Corporate_Compliance@chubb.com

In the alternative you should feel free to contact:

State of Maryland
Maryland Insurance Administration
200 St. Paul Place, Suite 2700
Baltimore, MD 21202
Toll-Free Telephone Number: (800) 492-6116
Website: https://insurance.maryland.gov/

This Policyholder Disclosure Notice is not your policy. Please carefully review your policy and any attached endorsements carefully for complete coverage details. If there is any conflict between the policy and this notice, the provisions of the policy will prevail.

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