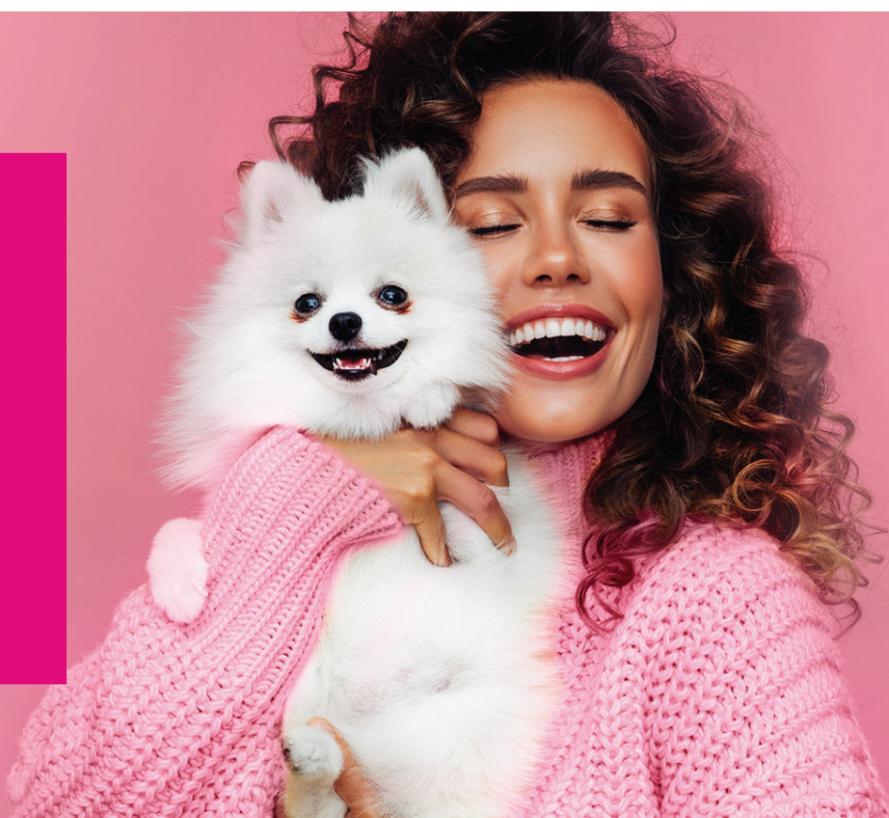




# 1st for women

## Guardian Angel Pet assist



### Vet@First

Vet@First is a "Vet Line" for domestic pets (dogs & cats) who provides telephonic advice on health-related queries for domestic animals. Advice is provided by experts in this field.

#### Medical Advice:

Our agent will guide you through a medical crisis involving your fur-baby, as well as provide you with emergency advice, which includes referrals to vets and animal hospitals or clinics in the area. Advice is also provided on general medical related queries, general care, feeding, puppy/kitten care, vaccinations etc. This service will be available between 08:00 and 22:00 thereafter you will be referred to the Vet Emergency line.

#### Transportation:

Should you be unable to transport your fur-baby to the nearest vet facility, we will be able to dispatch a Pet Taxi in an emergency, provided that your fur-baby fit all of the criteria to qualify for the Pet Taxi service. Kindly note that these transfers will be deducted from your annual benefit limit.

#### Pet Taxi

When you need to get your fur-baby to the vet, the parlour or to the pet hotel, Pet Taxi will transport your fur-baby to the chosen destination.

#### Qualify:

This service can only be used by you for your fur-baby who is covered under the 1st for Women Pet Insurance policy (i.e. one pet at a time). It is important to note that you must inform the operator if the fur-baby exceeds 25kg as a bigger vehicle will be required for the transportation. Your fur-baby will have to be escorted by you. You must ensure that your fur-baby is transported in a suitable cage and/or transport box and should he/she not fit into a suitable cage and/or transport box, we will not be able to arrange the requested transport. The Pet Taxi driver may refuse to transport the pet if he/she believes that it is not safe to do so.

#### Passengers:

Transportation will be provided for you, your fur-baby and up to 2 additional passengers.

#### Distance:

You, your fur-baby and up to additional 2 passengers will be transported from a single pick-up point (point A) to a single drop off point (Point B). The distance between points A and B may not exceed 50km. One trip includes the collection from (point A to B) and back to (point A from B). This service is available in the Metropolitan areas, namely Johannesburg, Pretoria and Cape Town, Durban.

#### Additional charges:

If you exceed the number of covered trips, you may continue to use the service on a 'client to pay' basis. If the trip exceeds 50km, payment for additional distance will be payable directly to the Pet Taxi driver of the vehicle, in cash, please.

#### Terms and Conditions:

This service is only available to domestic pets (dog & cats). Your fur-baby must be transported in their own cage. You and your fur-baby will travel together to the Vet or other pet destination. The Pet Taxi team will be waiting at point B for 45 minutes, if you do not arrive in the timeframe to be dropped off again, another trip will be deducted from your annual benefit. The annual limit for Vet@first and Pet Taxi collectively is 4 incidents per annum up to the limit of R 3000.

Contact **0861 20 13 13** to book for **Vet@first** or to book your **Pet Taxi**.

Call centre operating hours:  
Monday to Friday 7am - 6pm  
Saturday 7am - 2pm



[www.firstforwomen.co.za](http://www.firstforwomen.co.za)



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