



CHANGE OF OWNERSHIP

Please review the Frequently Asked Questions section on page 2 of this document and send your signed Ownership Transfer Form and proof of ownership (if applicable) to 24PetWatch[®] by email, mail or fax. The new owner may be required to pay an ownership transfer fee of \$21.95 (CDN) plus applicable taxes. Upon submission, a 24PetWatch[®] representative will contact the new owner to confirm the contents of this form and to collect payment information, if required. Please refer to the Frequently Asked Questions, to see all the acceptable proof of ownership documents.

▶ PET INFORMATION

Pet Name:*

Microchip Number:*

Breed:*

Estimated Date of Birth:*

Colour/Description:

Gender: * Male Female

Species: * Cat Dog Other:

Spayed/Neutered: Yes No

▶ PREVIOUS OWNER INFORMATION

First Name:*

Last Name:*

Street Address:*

City:*

Province:*

Postal Code:*

Email Address:*

Home/Cell phone:*

Alternate Tel:

This transfer is to a family member or friend.

▶ NEW OWNER INFORMATION

If adopted from a shelter or rescue, please include adoption papers stating new owner's name in lieu of previous owner's name.

First Name:*

Last Name:*

Street Address:*

City:*

Province:*

Postal Code:*

Email Address:*

Home/Cell phone:*

Alternate Tel:

I want to learn how insurance can help my furry family member. I consent to 24PetWatch[®] telephoning me via a live agent to offer pet insurance products.

New Owner Optional Consent

I agree that 24PetWatch[®] may release my contact information to anyone who finds my pet in order to facilitate pet recovery.

I agree to receive email communications from 24PetWatch[®] or its partners and brands on behalf of PTZ Insurance Services Ltd. and Pethealth Services Inc. containing information and offers regarding products and services that may be of interest to me. I may withdraw my consent at any time by emailing unsubscribe@24petwatch.com or contacting the address below. You can contact Pethealth Services Inc. at 710 Dorval Drive, Suite 700, Oakville, ON, L6K 3V7

▶ EMERGENCY CONTACT

Please specify a friend or family member that 24PetWatch[®] may contact in the event that the pet owner cannot be reached.

First Name:*

Last Name:*

Home/Cell phone:*

Alternate Tel:

▶ PET ID TAGS

Customized pet ID tags are available. Please visit www.24PetWatch.com or contact a 24PetWatch representative for details.



Please send the completed ownership transfer form to:

Email: ownershiptransfer@24petwatch.com | **Mail:** 710 Dorval Drive, Suite 400 Oakville, ON L6K 3V7 | **Fax:** 1-866-738-2327

The New Owner (and, if signing below, the Previous Owner) certifies that, to their knowledge, the information stated in this form is true and accurate. The New Owner (and, if signing below, the Previous Owner) acknowledges and agrees that this change of ownership form shall only be effective upon 24PetWatch[®] updating the applicable pet profile(s). The New Owner (and, if signing below, the Previous Owner) acknowledges and agrees that 24PetWatch[®] and its affiliates shall not be liable for any claims arising in connection with this change of ownership form.

Previous Owner Signature†

Date:

New Owner Signature

Date:

† 24PetWatch[®] will accept certain proof of ownership documents in lieu of the previous owner's signature. Please see the Frequently Asked Questions.

*Denotes required fields
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► FREQUENTLY ASKED QUESTIONS

What is microchip ownership and why does it matter?

Microchip ownership is a strong indicator of the legal ownership for pets in North America. Registration of a microchip is one of the few written records of pet ownership and courts will often consider this as a key factor in determining the legal ownership of pets. Microchip ownership may also identify contact persons and other details regarding your pet.

How can I ensure that I am the registered owner for my pet?

You can confirm whether you are the registered owner of your pet by contacting our customer service team at 1-877-707-7297. You may also verify the information registered within your profile by logging into your online account at www.24PetWatch.com.

What documentation do I need to submit along with my Change of Ownership Form?

If the previous owner signs the Change of Ownership Form, then no additional documentation is necessary.

If the previous owner does not or cannot sign the Change of Ownership form, then the new owner will need to provide 24PetWatch[®] with one of the following documents as proof of ownership:

- (1) A bill of sale from the previous owner to the new owner that includes the microchip number of the pet; or
- (2) A letter from a licensed veterinarian, on their letterhead, indicating the microchip number and new ownership of the pet; or
- (3) A city/county pet license in conjunction with vaccination records including the microchip number of the pet; or
- (4) A valid adoption agreement for the pet in the new owner's name; or
- (5) If the previous owner is deceased: the previous owner's death certificate or obituary notice.

Please note that we will not accept Veterinarian bills as proof of ownership.

Is there a cost to transferring ownership?

A fee of \$21.95 (CDN) plus applicable taxes may apply to complete your request. With proper documentation the ownership transfer fee is waived if the pet was adopted or the previous owner is deceased.

How do I submit a transfer of ownership form and proof of ownership?

You may email 24PetWatch[®] at ownershiptransfer@24petwatch.com or by pressing the Email button on the bottom of this page. Alternatively you can send via:

Mail: 710 Dorval Drive, Suite 400, Oakville, ON L6K 3V7
Fax: 1-866-738-2327

How long does it take to process my change of ownership form?

Ownership transfers are processed in the order in which they are received. The processing time is approximately 10-14 business days after all documentation and payment is received.

Will I receive confirmation that my change of ownership was completed?

After submitting your ownership transfer request, the new owner may receive a call from a 24PetWatch[®] representative to verify their contact information and collect payment details, if applicable. 24PetWatch[®] may mail the new owner a microchip registration document within 10-14 business days after the ownership transfer is processed by 24Petwatch[®]. Keep this for your records.

What happens if I forget to submit a required document as part of my ownership transfer request?

If you forget to submit one of the required documents as part of your ownership transfer request, your request will not be processed. You will have thirty (30) days from the time your request is submitted to provide us with complete documentation. After thirty (30) days, you will be required to resubmit your ownership transfer request along with all of the required documents.

What is a Lifetime Protection Membership™, and why do I need one?

The Lifetime Protection Membership™ helps ensure that if the unthinkable happens, your pet goes missing, 24PetWatch[®] can help play a role in your reunion. This ultimate level of protection includes around-the-clock lost pet recovery services, a customized ID tag, one year of 24PetMedAlert[®] to store your pet's medical info, and one year of unlimited access to the online vet helpline, whiskerDocs[®].

► **Ownership Transfer Customer Service**
1-877-707-7297

► **24/7/365 Lost Pet Services**
1-866-597-2424

Hours:

Monday to Friday 8am - 9pm EST
Saturday 9am - 6pm EST
Sunday Closed