

Promotion Terms and Conditions - Tractive Pet Cover Launch Promotion Q4/24 V1

Terms and Conditions:

- These offers are valid for all customers who purchase a pet insurance policy (or add an additional pet to their current insurance policy) between **1st January 2024 to 31st December 2024**. The offer may be withdrawn or extended beyond this period entirely at the discretion of Tractive Pet UK Ltd.
- **Tractive Pet Cover is managed and administered by Tractive Pet UK Ltd.** Registered Address: Unit 2 Tanfield Lea Industrial Estate North, Tanfield Lea, Stanley, County Durham DH9 9DB. The company is registered in England under company number 14278186. Tractive Pet UK Ltd is authorised and regulated by the Financial Conduct Authority under the Financial Services Register number 993032. Tractive Pet UK Ltd is a wholly owned subsidiary of Tractive GmbH, Austria.
- **This insurance is underwritten by Covea Insurance PLC.** Covea Insurance PLC, registered in England and Wales number 613259 is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, register number 202277. Registered address: A&B Mills, Dean Clough, Halifax HX3 5AX
- Customers must be legally resident in the UK and aged 18 or over.
- These offers are governed by the laws of the United Kingdom and subject to all applicable laws and regulations. Tractive Pet UK Ltd and Tractive GmbH shall have no liability or responsibility to customers who fail to comply with any legal requirements in relation to these offers.
- These offers must be claimed within 12 months of the inception date of the policy.
- These offers cannot be used in conjunction with any other promotion or offers.
- These offers are not transferable or exchangeable and no cash alternative will be offered or made available.
- Participation in these offers is deemed acceptance of these Terms and Conditions.

Summary of the Promotion

1. Introductory Discount

All customers who purchase a pet insurance policy in the period stated above will be entitled to receive a 10% introductory discount on the price of their cover which will be automatically reflected in the premiums shown at the end of your Quote and Buy journey.

Customers are **not** required to buy a Tractive GPS tracker and subscription plan in order to purchase a Tractive Pet Cover insurance policy, however you will still benefit from the 10% introductory discount described above.

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2. Existing Tractive GPS Tracker Customer

If you are new to Tractive Pet Cover, but you are an existing customer of Tractive GmbH and your pet currently has a Tractive GPS tracker device with a valid active subscription plan (either Basic or Premium), you will be entitled to receive a free 6-month extension to your current plan. So, providing you have both a Tractive Pet Cover insurance policy and an active GPS tracker plan, you are eligible for this free 6-month extension.

If you have a tracker but your subscription has recently expired, no problem: you can take out a new subscription and still qualify for this 6-month free extension.

Where an insurance policy has been purchased, the free 6-month extension can only be applied to one individual subscription plan.

Once the free 6-month extension comes to an end, your subscription plan will continue in line with your Tractive GmbH GPS tracker contract.

Existing GPS Tracker customers can alternatively choose to take advantage of the offer below for a new device for a second pet subject to the terms and conditions of **3** below.

3. Those who do not have a Tractive GPS tracker (or those acquiring a second tracker as per (2) above

If you are not currently a Tractive GPS Tracker customer, or you would like an additional device, then you can claim a free device for your dog or cat, plus we will add 3 free months to the end of a new subscription plan linked to that device.

To qualify, you must take out a subscription plan for a minimum period of 12 months to receive the free tracker and the additional 3 free months. Please note that you will need to activate your GPS tracker subscription plan within 3 months of buying your Tractive Pet Cover insurance.

Once the 12 + 3-month extension comes to an end, your subscription plan will continue in line with your Tractive GmbH GPS tracker contract.

How to Redeem this Promotion

With regard to the **10% Introductory Discount**, you don't need to do anything, as this will be automatically applied when you purchase your Tractive Pet Cover insurance policy.

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Whether you are an existing Tractive GPS Tracker customer or not, **we will send you an automatic email detailing how to redeem the offer 15 days after your Tractive Pet Cover insurance policy begins.** Why the delay? Because during the first 14 days, you have the legal right to cancel your pet insurance policy and claim a full refund. If you do cancel within this period, you will not be entitled to claim any benefits under this promotion.

The automatic email will outline the steps you need to redeem the offers, and will ask you to provide the following information in an email to insurance@tractive.com:

- Your Tractive Pet Cover policy number
- If you are an existing Tractive GPS customer, you will also be asked to provide the tracker ID of the tracker that will receive the free 6 months subscription.
- If you are not yet a Tractive GPS customer or wish to acquire a tracker for a 2nd pet, we will provide you with further instructions once we have received your email with your policy number.