

ManyPets partners with Vet-AI for fully integrated pet health advice

Leading pet insurtech ManyPets and groundbreaking healthtech Vet-AI have announced a new partnership to deliver a more integrated way for customers to access remote veterinary expertise.

The partnership combines the strengths of two technology-driven businesses at the forefront of their respective fields.

ManyPets provides a broad range of high-quality insurance cover for around 400,000 pets in the UK. Its award-winning AI-powered service offers fast-claims payments and has earned around 25,000 five-star reviews on Trustpilot.

Vet-AI was founded to make pet care more affordable and accessible, while supporting the professionals who care for the nation's pets. Through its digital platform, Joii, pet parents can access video and live chat with vets 24/7, as well as vet-trained AI tools to help check and triage common symptoms.

Thanks to the partnership, ManyPets customers can now access Joii-powered veterinary advice seamlessly within their existing ManyPets account, at any time of day. This highly integrated experience is a first for both companies.

During their new journey, customers can check and triage common issues instantly, with up to 70% of cases resolved at home without the need for a clinic visit. When in-person care is required, pet parents are directed to their local veterinary practice, helping ensure pets receive timely treatment while supporting at-home care where appropriate.

Luisa Barile, CEO of ManyPets, said: "This is what good innovation looks like: two businesses, who lead their fields in the use of technology, coming together to improve the experience for pet parents and to shake up the market.

"When your pet is unwell it can be stressful. Our new AI-powered vet advice service, powered by Joii, provides vital support at the moments that matter.

"We believe that technology-led innovation which enables a more proactive approach to pet health will define the future of pet parenthood."

Sophia Pilkington-Miksa, Chief Product Officer of ManyPets, said: "By reimagining customer journeys in insurance and health, and bringing together innovative solutions from ManyPets and Vet-AI into one integrated journey, we are delivering tangible benefits for our customers and their pets that they cannot find elsewhere."

Etienne Legangneux, CEO at Vet-AI, said: "We are incredibly proud to be partnering with ManyPets. Both businesses share a belief that technology should make pet care simpler, faster and more accessible, and this partnership is a natural coming together of that shared vision. "There is a clear industry shift to support pets earlier in their health journey, rather than solely at the point of a claim. Together, we are well placed to lead that change, keeping both pets and customers front and centre.

"Working with an equally innovation-led partner in ManyPets brings that mission to life, and we are excited to see the impact."

For more information, please visit: www.manypets.com/uk and www.vet-ai.com

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About ManyPets

ManyPets is an established pet insurance provider and Insurtech leader that has been spearheading innovation in the UK market since 2017 through a tech-enabled approach and leading insurance cover which supports pet parents across the UK.

ManyPets champions pet parents by working to make pet insurance easier to choose and easier to use. It has built a strong reputation with customers through policy options that can cover more advanced treatments and even pre-existing conditions, as well as a low-friction service.

ManyPets cover now includes Millie, an AI-powered claims assistant that can handle claims faster than ever and pays thousands of them in just hours

ManyPets is part of Many Group, which under the leadership of CEO Luisa Barile and her diverse and talented team is consistently earning both customer loyalty and industry recognition. ManyPets is a five-times winner of the Moneyfactscompare.co.uk Pet Insurance Provider of the Year award, voted for by thousands of pet owners. Its Complete Care, Standard Care and Standard Care Pre-existing plans are five-star rated by Defaqto and ManyPets service has attracted almost 24k five-star reviews on Trustpilot.

www.manypets.com

About Vet-AI

Vet-AI was founded in 2017 by tech expert Paul Hallett and specialist veterinarians Robert Dawson and Sarah Warren with a clear mission: to make pet care more affordable and accessible, while supporting the professionals who care for the nation's pets.

In 2019, Vet-AI launched the Jooi Pet Care App, providing 24/7 access to vets via video consultations, live chat and vet-validated tools that help owners navigate their pets' health from the comfort of home.

Jooi now serves over 1.5 million pets, resolving approximately 75% of cases remotely to save time, cost and stress for pet parents against a backdrop of soaring vet bills. It has also delivered 400,000 video vet consultations and 4 million clinical questions have been answered using its built-in Symptom Checker.

With a 4.9 Trustpilot rating, Vet-AI works with leading pet insurers to bring the Joii experience to their customers and remains focused on keeping pets healthier from day one.

Vet-AI was named Tech Team of the Year and ranked among Europe's Top 5 B2B Start-ups, recognising the success of its unique 'vet-tech' approach in pioneering smarter, scalable solutions for the pet industry.

www.vet-ai.com