

Important changes to your MoneyBack policy.

We've made changes to the MoneyBack policy. Please read this document carefully. If you have any questions, please don't hesitate to contact us.

Customer service

Email: support@manypets.com

Call: **0345 340 4090** (Mon-Fri: 9am-7pm, Sat: 9am-5:30pm)

Claims

Email: service@manypets.com

Call: **0333 130 4552** (Mon-Fri: 9am-5pm)

CHANGES TO OUR TERMS & CONDITIONS

4. How your MoneyBack policy works.

MoneyBack

We've updated this section to better explain how we handle MoneyBack refunds on multi-pet policies.

Old wording	New wording
How MoneyBack works for multiple pets	How MoneyBack works for multiple pets
MoneyBack is assessed for each pet on the policy. If you make a claim for one pet, you can still earn MoneyBack for the other pet.	MoneyBack is assessed for each pet on the policy. If you make a claim for one pet, you can still receive MoneyBack for the other pet.
At the end of the year, we divide the premium you have paid by the number of pets and pay you MoneyBack only for the pets that have not needed to claim.	At the end of the year, we will pay you MoneyBack on each pet we haven't paid a claim for.

(Chapter 4. How your MoneyBack policy works)

6. Legal information.

6.2 How we use your personal information

Great Lakes Insurance SE (the underwriter for your insurance policy) has updated their Information Notice. We've updated the link to their Information Notice.