

Pet Care



DESCRIPTION

Americans love their pets. 68% of American households have at least one pet, and spending on our furry loved ones exceeds \$72 billion per year. Pet owners often view their furry loved ones as members of the family, so their health and safety is crucial. Keep your members' minds at ease with access to savings on veterinary services, toys, treats, and a GPS-enabled pet tag to bring lost pets home quickly.

- 25% off all in-house medical services at participating veterinarians
- 25% off most purchases from PetCareRx.com, including prescriptions and preventatives
- 24/7 Lost Pet Recovery Service, with pet tags for each enrolled pet
- 35% off monthly Pin Paws membership with GPS-enabled lost pet notification system

HOW IT WORKS

- Members call or visit our website to find participating providers in their area
- The Pet Assure network must be mentioned when calling to make an appointment
- To receive a discount, the member must also present their membership card and pay the total bill, less the applicable discount, at the time service is rendered
- Members may receive free pet ID tags and register pets for the free 24-hour National Pet Location Service by logging on to the Pet Assure website or via a toll-free call

FAQ

How do I find a veterinarian?

Find providers in the Mobile app, online or by calling Monday to Friday, 7:00 am to 7:00 pm and Saturday, 8:00 am to 5:00 pm Central Time.

What if my veterinarian is not in network?

Recommend a provider through the app or online. Pet Assure will contact the provider about joining the network.

How do I receive a discount?

You must confirm the provider is in the Pet Assure network before buying products or services. Present your membership card with the Pet Assure logo at the time of service to receive your discount and pay the discounted price.

What is discounted when I show my Pet Assure card?

Participating veterinary practices will give you a 25% discount on ALL medical care provided in the office by the veterinary staff. Examples include:

- Dental Cleanings
- Dental Exams and X-Rays
- Spays & Neuters
- Routine Care & Vaccines
- Diabetes Management
- Cancer Care
- Hospitalization
- Wellness Visits
- Surgical Procedures
- Allergy Treatments
- Sick Visits
- Emergency Care
- Tumor
- Ultrasound
- Parasite Screenings

FAQ - Continued

Are there any products or services not included at my vet's office?

A veterinarian may reduce or eliminate the discount on promotions or specials, food and flea products, routine boarding and grooming, services provided by a third party and low-margin pharmaceuticals. Veterinarians are not required to discount non-medical services such as routine grooming and boarding, outsourced services such as blood work sent to a lab or an outside specialist, mileage fees, and products you take home such as medications and food.

What discounts do I receive at PetCareRx.com?

Pet Assure members get a 25% discount at PetCareRX.com on most products, including pet food, prescriptions, flea & heartworm preventatives, and more.

What if I lose my pet ID tag?

Please call Pet Assure immediately and you will be sent a replacement within one business day.

Can I visit a vet while traveling?

Pet Assure has veterinarians in all 50 states and Puerto Rico. If you move or are traveling, simply use the app to locate a veterinarian near your vacation spot or new home.

DISCLOSURES

Discount codes may not apply to the following brands/manufacturers due to pricing restrictions: Hill's Prescription/Science Diet, Royal Canin, and Merck. You cannot combine the discount with other discounts or service packages.

NB Pet Telehealth



DESCRIPTION

NB Pet Telehealth helps make pet care affordable and convenient with 24/7 access to a trusted network of veterinarians. Pet parents can ask questions, discuss behavioral issues, training, and even get help determining if a trip to the ER or primary veterinarian is necessary. Real-time consultations take place by phone or video, and give pet parents the advice they need. NB Pet Telehealth is for non-emergency, non-urgent treatment, and acts as a supplement for visits with a primary veterinarian. NB Pet Telehealth veterinarians cannot diagnose pets or prescribe medications.

REQUIREMENTS

Member email addresses are required. NB Pet Telehealth will send direct communications to members.

HOW TO USE

- Log on through the mobile app or web portal and follow the instructions to activate your NB Pet Telehealth account
- Complete your pet's Medical Profile before requesting a visit
- Request a visit online, in the app, or call **888.380.4266** to schedule a consultation 24/7

FAQ

Are NB Pet Telehealth veterinarians licensed?

Yes, each member of our dedicated team is a US licensed veterinarian.

Can I use NB Pet Telehealth for all my pet's needs?

No, NB Pet Telehealth is not a replacement for regular in-office visits, vaccinations, or other treatment from a primary veterinarian.

Can NB Pet Telehealth veterinarians prescribe medication?

No, NB Pet Telehealth veterinarians offer advice only, and cannot diagnose or prescribe medications for your pets.

Can I use NB Pet Telehealth for emergencies or urgent care?

No, NB Pet Telehealth is only for non-emergency, non-urgent treatment.

Which pets are eligible for NB Pet Telehealth?

All pets in your home are eligible.

When can I schedule a consultation?

Consultations can be scheduled 24/7.

How soon can I speak to a veterinarian?

Once scheduled, your consultation will begin within one hour.

Is there a limit on consultations?

No, NB Pet Telehealth provides unlimited access to consultations.

Can I use NB Pet Telehealth outside the US?

Yes, NB Pet Telehealth can be used anytime, anywhere.

DISCLAIMERS

NB Pet Telehealth by GoLexi is not for use in medical emergencies or urgent situations. If there is reason to believe a pet is experiencing an emergency, call a veterinarian immediately or contact the nearest animal hospital. NB Pet Telehealth should not be considered veterinary care, and is not a substitute for primary veterinary advice, diagnosis, or treatment. NB Pet Telehealth is not a replacement for regular in-office visits or vaccinations. NB Pet Telehealth is not insurance. NB Pet Telehealth veterinarians cannot prescribe medications, and reserve the right to deny service for potential misuse. NB Pet Telehealth operates subject to state regulations.



DESCRIPTION

Pet pharmaceutical costs can be burdensome for pet parents due to longer lifespans and advanced veterinary care. NB Pet Rx provides simple pricing and fast delivery to reduce costs and improve medication compliance, offering members access to substantial savings of up to 70% compared to the vet's office, and up to 90% off on human generics purchased for pets at retail pharmacies. Members can easily access these benefits by providing pet and vet details during checkout, allowing us to contact the veterinarian and ship out medications. Members have access to a wide range of over 1,500 prescription and over-the-counter products for all of their pet care needs.

- Shipping to ALL 50 states
- NB Pet Rx will contact the vet's office for the prescriptions and ships directly to the pet parent
- Hard-to-find medications available

HOW IT WORKS

- Members log on through the mobile app or web portal, click NB Pet Rx to search for pet products and medication, and add to cart. They will need to provide vet and pet information during checkout.
- Members can also call NB Pet Rx Monday to Friday, 10:00 a.m. to 7:00 p.m. CST and Saturdays 10:00 a.m. to 2:00 p.m. CST for customer support.

FAQ

Are your products the same at my vet's office?

Yes, they are the same exact products, but at lower prices. NB Pet Rx only carries products that are intended for use in the USA.

My pet's medication is running low. How fast will I receive it?

We recommend selecting the overnight shipping option for a guaranteed delivery date. There are many variables that may alter the delivery time of a shipment and that is why we recommend the guaranteed overnight method.

How quickly will my order ship from your facility?

Orders with only over-the-counter (OTC) products generally ship within 24 – 72 business hours after we receive the order. Prescription (Rx) orders generally ship 24 – 72 business hours after we receive the authorization for the Rx item(s). Orders with both Rx and OTC items will begin processing for shipping once the Rx item has been authorized.

Am I able to ship to an address that is different from my billing address?

For orders with prescription items, you're able to ship to a different address from the billing address. For orders with only over-the-counter items, due to security reasons, we require shipping to the billing address associated with the credit card. This only applies to the first order that you place with us. Orders with both Rx and OTC items will begin processing for shipping once the Rx item has been authorized.

Why do you need an Rx for heartworm prevention medications?

All heartworm prevention medications require a prescription before we can ship it out. Generally, your vet may require a test once a year before the prescription is renewed. Please check with your vet regarding their policy.

I need medication for my pet and I do not see it on the website. What should I do?

Special order medications can be received within 3-5 business days. Once received, it will be processed and shipped. Please call us and we will try to arrange a special order.

Instant Deals



DESCRIPTION

There's an app for that! Your members can access instant discounts on-the-go at over 340,000 merchants nationwide from restaurants and shopping to entertainment and travel.

- Favorite deals can be used again and again
- No need to print coupons - members can show their phones and save
- Members can also save on pet care with discounts on pet daycare, dog walking, boarding, vet visits, grooming, horse training, and more

HOW IT WORKS

- Members can access the service by downloading the mobile app from iTunes or Google Play Store.
- Members must register with a code provided in their membership materials.
- Members can also access this benefit online via the website.

FAQ

How much can I save with these discounts?

You can save up to 50% on dining, shopping, entertainment, and more.

Which companies offer discounts through Instant Deals?

There are savings opportunities with over 340,000 merchants nationwide. Popular national brands include 1-800-FLOWERS, Blue Apron, Chewy.com, Cinemark, Ghirardelli, Jiffy Lube, Panda Express, Papa John's, TOMS Shoes, and Walt Disney World.

How do I use Instant Deals?

To find discounts near you, just search the app for local deals, show your phone when purchasing your meal, clothes, etc., and instantly apply the savings!