

MetLife (PetFirst)

Pet Insurance FAQ for Adoption Counselors

Here are quick and easy answers to questions that adopters commonly ask.

Q: Should I get pet insurance?

Pet insurance provides a valuable **safety net** to rely on. Pets insured at checkout are **40% less likely to be returned** to the shelter and receive 2.4x as much veterinary care as uninsured pets. Insured pets see the vet and follow vet recommendations more often since cost is less of a barrier.



Q: Is pet insurance mandatory?

It's not mandatory. It's your personal preference if you'd like to have pet insurance for emergencies or if you plan to rely on your savings.

Q: Can you cancel anytime?

Yes, you can cancel anytime by calling (855) 693-1497 or sending MetLife an email at pet_info@metlife.com.

What if adopters have specific questions?

You can say... Sorry, I'm not able to answer these questions because I'm not an insurance agent, but MetLife can help. Please call MetLife's Shelterluv-dedicated toll-free number (855) 693-1497 or email pet_info@metlife.com for more information.

Things to know:

MetLife Pet insurance covers the following and more:

- Accidents
- Illnesses
- Surgeries
- Ultrasounds
- Hospital Stays
- X-rays and other diagnostics

There are no age or breed restrictions for MetLife pet insurance.

Adopters can visit any vet. After visiting the vet, they submit their claim to MetLife and receive reimbursement shortly after.

Nearly 1/4 of pet parents have credit or personal loan debt to cover pet health and vet costs.

Pet insurance helps adopters prepare for unexpected vet expenses down the road. In fact, **70%** of Shelterluv adopters are interested in pet insurance and request a quote in checkout!

Discount for staff & volunteers!

Your staff and volunteers are eligible for a **10% animal welfare discount**.

Call (855) 693-1497 to sign up for a policy, and make sure to let them know that you work for an organization that uses Shelterluv.

