



# 24PetWatch® Microchip Service Policy

## What is microchip registration and why does it matter?

Microchip registration signifies the registered owner of a pet with a microchip. Microchip registration is important to pets and their owners for multiple reasons:

1. Microchip registration is a strong indicator of the legal ownership of pets in Canada. Microchip registration is one of the few written records of pet-ownership and courts will often consider microchip registration as a key factor amongst others in determining the legal ownership of pets.
2. Microchip registration provides 24PetWatch® with updated contact information for one or more persons and other details regarding your pet. For example, when a lost pet is found, we are able to access the information stored on the microchip and in our database to notify the registered owner of the microchip.

## How can I ensure that I am the registered microchip owner for my pet?

We keep track of microchip ownership through the content you provide on a registration form, ownership transfer form, or the details provided with your online, or telephone registration.

As the information you provide when registering via the above mentioned methods may be treated as a legal document, please ensure that the information you provide is accurate, up-to-date, and reflects the true owner of the pet.

You can confirm whether you are the registered owner of the microchip implanted in your pet by contacting our customer service team at 1-866-597-2424. You may also verify the information registered within your profile by logging into your online account at [mypethealth.com](http://mypethealth.com).

## **What documentation do I need to submit in order to register the microchip implanted in my pet?**

If your pet's microchip had not been previously registered, there is no documentation requested to register your pet. You can register online at [mypethealth.com](http://mypethealth.com), or by calling our customer service team at 1-866-597-2424.

## **Can I register multiple microchip registrants?**

Yes. If applicable, you may list multiple registrants on the Change of Ownership Form. However, you must designate one registrant as the primary owner and the other as a secondary owner. The distinction between a primary owner and a secondary owner relates to the priority of legal ownership of the pet. Please carefully consider who is designated as the primary owner for a pet.

Both primary owners and secondary owners will be contacted by 24PetWatch® in the event that the pet is found. In addition, a pet may be released to either its primary owner or secondary owner.

## **When should I complete a “Change of Ownership Form”?**

You should complete a Change of Ownership Form upon the transfer of ownership of the pet to/from you. The Change of Ownership Form can be found at [24petwatch.com](http://24petwatch.com), or a form can be mailed or faxed to you by contacting our customer service team at 1-866-597-2424.

## **What documentation do I need to submit along with my Change of Ownership Form?**

If the previous owner signs the Change of Ownership Form, then no additional documentation is necessary.

If the previous owner does not or cannot sign the Change of Ownership form, then the new owner will need to provide 24PetWatch® with one of the following documents as proof of ownership:

1. A bill of sale from the previous owner to the new owner that includes the microchip number of the pet; or
2. A letter from a licensed veterinarian, on their letterhead, indicating the microchip number and new ownership of the pet; or
3. A city/county pet license in conjunction with vaccination records including the microchip number of the pet; or
4. A valid adoption agreement for the pet in the new owner's name; or

5. If the previous owner is deceased: the previous owner's death certificate or obituary notice.

*Please note that we will not accept vet bills as proof of ownership.*

If you adopted your pet from an animal shelter or rescue, you also have the option to submit an adoption agreement in the primary owner's name as proof of ownership along with the Change of Ownership Form. If the previous owner is deceased, you have the option to submit either a death certificate or obituary notice as proof of ownership.

Along with the completion of a Change of Ownership Form, we may also require you to submit an administrative fee, if applicable (see "How much does microchip ownership registration cost?" below).

If you adopted your pet from an animal shelter, or if the previously owner is deceased, the administrative fee is waived, provided that you submit either an adoption agreement in the primary owner's name, or a death certificate or obituary notice along with your Ownership Transfer Form.

You may mail, fax, or email your Change of Ownership Form, along with proof of ownership to:

**Mail: 710 Dorval Drive Suite 400, Oakville, ON L6K 3V7**

**Fax: 1-866-738-2327**

**Email: [ownershiptransfer@24petwatch.com](mailto:ownershiptransfer@24petwatch.com)**

### **How long does it take to process my Change of Ownership Form?**

Ownership transfers are processed in the order in which they are received. The processing time is approximately 10-14 business days after all documentation and payment is received.

### **What happens if I forget to submit a required document as part of my ownership transfer request?**

If you forget to submit one of the required documents as part of your ownership transfer request, your request will not be processed. You will have thirty (30) days from the time your request is submitted to provide us with complete documentation. After thirty (30) days, you will be required to resubmit your ownership transfer request along with all of the required documents. If you have any questions please call our customer service team at 1-866-597-2424.

### **Will I receive confirmation that my Change of Ownership Form, or my registration request was completed?**

After submitting your ownership transfer request, the new owner may receive a call from a 24PetWatch® representative to verify their contact information and collect payment details, if applicable. 24PetWatch® may mail the new owner a microchip registration document within 10-14 business days after the

ownership transfer is processed by 24Petwatch®. Keep this for your records.

*As the information you provide when registering your pet may be treated as a legal document, and will be used to reunite you with your pet if they ever go missing, please ensure that the information listed on your confirmation document is accurate.*

### **Can I register any brand of microchip with 24PetWatch®?**

Yes, you can register any brand of microchip with 24PetWatch®, provided that you ensure that the microchip is not registered with any other microchip service which may conflict with your 24PetWatch® Registration.

The American Animal Hospital Association (AAHA) provides a microchip lookup tool which can be used to determine the registration status of a microchip. Please visit [www.petmicrochiplookup.org](http://www.petmicrochiplookup.org) for more information.

### **How much does microchip registration cost?**

There is no fee to register a microchip that has not been previously registered. If you are completing an ownership transfer, a fee of \$21.95 (CAD) plus applicable taxes<sup>i</sup> may apply to complete your request if you are transferring ownership from another third party. The ownership transfer fee is waived if you adopted your pet from an animal rescue or shelter, or if the previous owner is deceased (see “What documentation do I need to submit along with my Change of Ownership form” above for further details).

After submitting your ownership transfer documents, you will be contacted by a representative of 24PetWatch® to safely securely obtain credit card information, if applicable. Please do not include payment information on the ownership transfer document itself.

### **What is a Lifetime Protection Membership™?**

The Lifetime Protection Membership™ from 24PetWatch® gives pets owners in Canada access to premium lost pet recovery services. In addition to lifelong access to our 24/7/365 live agent recovery specialists, the Lifetime Protection Membership™ gives you:

- One year of 24PetMedAlert® - protects your pet by relaying their critical medical and behavioural information to veterinary care personnel, animal shelters or animal rescue organizations in the event your pet is lost
- One year access to an online vet helpline - veterinary professionals available 24/7 through live chat, email or by phone, provided by whiskerDocs®.
- A lifetime warranty pet ID tag

For more information about the Lifetime Protection Membership™, please visit [www.24petwatch.com](http://www.24petwatch.com), or call our customer service team at 1-866-597-2424.

### **How do I enroll in the Lifetime Protection Membership™?**

You can enroll in the Lifetime Protection Membership™ by logging into your existing account online at [mypethealth.com](http://mypethealth.com), or by calling our customer service team at 1-866-597-2424.

When you purchase the Lifetime Protection Membership™, you authorize 24PetWatch® to charge your credit card for your membership fees plus applicable taxes. Once charged, membership fees for our services, gift cards, pet ID tag and coupons are non-refundable and Prices are subject to change.

### **What do I do if my pet goes missing?**

Should your pet go missing, please file a lost pet report at [mypethealth.com](http://mypethealth.com) and verify that all of your contact information is up to date.

Please refer to the Lost Pet Recovery tips provided to you at the time of registration, or refer to our Lost Pet Recovery FAQs at [24petwatch.com](http://24petwatch.com).

### **Who do I contact if I have any questions relating to the microchip service?**

You can contact us at anytime between the hours of 8:00am and 9:00pm EST, Monday to Friday, or 9:00am and 6:00pm EST on Saturday at 1-866-597-2424. Please note that our 24PetWatch® Lost Pet Recovery Team is available to assist you 24/7 should your pet go missing.

*Price is subject to change.*