

PAL PROTECTION PLAN

Frequently Asked Questions

Q: If I sign up for your program today, can I have the 20% discount on the very same day?

A: Yes. If you provide Dreaming Summit Animal Hospital (DSAH) with the \$69 dollar startup fee, and sign the Agreement to allow DSAH to charge your Visa, Mastercard or discover card each month, you can start the 20% savings on the very same day.

Q: If I am unable to provide a Visa, Mastercard or Discover card number the day I sign the agreement, can I still get a discount on services that same day?

A: No. The agreement is not considered signed, hence not considered honored without a credit card number.

Q: Can I sign up for your program, and get reimbursed 20% off for services that took place before I signed up?

A: No. The 20% discount only applies from the time of completed/signed agreement forward. There are no "retro" discounts or refunds provided.

Q: What happens if I am a member of United Pet Care?

A: You as a client can either utilize your UPC status, or take advantage of our Pals Protection Program. Both programs cannot be combined.

Q: What if I am either a senior citizen, or active in the military, and I have signed up for your program. What happens then?

A: You can either take advantage of our Pal Protection Program, or retain your status as either a senior citizen or active military personnel. Our program stands alone. It does not combine with any other discount service.

Q: If I sign up for your program, can I pay for my services and the signup fee with a credit card that same day?

A: Yes.

Q: Can I use my Care Credit account for the monthly charges?

A: Yes, this is the only way you can use the program.

Q: If I sign up for your program, what day will Dreaming Summit be taking the monthly fee from my checking account, the first, or the fifteenth?

A: The draw date (either the 1st or the 15th) is determined by whichever day is within 2 weeks of signing the agreement. For example, if you sign up on the 2nd of the month, then your draw date would be the 15th of the same month. If you signed up on the 22nd, then your draw date would be the 1st of the following month.

Q: What happens if I close my credit card while I am under contract?

A: If you need to close your credit card for any reason, you will need to provide Dreaming Summit Animal Hospital with a new credit card number, and expiration date If

you do not provide Dreaming Summit Animal Hospital with a credit card number then the agreement terminates. You will no longer be eligible to apply for our Pal Protection Plan at any time in the future, for any pet.

Q: If I am currently on your program, and my pet dies, am I still responsible for the monthly \$17.99 monthly fee?

A: Yes. You would be responsible to fulfill your yearly contract until you terminate it in writing. We realize this might seem insensitive and ridiculous. However this policy prevents unscrupulous people from signing up for our program, taking advantage of the 20% discount, and then the very next week claiming that a death has occurred. In essence, it prevents people from taking advantage of our good nature.

Q: If I'm currently a member of your program, and I have an emergency, can I get discounts from the local emergency hospitals?

A: No. Our 20% discount on services only applies to services acquired here at Dreaming Summit Animal Hospital. Our program is not pet health insurance.

Q: If I have an emergency with my pet, do I get a 20% discount off services?

A: Emergency clients are charged \$75 dollars for the emergency fee. However after that, the same discounts apply thereafter.

Q: If I walk in, do I get 20% off services?

A: Walk in clients are charged \$65 dollars for the walk in examination. After that, the standard discounts apply.

Q: Under your plan, you allow 2 free regular exams per 12 month period. What exactly is a "regular exam"?

A: A regular exam is a scheduled examination. It is not an emergency, or a walk in exam.

Q: If I am taking advantage of one of my free regular exams, do I have to pay for services during this free exam?

A: Yes, the client would pay at a rate of 20% off services during one of the free regular exams.

Q: Does your plan allow discounts on Heartgard, frontline, or other major brands of veterinary products?

A: No. The plan does not apply to products. This includes dog and cat food, antibiotics, dental care products, shampoos, topicals or any other pharmaceuticals. The 20% discount only applies to veterinary services.

Q: If I receive a written Rx, do I get a discount at any pharmacy?

A: No. Our plan only applies here at Dreaming Summit Animal Hospital. Also our plan does not include pharmaceuticals. Again this is not pet health insurance.

Q: If I sign up for your plan on one of my pets, and I bring two pets in, do I get a discount on both pets?

A: No. Only the pet that is currently signed up qualifies for the discount on services. In order to receive discounts on both pets, you would need to sign a contract for both pets. Therefore you would need to deliver deposits totaling \$138 dollars (\$69 dollars for

each pet) and agree to have \$35.98 (\$17.99 for each pet) deducted from your credit card monthly.

Q: If I decide to cancel my agreement, can I let you know in person, or send you a text or email?

A: No. The only accepted way to cancel your agreement is to provide it in writing, sent via registered US mail to the following address: 5115 N. Wigwam Creek Blvd. Litchfield Park, Arizona, 85340. Please address your correspondence to "DSAH Office Manager".

Q: Can I cancel my agreement, and stop my monthly payments, any time I choose?

A: No. Cancellations of your agreement can only be done after receiving a written notice in the mail within 30 days prior to the anniversary date of signing of your agreement. So by way of example: If you sign your contract on April 1, 2013, the soonest you can cancel is March 2 of 2014. The latest you can cancel is March 31st of 2014.

Q: What happens if you do not receive written notification of my cancellation within 30 days of my anniversary date of signing the original agreement?

A: Your agreement will automatically renew for a period of one year. There is no additional signup fee for automatic renewal.

Q: If I cancel my agreement, and at a later time decide to sign another agreement on the very same pet, will I be charged a signup fee?

A: Yes. Signup fees are charged at the beginning of each signed contract.

Q: If I signed up for your program, and I never came in to see you at all, can I get a refund on the amount of money I gave you?

A: No. There are no refunds.