

FACTS

WHAT DOES PETS BEST DO WITH YOUR PERSONAL INFORMATION?

Why?

Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some, but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.

What?

The types of personal information we collect and share can include:

- Name, address, email address, and phone number
- Information regarding your transactions with us such as policy coverage and claims history.

When you are no longer our member, we continue to share your information as described in this notice.

How?

All financial companies need to share members' personal information to run their everyday business. In the section below, we list the reasons financial companies can share their members' personal information; the reasons Pets Best chooses to share; and whether you can limit this sharing.

Reasons we can share your personal information	Does Pets Best share?	Can you limit this Sharing?
For our everyday business purposes— such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	No
For our marketing purposes— to offer our products and services to you	Yes	Yes
For Joint Marketing - with the company that brought your business to us	Yes	No
For your insurance agent of record – information about products purchased and claims filed.	Yes	Yes
For your veterinary service providers— information about products purchased and claims filed	Yes	Yes

To Limit Sharing

Call 877-738-7237 and speak to a customer service representative, or Email us at customercare@petsbest.com

Please note:

If you are a *new* policyholder, we can begin sharing your information 40 days from the date we send this notice. When you are *no longer* our policyholder, we continue to share your information as described in this notice.

However, you can contact us at any time to limit our sharing.

Questions?

Call 877-738-7237 or email customercare@petsbest.com

Who we are

This notice is provided by Pets Best Insurance Services, LLC in its capacity as an insurance agency, and by its subsidiary claims processing firm Pets Best Insurance, Inc. All information shared with Pets Best Insurance Services, LLC is also immediately shared with Pets Best Insurance, Inc. as they share a common database and work together to administer your policy.

What we do

How does Pets Best protect my personal information?	To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings.
How does Pets Best collect my personal information?	<p>We collect your personal information, for example, when you</p> <ul style="list-style-type: none"> • Purchase or make changes to a policy • File a claim • Fill out customer surveys <p>We also collect your personal information from others through joint marketing agreements or lead providers.</p>
Why can't I limit all sharing?	<p>Federal law gives you the right to limit only:</p> <ul style="list-style-type: none"> • Sharing among affiliated companies information beyond that received by both companies simultaneously • Affiliates from using your information to market to you • Nonaffiliates from using your information to market to you <p>State laws and individual companies may give you additional rights to limit sharing.</p>
What happens when I limit sharing for an account I hold jointly with someone else?	Your choices will apply to everyone on your account.

Definitions

Nonaffiliates	Companies not related by common ownership or control. They can be financial and nonfinancial companies.
Lead Providers	Unlicensed and/or unappointed companies or individuals who provide lead information to Pets Best.
Joint Marketing	<p>A formal agreement between nonaffiliated companies that together market products or services to you.</p> <ul style="list-style-type: none"> • Companies that we have joint marketing agreements include lead providers, brokers and insurance agents.