**Pets Plus Us® Member Complaint Form**

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| **Member Name:** |  | **Address:** |  |
| **Phone Number:** |  | **Email:** |  |
| **Policy Number:** |  | **Preferred Contact Method:** |  |

**Complaint Summary:**

Please provide a summary of your complaint for our team to review. If you require additional space, you may add additional pages to this complaint form.

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**Supporting Documents (Optional):**

Please indicate the supporting documents being included with this complaint form for consideration by our team.

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| 2. |  | 4. |  |

**How to Submit This Complaint Form:**

You may submit this form, along with any supporting document to us via email, mail, or fax using the information listed below. If you are mailing us a copy of your complaint, please keep a copy for your records. We will contact you within 72 business hours after receiving your complaint.

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| **Email:** | **Mail:** | **Fax:** |
| [info@petsplusus.com](mailto:info@petsplusus.com)  (Please include the phrase “ATTN: Quebec Complaints Team” in the subject line of your email) | Pets Plus Us  ATTN: Quebec Complaints Team  710 Dorval Drive, Suite 400  Oakville, ON L6K 3V7 | 1-866-428-2199  (Please include the phrase “ATTN: Quebec Complaints Team” on the cover sheet of your fax) |