



Petzey Pet Telehealth

FREQUENTLY ASKED QUESTIONS

GENERAL

What is Petzey?

Petzey is a tele-health pet app that connects you to a licensed vet professional in minutes—anytime, anywhere. The consultation is a flat rate of \$20 per pet. No hidden fees, subscriptions or memberships.

Petzey exists to make pets healthier because we know that healthier pets spread happiness and bring joy to our world. We also know that much stands in the way of that including access, affordability and awareness of issues that affect pets. So we created a new on-demand platform that provides affordable pet healthcare through the Petzey Network of Virtual Vet professionals. Our proprietary routing technology connects pet parents to vet professionals closest to them. Vet professionals will provide answers to all pet health and wellness questions or any other concerns you may have about your pet. Sometimes a call is all that is needed, but if a trip to the vet is recommended, we'll help you find one in your area.

HOW PETZEY WORKS

Is there a time limit for a consultation call?

There is no time limit for a consultation call. You are able to speak with a vet professional for as long as you need. The cost will not change regardless of how long the call takes.

What types of pets does Petzey support?

Consultation calls on the Petzey network are only for cats, dogs, small animals (mice, guinea pigs, etc.), and exotics (reptiles, birds, etc.).

When to use the Petzey app.

Petzey is designed to connect you with a vet professional to provide instant answers to a myriad of pet health and wellness questions, regardless of where you are or what time it is. Here are some of the common topics for which you can consult with our vet professionals:

- General health questions
- Nutritional advice
- Behavior questions
- Skin and coat issues
- Second opinions
- How to care for a new pet
- Urgent concerns

Simply open the Petzey mobile app and connect live with a vet professional who will provide answers to your questions. If a trip to the vet is recommended, we'll help you find one in your area.

Can two different accounts add the same pet?

Yes, you can create two separate accounts with the same pet on each account. If you call in, the notes and recommended clinics you receive will only show under the account that called in, not both accounts.

You are not able to be logged into the same account on two different phones. If you do want to have the app on multiple phones just create another account, which is free, and add your pets to a second account.

Why do I have to add my credit card before requesting a consultation call?

A payment is required as a charge for the call goes through immediately after the call. Once the card is added you are able to make a consultation call in the future without worry about adding a payment each time.

We want to make the process to call in as simple and easy as possible so if you are experiencing an emergency situation, or are anxious about your pet, you can call in quickly to connect to a vet professional and get answers.

All payment information you enter on our app is sent and stored by our payment processor, Stripe, using bank level security. Petzey does not store any of your payment information.

How do I remove a pet?

From the home screen, click on Account (lower right corner). Under pets, select the pet you want to remove. Once you tap on the pet scroll to the bottom and click "Remove this pet".

How can I change mine or my pets information?

You can manage your personal and pet information from the Account page (icon in the bottom right corner). You can edit and change any of your personal details by clicking "edit" in the top right hand corner. To edit pet information, click on the pet you want to edit and then you can change the information from there.

Can the vet professional give a diagnosis or prescribe medication(s)?

Vet professionals on the Petzey Network are able to provide advice and consultation only. They are not able to diagnose, recommend treatment or prescribe any medications.

While all of the vet professionals on the Petzey network are licensed veterinarians or licensed veterinary technicians, in order to render a formal diagnosis, treatment protocol or prescribe medication to a Pet Parent or its pet, a veterinarian must have established a valid VCPR which in most states requires a physical in-person examination.

The rules surrounding the VCPR requirements are always changing and you can expect each licensed vet professional will operate within those rules as they engage with you.

Of course, you should always bring your pet directly to a veterinarian if you believe your pet is experiencing a medical emergency, if the pet appears in pain, if there appears to be a risk of injury to human or animal, or when otherwise needed.

Can I choose the vet professional I speak with?

Petzey uses a proprietary routing technology to route your call to the closest vet professional on the network. You will be matched according to your geographic area based on the location of your mobile device. This allows you to speak with a vet professional in a matter of minutes!

You are able to call into the Petzey Network regardless if you are home or traveling. We will connect you to a vet professional closest to the area you are located.

We do not allow a specific vet professional to be chosen to ensure every pet parent receives help quickly. Vet professionals also choose their own hours and change when they are available.

How do I know I'm getting a licensed veterinary professional?

We require all vet professionals to meet a specific set of requirements in order to participate on our network. We ensure every vet professional is licensed in at least one state and has a degree from an accredited veterinary or veterinary technology school. We will continue to build our Petzey community to ensure we have representation across all specialties, medical and animal species based.

PAYMENTS

How do I change/edit my payment information?

To change payment information you can go into your app and follow the steps below.

- Click "account" in the bottom right corner.
- Click the gear icon in the top left corner.
- Select payment information.
- Edit and change your information there.

A default card always has to be on file. If you need to change the default card, add a new card first, set that to default, then delete the old card.

What payment methods does Petzey accept?

Currently you can use the following Credit Cards - Visa, American Express, Diners Club, Discover, JCB, MasterCard, or UnionPay.

I have a question about a charge.

If you have a question about a charge on your credit card from Petzey, please contact our Customer Care team at support@petzey.com. Please include the following details:

- Date of charge
- Last four digits of the credit card that was charged

CONSULTATION CALLS

What if I am not satisfied with my consultation?

If you were not satisfied with your consultation call or if you have any other questions or concerns please reach out to us at support@petzey.com.

How do I switch to video from a voice call or vice versa?

Petzey initiates a consultation call through voice only. Once connected to a vet professional, you are able to switch to and from video chat.

You can change to video by clicking the video icon on the bottom of your screen. To turn the camera off, just click the video icon at the bottom again and you will be back to just an audio call.

Do we receive anything after the call to review?

After the call ends, the vet professional will write notes to summarize your call, which you will see in your app once they are completed. If you open the app and click the bell in the top right corner, you can find the notes there. If you click Account (bottom right corner), you can scroll down to see your consultation history. Select "View Full History" and you will find your notes there as well.

TECHNICAL ISSUES

The app is not accepting my email/password.

Check to be sure you are on the screen that shows "Sign in to your pet parent account" as we also have a page for our vet professionals.

If your email or password is still not accepted you can click "Forgot Password" to try and reset your password. If after resetting you still cannot log in, please reach out to us at support@petzey.com.

What if I no longer have access to the email address I used to set up my account?

You can still login with the old email address to get into the app. If you want your email changed, you will need to reach out to support@petzey.com and we can be sure to get that taken care of!

What is the required format for my password?

Passwords must be at least 8 characters and have at least one uppercase and one lower case letter.

What if I forgot my password?

If you forgot your password you can click on "Forgot Password" under the sign in section and enter your email address here. We'll send you an email with a link to reset the password. If you are unable to reset your password, contact us at support@petzey.com.

What devices are compatible with the Petzey App?

The Petzey App is compatible on Android and iPhones only. Currently not available on iPads, Tablets or the computer.

- Android devices must be Samsung Galaxy 7 or newer, Google Pixel 2 or newer.
- iPhone must be iPhone 6 or newer.
- Android version 9 or newer
- iPhone version 11 or newer.

What if I get disconnected in the middle of my consultation?

If your call gets disconnected, unfortunately we are not able to call you back. The best option would be to give the network a call back and we can continue to help with your issue. There will only be one charge to you if your call gets disconnected. You do not receive a second charge for having to call back! If you have any additional questions about a disconnected call please reach out to us at support@petzey.com.