



AGNEW EQUINE NEWS

Independent. Ambulatory. Professional. Trustworthy.

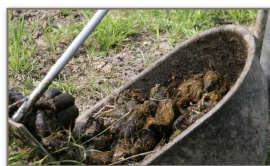
Team Agnew Updates!

HIGHLIGHTS ON WHAT WE'VE BEEN UP TO THAT YOU CAN FIND ON OUR FACEBOOK PAGE

@horsevetsagnewequine



PRIZE WINNERS!
3 LUCKY WINNERS THIS SUMMER WON A ZEBRA FLY RUG



WORM EGG COUNT
REMINDER FOR JULY FOR THOSE WHO HAVE OUR WORM PACKS



DIRECTIONS BY HI-VIS!
BETTY WAS DIRECTED TO A CALL BY A HANGING JACKET

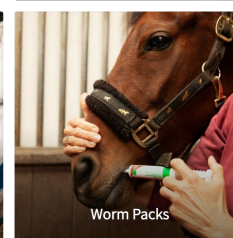
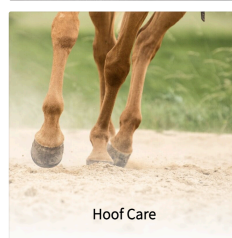
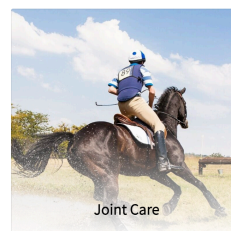
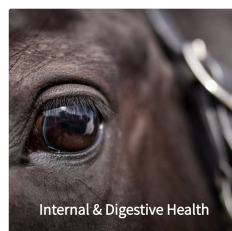


ELLA SPEAKS
TO EQUINE VET STUDENTS AT LIVERPOOL UNI

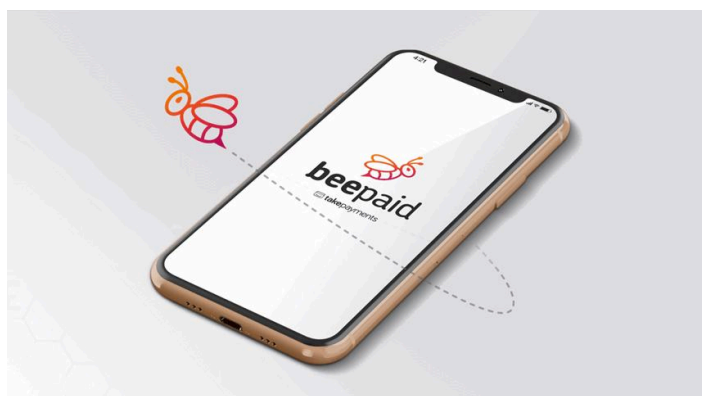
Online Shop - Coming Soon!

We are excited to reveal that very soon we will have an online shop on our website (www.horsevets.co.uk) where you will be able to buy supplements and more at your convenience - and with most supplements over £50.00 offering FREE SHIPPING!

We will be re-launching our supplements offering in tandem with this so watch our Facebook page for exciting updates.



We posted to our Facebook page in June when we were looking for a foster mare urgently for a client - it was shared 1,100 times and reached nearly 84,000 people! And a foster mare was found. A big thank you to our lovely horsey online community - much appreciated!



Our Vets are Taking Payments at Visits!

In an effort to allow you to keep closer control over your credit card data - our vets are now offering a banking app (Beepaid) to take payments whilst they are with you at your visits. Especially for pay-at-the-time appointments like a Saver Day, it is a quick, easy, convenient and secure payment option that we can now offer! All other payment options still are available for those who prefer them.



Photo credit: Jessica Andrews

Hot Weather Tips

The weather these summer months has swung wildly from wet and chilly to hot hot hot! Should the weather return to warmer temps it is vital to prioritise your horse's health and well-being as much as the fun:

Hydration: ensure a constant supply of clean, fresh water, both in the pasture and the stable

Prevent Heat Stress: provide shade in the paddock, avoid strenuous activities during the hottest hours of the day

Fly Control: Try fly repellents, fly masks, and fly sheets, to minimise the risk of discomfort and infections.

Hoof Care: Dry conditions can lead to cracked hooves, so work closely with your farrier to maintain hoof health.

Visit
[www.horsevets.co.uk/
onlineforms](http://www.horsevets.co.uk/onlineforms) to book
appointments, request
meds or book vettings!

Horse Insurance - Help Us Help You!

We appreciate that navigating equine insurance can be a tricky endeavour - and especially when it comes time to make a claim you want no surprises.

We are proud to have a dedicated member of our team, Emily Bloor, who looks after all of our insurance claims here at Agnew Equine and she manages the bulk of the claims process for you! She communicates with the vets, the insurers and you as our client to ensure everyone has the information they need.



When you initiate a claim with us, Emily will be in touch with what to expect and what guidelines to follow which will help things go smoothly - some of the points are as follows:

- ✔ Due to the volume of claims, it will take up to 30 days for us to complete claim forms and send to insurers (in busy periods this may take longer). Insurers generally apply a 12-month time limit to a claim from the date the condition was observed, so please send your claim form to us at your earliest convenience to get the process moving.
 - ✔ You will receive a copy of our invoice when it is sent through to the insurance company with your claim, but please be aware that you will not receive an invoice directly from us prior to this or be proactively updated with the balance of charges accrued before the claim amount is finalised.
 - ✔ At any time if you would like to check what your claim balance is please contact us and we will give you the latest estimate.
 - ✔ Keep copies of all relevant emails you are included on as this will ensure you are aware of the insurance monies being spent, and the remaining amount available for on-going treatment as Agnew Equine do not get this information from your insurer.
 - ✔ We advise that upon making a claim you refer to your policy terms and conditions so that you fully understand and are aware of anything they may exclude. Additional treatments may be offered throughout the ongoing investigation of your horse's condition, so it is important to check these are also covered under your policy.
 - ✔ Should you decide to cancel your policy or change insurers at any time after a successful claim, before doing so please ensure you check carefully that all invoices have been sent to your insurer and payment has been received in full for all outstanding invoices.
 - ✔ Please remember that we cannot be held liable in the event that your claim is declined in whole or in part for any reason, and any amounts unpaid by your insurers would remain your liability.
- Emily can be reached at insurance@horsevets.co.uk and is a great resource should you have any queries about what type of insurance coverage you should opt for.