



## Microchip Service Policy



### **What is a microchip registration and why does it matter?**

It's an RFID Identifier and it's implanted in your pet's body. When scanned it reads a number which is registered in a microchip database with your information and your pet's information. This is used to facilitate a reunite in the event your pet is missing.

24Petwatch is North America's largest microchip registration data base and provides world-class Lost Pet Recovery service. We do not arbitrate pet ownership, and do not assist in the settling of disputes.

### **How can I ensure that I am the microchip registrant of my pet?**

You can log into your portal at [mypethealth.com](http://mypethealth.com) to confirm the details of your existing registration or call one of our customer service team members at 1-866-597-2424.

### **What documentation do I need to submit in order to register my pet's microchip?**

If your pet's microchip had not been previously registered, there is no documentation required to register your pet. You can register online at [mypethealth.com](http://mypethealth.com), or by calling our customer service team at 1-866-597-2424

### **Can more than one person be registered to my pet's microchip?**

Yes. If applicable, you may list more than one person on the Transfer of Registration Form. However, you must designate one person as the primary registrant and the other as the secondary registrant.

Both primary registrants and secondary registrants will be contacted by 24Petwatch® in the event that the pet is missing and then found. In addition, a pet may be released to either its primary or secondary registrant.

### **Who determines pet ownership?**

Property ownership is determined by the law and or a judge in court. Pethealth Inc. does not arbitrate pet ownership. We provide a microchip registration and lost pet recovery service in accordance with these terms of service.

Pethealth Inc. will not accept any responsibility for loss or damage that may arise due to any misrepresentation of information, and you agree to indemnify Pethealth Inc. for any such occurrences. Pethealth Inc. does not get involved in civil claims in the event of ownership dispute.

## **How do I Transfer a Microchip Registration?**

There are two ways to complete a registered microchip information transfer to a new registrant:

### **Email:**

Use this option ONLY if you can include all the required documents in your email, AND if you are listed as the pet parent on the documents.

To submit by email:

1. Download and complete the [Transfer of Registration Form](#)
2. Attach any ONE of the documents listed on the form
3. [Email](#) your completed documents to the address on the form

Email transfers normally take approximately 5-7 business days to complete.

### **Phone:**

Use this option if you do NOT have the required documentation, are not listed as the pet parent on the documents, or if you require assistance. We're here to help!

To call for live support:

1. Call: 1-877-707-7297
2. Hours (EST): Monday to Friday: 9am-9pm, Saturday to Sunday: Closed

Phone transfers are often completed immediately.

## **What documentation do I need to submit along with my Transfer of Registration Form?**

If the previous registrant signs the Transfer or Registration Form, then no additional documentation is necessary.

If the previous registrant does not or cannot sign the Transfer or Registration form, then the new registrant will need to provide 24Petwatch® with one of the following documents as proof of registration:

1. A bill of sale from the previous registrant to the new registrant that includes the microchip number of the pet; or
2. A letter from a licensed veterinarian, on their letterhead, indicating the microchip number and new registrant of the pet; or
3. A city/county pet license in conjunction with vaccination records including the microchip number of the pet; or
4. A valid adoption agreement for the pet in the new registrant's name.

*Please note that we will not accept vet bills as proof of registration.*

### **How long does it take to process my Transfer of Registration Form?**

If you email your Transfer of Registration and supporting documentation, the transfer normally completes in 7 business days, and you will receive a confirmation email. If you call, the transfer is often completed immediately.

### **How much does microchip registration and transfer cost?**

There is no fee to register a new microchip for your dog or cat, or to transfer a microchip registration to a new registrant.

### **Can I register any brand of microchip with 24Petwatch®?**

Yes, you can register any brand of microchip with 24Petwatch, provided that you ensure that the microchip is not registered with any other microchip service which may conflict with your 24Petwatch® registration. The American Animal Hospital Association (AAHA) provides a microchip lookup tool which can be used to determine the registration status of a microchip. Please visit [www.petmicrochiplookup.org](http://www.petmicrochiplookup.org) for more information.

### **What do I do if my pet goes missing?**

Should your pet go missing, please file a lost pet report through your MyPethealth account at [mypethealth.com](http://mypethealth.com) and verify that all of your contact information is up to date, or you can give us a call at 1-866-597-2424.

Once you have reported your pet as missing, you can also refer to the lost pet resources found on our website:

For more information and if you have any questions, you can contact us at 1-866-597-2424 or visit <https://www.24petwatch.com/>.

1. [Create a Lost Pet Poster](#)
2. [Pet Recovery Tips](#)

3. Purchase a [Lifetime Protection Membership](#)

4. Purchase a Lifetime Warranty [Pet ID Tag](#)

### **How does reunification work?**

In the event your pet goes missing, we use the information you provide for yourself, and your pet on the microchip registration to facilitate a reunite. We notify and contact you based on consent provided, and level of service selected.

The Basic registration and service allows you to file missing pet reports and see updates online through [mypethealth.com](#). We will also send electronic automated service notifications to your primary phone number and email address.

Members of our Lifetime, and Annual Membership protection plans have access to our lost pet recovery specialists who help guide you through the recovery process and can directly connect you to the finder over the phone.

### **What is a Lifetime Protection Membership?**

Once your pet's microchip registration information is up to date, help keep them happy, healthy and home with the 24Petwatch Lifetime Protection Membership, a recovery service that helps protect your pet at every step with safety touchpoints. You'll get access to our Lost Pet Recovery Specialists and, should your dog or cat ever go missing, the ability to connect with your pet's finder directly, among other benefits. It even comes with complimentary perks and discounts, so you can give your pet the very best for less. And, since 2003, we've been reuniting up to 3,000 lost pets with their owners each and every month. To purchase a Lifetime Protection Membership or to learn more, visit our [website](#) or call us at 1-866-597-2424.

### **What is a Lifetime Warranty Pet ID tag?**

Our Lifetime Warranty Pet ID Tags are durable, high-quality and professionally engraved for maximum readability. They come in a number of sizes, shapes and colors and feature your pet's name and microchip number, as well as our Lost Pet Recovery Service toll-free number. To purchase a Lifetime Warranty Pet ID Tag or to learn more, visit our [website](#) or call us at 1-866-597-2424.

*Please allow up to 6 weeks for customization and shipping*

**You can also refer to the lost pet resources found on our website**