



## What are the Canstar Pet Insurance Star Ratings?

Canstar Pet Insurance Star Ratings use a sophisticated and unique ratings methodology that compares both price and features across pet insurance products. Canstar Star Ratings represent a shortlist of products, enabling consumers to narrow their search to products that have been assessed and ranked.

## What types of products are evaluated for Canstar's Pet Insurance Star Ratings?

Eligibility for Canstar's Pet Insurance Star Rating is overseen by the Research Committee. As a guide, a policy should follow the below criteria:

- The pet insurance product must be directly available to the consumer through a provider's website and not through an affiliated organisation (e.g. pet shop)
- Must be a standalone cover e.g. not pet cover as an additional extra to home and contents insurance
- Must be a lifetime policy
- Quoting must be possible either online, through rates in PDS or via information provided directly.
- The pet insurance policy provides cover for a minimum of three of the following illnesses:
  - Spinal conditions/intervertebral disc disease
  - Hip Dysplasia
  - Cancer
  - Ear/Eye conditions (excl. cataracts)
  - Skin conditions
- For a policy to be considered within a Accident & Illness with Routine Care profile, a policy must include a Routine Care add-on or provide cover for a minimum of five of the following inclusions:
  - Teeth cleaning
  - De-sexing
  - Microchipping
  - Vaccination/health check
  - Flea/tick/worm control
  - Controlling heartworm/heartworm testing
- New providers must have been in the market for at least 12 months.

## How are the Star Ratings calculated?

Pet insurance products included in the Canstar Pet insurance Star Rating are assessed across 32 consumer profiles based on cover type, pet type and pet age.

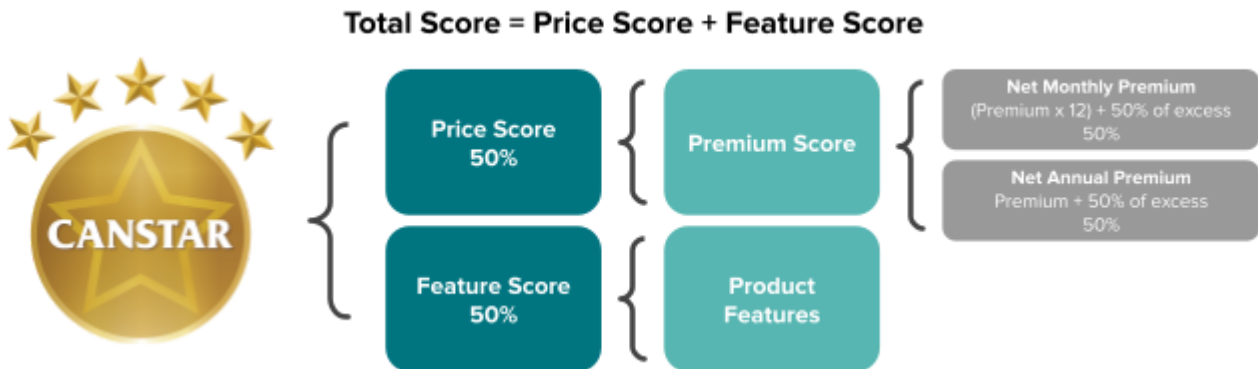
The profiles considered are as follows:

Cover Type	Pet Type	Pet Age
Accident & Illness	Small Dog	Less than 1 year
	Medium Dog	2-3 years old
Accident & Illness with Routine Care	Large Dog	4-5 years old
	Cat	6-7 years old

## Star Ratings Methodology

Each pet insurance product reviewed for the Canstar Pet Insurance Star Ratings is awarded points for its comparative pricing and for the array of features attached to the product. Points are aggregated to achieve a price score and a feature score.

To arrive at the total score, Canstar applies a weight against the price score and the feature score. The weights reflect the relative importance of costs and features in determining the products offering outstanding value. This method can be summarised as follows:



### Price Score

The price score takes into consideration annual and monthly insurance premiums as well as the policy excess. The quotes used for the Canstar Pet Insurance Star Ratings are for new policies as opposed to renewal prices, which can differ. Products are compared to each other with the product with the lowest average cost awarded the highest price score. All other products are awarded a score based on their relative cost against the lowest cost policy.

For calculation purposes, a quote from an inner-city, suburban and regional location is considered. The weight assigned to each location is summarised as follows:

Location	Weight
Inner City	20%
Suburban	60%
Regional	20%

Canstar applies 50% of the total excess to the monthly and annual premium where applicable. Applying this loading ensures that the impact on the net cost of the policy in the instance where a claim is made is accounted for in the price score.

## Features Score

The feature score takes into account a number of features within six different categories, with individual features allocated points and each category, and subcategory, assigned a weighting. The product with the highest feature score is allocated the maximum score, with all other products indexed against it.

Category/Subcategory	Accident & Illness	Accident & Illness with Routine Care
Application	5%	5%
Application Channels	25%	20%
Application Conditions	50%	50%
Premium Discounts	25%	30%
Payment	2.5%	2.5%
Cover	80%	80%
Illness Inclusions	40%	35%
<i>High Cost Conditions</i>	60%	60%
<i>Low Cost Conditions</i>	40%	40%
Treatment Inclusions	35%	30%
<i>High Cost Conditions</i>	60%	60%
<i>Low Cost Conditions</i>	40%	40%
Accident Inclusions	20%	12.5%
<i>High Cost Conditions</i>	60%	60%
<i>Low Cost Conditions</i>	40%	40%
Special Inclusions	5%	5%
Routine Care Inclusions	-	17.5%
Service	5%	5%
Claim	5%	5%
Cancellation	2.5%	2.5%

### How is Cover scored?

The following components are considered when scoring various conditions within the Cover category:

- The typical cost of the condition being assessed
- The percentage of fees that the policy will provide cover for
- Claim limits that may be applicable to the condition
- Any annual benefit limit that may be applicable to the policy

To further stress the policy against the condition being claimed, scenarios are included that go beyond the typical cost, where a policy that covers well above a typical vet bill for a procedure will score better than one that only has enough cover for a single typical cost claim.

Within each subcategory, more weight is allocated to conditions considered to be a higher cost for consumers, while the remaining weight is allocated to lower cost conditions. For example, within the Treatment Inclusions subcategory, hip replacement is considered a higher cost condition and therefore is allocated greater weight than radiology and x-ray or emergency boarding fees.

## What are the Canstar Pet Insurance Awards?

The Awards for Outstanding Value Pet Insurance recognises the performance of insurers in the underlying consumer profiles for both Accident & Illness and Accident & Illness with Routine care policies. The Comprehensive award recognises insurers that offer Accident & Illness with Routine care policies that meet a minimum level of cover.

## Eligibility Criteria

Eligibility for Canstar's Pet Insurance Awards is overseen by the Research Committee. As a guide, a policy should follow the below criteria:

- The insurance provider must have a national presence, and for comparison purposes a quote must be available either online or via information provided directly.
- The pet insurance product must be directly available to the consumer through a provider's website and not through an affiliated organisation (e.g. pet shop)
- Must be a standalone cover e.g. not pet cover as an additional extra to home and contents insurance
- Must be a lifetime policy
- The pet insurance policy provides cover for a minimum of three of the following illnesses:
  - Spinal conditions/intervertebral disc disease
  - Hip Dysplasia
  - Cancer
  - Ear/Eye conditions (excl. cataracts)
  - Skin conditions

## Comprehensive Award Criteria

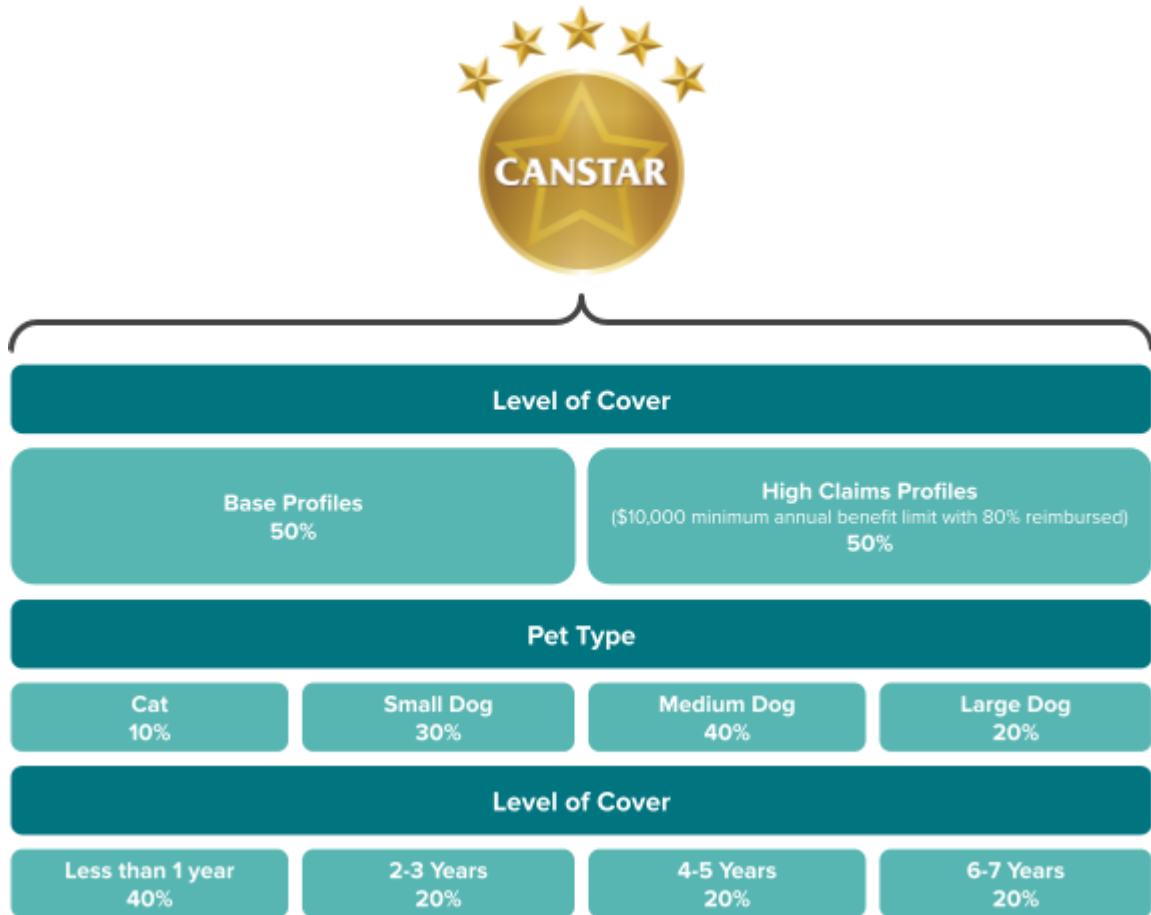
- To be eligible for the Comprehensive Award, a policy must provide cover for a minimum of five of the following Routine Care inclusions:
  - Teeth cleaning
  - De-sexing
  - Microchipping
  - Vaccination/health check
  - Flea/tick/worm control
  - Controlling heartworm/heartworm testing

## High Claims Profiles Eligibility

For award purposes only, an additional assessment rating is conducted to recognise products that are considered to offer high levels of cover. To be considered in the High Claims profiles, a product must have a minimum level of annual benefit cover of \$10,000 and percentage of vet fees reimbursed of 80% or more across all underlying profiles. Any product that meets the minimum eligibility requirements for the Pet Insurance Star Ratings is eligible for the Base profiles.

## Methodology Tree

To determine the winners of Canstar's Accident & Illness and Comprehensive Awards, an insurer's top performing product within each profile is used. The weights applied to each profile when determining the award winner for each cover type is summarised below:



## How often are products reviewed for Star Ratings and award purposes?

Ratings and awards are recalculated annually based on the latest features offered by each provider. Canstar also monitors changes on an ongoing basis. The results are published in a variety of mediums (newspapers, magazine, television, websites, etc.).

## Does Canstar rate all products available in the market?

We endeavour to include the majority of product providers in the market and to compare the product features most relevant to consumers in our ratings. However, this process is not always possible and it may be that not every product in the market is included in the rating nor every feature compared that is relevant to you.

## Does Canstar rate other product areas?

Canstar researches, compares and rates the suite of banking, wealth and insurance products listed below. These Star Ratings use similar methodologies to guarantee quality, consistency and transparency. Results are freely available to consumers who use the Star Ratings as a guide to product excellence. The use of similar Star Ratings logos also builds consumer recognition of quality products across all categories.

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