

CCP Client Death Cancellations

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Client Death Cancellations

The death of a loved one is often a very difficult time for the family and friends of our clients so it is imperative that these calls are handled with the utmost care. The best way to handle these situations is by doing the following:

1. Apologize sincerely for the loss of the client.
2. Advise the caller that we would be happy to help them take care of the account. We do not require any form of proof of the death to cancel their pet's Care Companion Plan.

The CCP will be cancelled with 0 balance owed by completing the following process:

- Note in eVet the name of the caller, the notification of death, and the relationship of the caller to the owner.
- Delete the plan using the delete function from the medical record tab, do not set the plan to expire.

Spouse, Friend, or Family Member Re-enrollment

Sometimes the spouse, friend, or other family member of a deceased client will take ownership of the pet and wish to enroll on a new Care Companion Plan under their own name. When this happens, the individual may ask to have the enrollment fee waived. If this is the case, please offer to waive the enrollment fee as a client service gesture. The new owner must have their own file, please do not change the client name on the pet's record. Make sure to notate the old file and the new one of the new/previous pet owner information in case you need to access additional records.
