

Pets Best

Rating 5/10: Average

Company Summary

Launched back in 2005, Pets Best has been providing pet insurance coverage to pet owners and their furry family members longer than many of its competitors, and currently insures over 100,000 pets. Headquartered in Idaho, Pets Best has been serving pet parents in both the United States and Japan for over a decade.

Pets Best founder and veterinarian Jack Stephens has been involved in the pet insurance industry since 1981 when he launched North America's first pet insurance company. In 2005, he partnered with Greg McDonald to found Pets Best, with the goal of improving pet insurance and making it more accessible to pet owners.

Hours of Operation

Pets Best's toll-free customer support center is open from 6:00 am to 7:00 pm mountain time, from Monday through Friday, and from 6:00 am to 2:00 pm on Saturdays. In addition, there are agents available to help answer any questions that pet parents might have when considering a plan through Pets Best.

Pros

- Affordability
- Online Resources
- Support Availability
- Customizable Quotes
- Comparison Chart

Considerations

Customer Satisfaction

Although Pets Best is known for providing quality pet insurance coverage at affordable rates, the company has more negative reviews than many of its competitors. Most of the negative reviews are about long claim reimbursement times and claim denials. Low customer satisfaction might be a major consideration for pet owners thinking of shopping with Pets Best, especially if user reviews and feedback are a major determining factor.

Quote Requests

The online quote request on the Pets Best website is less convenient and more time-consuming than that offered by many of its competitors, which might be a major consideration for shoppers who want easier access to price quotes. Unlike most providers that only require an email address and basic pet information, you have to enter more personal contact information for yourself and more medical information for your pet to get a price quote through Pets Best. This might make obtaining a quote a bit more inconvenient when compared to other providers.

Benefits

Affordability

A great benefit of comparing price quotes with Pets Best is the relative affordability of the pet insurance plans they offer. Price is an important consideration for many pet owners when shopping for pet insurance, and having access to affordable plan options can make a big difference in their shopping experience. This benefit will be important for pet parents on a budget, or those who want to get quality coverage for their furry family members without breaking the bank.

Customizable Quotes

One of the major benefits that Pets Best offers to pet owners shopping for pet insurance coverage is the customizability of its online quotes. While the process to obtain a quote involves entering in a lot of information, once you do, you have the option to customize your annual limit, annual deductible, and reimbursement percentage, which all affect the monthly premium quoted to you. In addition to this, when you get a quote, you can also see a helpful comparison chart that lets you see exactly what is included under each level of coverage. This is a great benefit for online shoppers who want to explore all of their available options before deciding.

Support Availability

Another benefit that Pets Best offers is flexible and convenient access to customer support staff with extended hours of operation. While not as extended as some of its competitors, Pets Best offers weekend and partial evening availability to give pet owners more opportunities to reach out with questions or requests for assistance. This is important for pet parents who tend to be busy during normal business hours and don't have much free time to call and speak with an agent in the middle of the week.

Online Resources

The Pets Best website is full of useful informational resources that can help pet owners learn more about pet insurance and currently available coverage. In addition to price quotes and coverage information, Pets Best also has a blog that offers articles and posts about a variety of topics of interest to pet parents of all kinds. These articles include owners' guides, pet health

and wellness tips, and industry news. Pet owners who like to do online research and explore available information will appreciate the Pets Best website's blog page.

Our Favorite Features

Weekend Hours

One of our favorite features that comes with the Pets Best shopping experience is the extended hours of availability for their toll-free call center. While the hours could be longer, it is worth highlighting that the Pets Best call center is open on Saturdays for pet owners who may not have time during the week to call in to speak with an agent. In addition, these extended hours are great for busy pet parents who need some flexibility when it comes to shopping for their pet insurance plans.

Quote Comparisons

Another major feature is Pets Best's online quote comparison tool, which allows you to customize plans and see price quotes for different levels of coverage. In addition to this, you can easily compare the details of each policy using the convenient popup chart that tells you exactly what is and what is not covered by each plan. This is a stand-out feature that is incredibly useful when trying to determine which plan will best suit your pet's unique needs.

Online Resources

The Pets Best website has a lot of helpful online resources that we think pet owners will appreciate when shopping for their pet insurance coverage. Furthermore, the Pets Best Blog offers informative articles that help shoppers better understand how pet insurance works and why it is important for their furry family members. These resources add a lot of value to the shopping experience.

Is Pets Best a good fit for you?

Pets Best is a good fit for you if you appreciate being able to see a breakdown of what is and is not covered in a plan when comparing price quotes, since Pets Best offers informative and comprehensive details about each plan. It is also a great choice for pet parents looking for a pet insurance plan that offers great value at an affordable price.