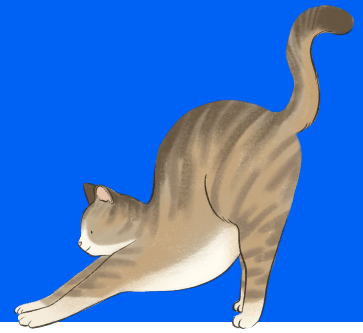


Frequently asked questions.



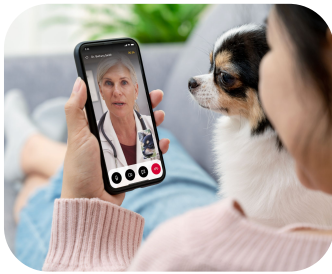
Are there any kinds of pets you don't help?

Airvet's mission is to care for all pets. We help cats, dogs, fish, reptiles, birds, rabbits, ferrets, horses, pigs, chickens and even tarantulas too!

How many pet parents has Airvet helped so far?

Airvet has helped more than 200,000 pet parents.

What can pet parents use Airvet for?



Urgent care triage

- 24/7, on-demand, video visits and follow ups

Care & education for every life stage

- Puppies & kittens
- Adult dogs & cats
- Aging cats & dog

Preventative & routine care advice

- Questions about vaccines
- Dental care advice
- Nutrition and diet advice
- Grooming advice

Specialty care

- Allergies
- Skin issues
- Anxiety
- Disease management
- Weight management

Behavioral health

- Aggression
- Potty training
- Barking / Jumping

Second opinions

What are the most common reasons pet parents use Airvet?

General Medical Questions, Skin Rashes, Allergies, Injuries, Stomach issues are the top five reasons pet parents have called Airvet. Most pet parents are looking for advice and support and a faster response than some Urgent Care or Hospitals can provide. Most of our calls are to give pet parents peace of mind and allow them easy access to experts instead of waiting many weeks to get in to see a vet in person.

Is access to quality pet care an issue?

Since the pandemic it is becoming increasingly difficult. In many areas, vets aren't able to see pets for 6-8 weeks and many emergency vet services are overloaded leading to long wait times, vet burnout and frustrated pet owners.

When should an employee use Airvet?

Airvet is there for any questions about pet care or when an employee needs peace of mind. Vets can discuss anything from nutrition, behavior, basic health questions and how to provide the best preventative care. If an employee is facing an urgent situation and is unsure what kind of care their pet might need, our licensed vets will help.

How does this work with pet insurance?



Pet insurance typically covers injury, illness and accident, which are far less frequent than the day-to-day care questions and concerns pet parents face. Airvet veterinarians can help employees determine if they're facing a more serious situation and provide advice for next steps. If the pet can be helped with virtual care, Airvet not only saves an employee the cost (and time) of an ER visit, but also the hassle of filing a claim. Airvet partners with pet insurance companies so that pet parents not only have support for urgent matters, but also general care advice to ensure pets are living their happiest and healthiest lives.

If you offer pet insurance, Airvet does not replace it, but is a far more frequently used "everyday" benefit offering compared to something that may be once-in-a-lifetime.

How does this work with wellness plans?

Airvet's 24/7 virtual care covers everyday care needs that don't require an in-person vet visit. Wellness plans cover the costs for in-person routine care (i.e. annual exam, vaccines, flea and tick meds, heartworm meds, blood work, etc.). Together, virtual care and a wellness plan provide complete coverage for pet parents' everyday and routine needs.

What's the average wait time and cost for emergency care?

Average time spent at the ER or urgent care is 6-8 hours. With telehealth, help is available in 10 minutes without leaving home. The average cost is \$150 - \$500.

What percentage of employees have pets?

76% of millennials and 70% of all US households have a pet.

How do you select your vets?

Airvet has over 3,000 veterinarians on the platform. We have a rigorous "vetting" process to ensure only the best doctors are approved to be on the platform. We also have board certified specialists in behavior, nutrition, dental and oncology.

Can Airvet help find the right local vet hospital if needed?

If an office visit is determined to be necessary, vets will refer pet parents to the closest and best available hospital. All notes from the doctor you speak with on Airvet can be shared with your local veterinarian.

Can Airvet prescribe pet's medication?

While we can't always prescribe medications due to state-based restrictions, we can always answer questions and provide expert advice and recommendations from a licensed veterinarian.

Where are your vets located?

Airvet on-demand video visits are available to pet parents in all 50 states and Canada.