The Stevie Fund terms and conditions

Every pet deserves a chance, just like Stevie did.

Who can nominate: New Zealand residents aged 18 or over, for their own pet's vet bill or estimate. It's free.
What's paid: up to $1,000 each for two pets' vet bills every month, paid by The Vet Post Charitable Trust.
How pets are picked: one by public vote, and one by Dr Becs, our founding vet.

Please read these terms before you nominate a pet or vote. By nominating or voting, you agree to them. Questions? Email **stevie@vetpost.co.nz**.

1. About the Stevie Fund

1.1 The Stevie Fund is a charitable programme of The Vet Post Charitable Trust, registered with Charities Services under registration number CC62101 ("the Trust"). It is named after Stevie, a pup the Trust's founder treated in 2012, when the pup had no owner and no one to pay for her care.

1.2 The Trust is funded by donations from VetHQ Limited, trading as Vetpost, NZBN 9429041262030 ("Vetpost"), and from the public. Vetpost runs the Stevie Fund on the Trust's behalf. In these terms, "we" and "us" mean the Trust and Vetpost. All payments towards vet bills are made by the Trust.

1.3 Each month, the Stevie Fund puts up to $2,000 including GST towards vet bills: up to $1,000 each for two pets ("the chosen pets"), chosen as set out in section 8. In a month that follows a rollover, the amounts can be higher, as set out in clause 8.8.

1.4 Nominating and voting are free. No purchase is needed, and buying from Vetpost makes no difference to whether a pet is chosen.

1.5 The Stevie Fund is not gambling, a lottery, a prize draw or a game of chance. Each round, one pet is chosen by public vote, and one is chosen by Dr Rebecca Walker ("Dr Becs"), a veterinarian, owner of Vetpost and founder of the Trust, as set out in section 8.

1.6 The Stevie Fund is a trial. We may change, pause or end it as set out in section 15.

2. Key dates

2.1 Nominations open on Wednesday 4 November 2026.

2.2 Each month is a separate round. Nominations and voting for each round close at 8pm New Zealand time on the last day of that month. The first round closes on Monday 30 November 2026.

2.3 A nomination made after a round closes goes into the next round.

2.4 The chosen pets for each round will usually be announced in the first week of the following month.

3. Who can nominate

3.1 You can only nominate a pet you own or are responsible for.

3.2 To nominate, you must live in New Zealand and be 18 years or older. You don't need a Vetpost account to nominate or vote. When you nominate, you create a Stevie Fund profile for your pet. This is separate from any pet profile in a Vetpost customer account.

3.3 If you know a pet who needs a hand, share the Stevie Fund link with their owner so they can nominate their pet themselves. We can't accept a nomination made on someone else's behalf.

3.4 Vetpost's owners, staff and contractors (including the vet team who check nominations), the Trust's trustees, and their immediate families cannot nominate their own pets.

4. Which pets and vet bills qualify

4.1 The pet must live in New Zealand and be an animal kept as a pet or companion, including dogs, cats, horses, small pets, birds and lifestyle block animals. Commercial farm stock does not qualify.

4.2 The vet bill or estimate must be from a New Zealand veterinary clinic and dated no more than 90 days before the round closes.

4.3 The bill or estimate can be for treatment already given, whether the bill is paid or still owing. Or it can be for upcoming treatment that will be given within 30 days after the round closes, in which case an estimate from the clinic is fine.

4.4 **Insurance.** Any amount that insurance pays, or will pay, does not qualify. The part insurance doesn't cover, such as the excess, a declined claim or an amount over the policy limit, does qualify. You must tell us about any insurance and show us the insurer's decision. If a claim is still being decided, we'll wait for the insurer's decision for up to 30 days after the round closes. If there's no decision by then, we may choose another pet as set out in clause 8.11. If insurance later pays part of the same bill, you agree to repay any overlap.

4.5 **Elective procedures do not qualify.** These include desexing, routine vaccinations and checkups, cosmetic procedures, and breeding and pregnancy care, unless Dr Becs decides the treatment is medically necessary for that pet, for example desexing to treat an illness.

4.6 Each vet bill or estimate can be nominated once. A pet that isn't chosen can't be nominated again with the same bill, unless that round's funding rolled over under clause 8.7.

5. How to nominate

5.1 Nominate at vetpost.co.nz/stevie-fund. You'll need your name, email address and phone number; your pet's name, age and town; a photo of your pet; a short story about why they deserve a hand; and a copy of the vet bill or estimate (a photo or PDF is fine).

5.2 Everything you tell us must be true and in your own words. Only upload photos you have the right to share.

5.3 You can nominate each pet once per round, and each nomination is in one round only.

5.4 **Permission to share your pet's story.** By nominating, you give us permission to use your pet's story, name and photos, with your first name and town, to promote the Stevie Fund and the Trust's work. This includes on the Stevie Fund page and other Vetpost web pages, in emails, on Vetpost's social media and in the media. We'll contact you before your pet features in the media. This permission continues after the round ends. You can ask us to stop using your pet's story at any time by emailing stevie@vetpost.co.nz. We'll stop using it in anything new, but we can't recall material already published or shared.

5.5 **Permission to contact your vet.** To nominate, you must tick a box giving this authority:

> *I authorise The Vet Post Charitable Trust and Vetpost to contact the veterinary clinic named on my vet bill or estimate, and I authorise that clinic to confirm to them: that I am the clinic's client and responsible for the pet, my pet's name, the invoice or estimate number, date and amount, what the treatment is for, whether and when it has been given, and whether the bill has been paid or how much is still owing. If my pet is chosen, I also authorise them to arrange payment with the clinic. This authority lasts until the round's chosen pets have been paid, or until the round's funding has rolled over.*

6. Checking and publishing

6.1 Our vet team checks every nomination and the vet bill or estimate you upload before the nomination is published. We aim to do this within one working day.

6.2 We contact your clinic to confirm the bill if your pet is being considered for funding (section 8). We may also contact it at any time if something doesn't look right.

6.3 We may decline or remove a nomination that does not meet these terms, that we believe is untrue, or that is offensive or unsafe to publish. We may correct spelling but will not change the meaning of a story. If we

believe votes for a pet have been made in breach of section 7, we will disregard those votes. In serious or repeated cases, we may remove the nomination from People's Choice.

6.4 A published pet page shows the pet's photo, name, age and town, and your story. We do not publish your contact details or any vet bill details.

6.5 Pet pages come down when the round ends. The chosen pets' pages stay on the site.

6.6 You can withdraw your nomination at any time by emailing stevie@vetpost.co.nz.

7. Voting

7.1 Anyone can vote by adding their email address on a pet's page. Each person can vote once per round, using one email address that belongs to them. After you vote, we'll email you a link to confirm your vote. Your vote only counts once you've confirmed it using that link, within 48 hours of voting. Votes made before a round closes can be confirmed up to 24 hours after it closes. Votes made before 6pm on Monday 9 November 2026 don't need to be confirmed.

7.2 When you vote, the box to join the Vetpost newsletter is already ticked. Untick it if you'd rather not join. You don't need to join to vote, and your vote counts either way. The newsletter is for voters aged 18 or over. If you join, we'll add you to the newsletter once you've confirmed your vote, and you can unsubscribe at any time using the link in any email.

7.3 Votes must be made by real people using their own email address. We may disregard votes we reasonably believe are automated, duplicated, made with false, misspelt, throwaway or temporary email addresses, made by one person using more than one email address, or otherwise made to get around these terms. Family members are welcome to vote, each using their own email address.

7.4 Votes start from zero in each round.

7.5 If a pet you voted for is withdrawn or removed from a round, you can vote again for another pet in that round.

8. How the pets are chosen

8.1 When a round closes, two pets are chosen:

a. **People's Choice:** the eligible pet with the most votes.

b. **Dr Becs' choice:** one pet chosen by Dr Becs from the other eligible pets in the round.

8.2 If the People's Choice pet is also the pet Dr Becs would have chosen, it is the People's Choice, and Dr Becs chooses a different pet.

8.3 If two or more pets tie for the most votes, the People's Choice is the tied pet that reached that number of votes first, based on the time each vote was confirmed (or, for a vote that didn't need confirming, the time it was recorded).

8.4 In choosing, Dr Becs may consider the pet's need, the difference the funding would make, and the information given in the nomination.

8.5 Dr Becs won't choose a pet belonging to her family or close friends, and will declare any personal connection to a nominated pet.

8.6 A pet, or a household, can be chosen once in any 12 months, counted from the date it was chosen. A pet chosen in the last 12 months can't be nominated until that time has passed.

8.7 If fewer than two eligible pets are nominated in a round, no pets are chosen that round, including when only one eligible pet is nominated. That round's funding, including any amount it received from an earlier rollover, rolls over to the next round in full, so rollovers keep adding up. Only the funding carries over. Nominations from that round end when it closes, and owners can nominate again in the next round.

8.8 Rolled over funding is added to the next round and shared equally between that round's two chosen pets. For example, after one rollover, each chosen pet in the next round can receive up to $2,000. The amount of any rollover will be shown on the Stevie Fund page.

8.9 **Funding that isn't paid out.** Apart from a rollover under clause 8.7, any funding a round doesn't pay out stays with the Trust for its charitable purposes and does not roll over. This includes when a chosen pet's bill is less than the amount available to it, or when a chosen pet can't be paid and no other pet is chosen.

8.10 Dr Becs' decisions, and our decisions on whether a nomination or vote is valid, are final. If you have a concern about how a decision was made, email stevie@vetpost.co.nz and a trustee of the Trust will look into it and reply within 10 working days.

8.11 We will contact the owners of the chosen pets by email and phone. If we cannot reach an owner, or the bill cannot be confirmed under section 9, within 10 working days (or, if we're waiting on an insurer's decision under clause 4.4, within 30 days after the round closes), we may choose another pet: for People's Choice, the eligible pet with the next most votes; for Dr Becs' choice, another pet she chooses.

9. The payment

9.1 The Trust pays up to $1,000 including GST towards each chosen pet's vet bill, or the higher amount set out in clause 8.8 after a rollover. Any amount above that remains between the owner and their clinic.

9.2 Before the Trust pays, the treating clinic must confirm the bill, using the authority you gave under section 5. If the clinic can't or won't confirm it, we may choose another pet as set out in section 8.

9.3 **However the bill was paid.** For treatment already given, it doesn't matter how the bill was paid. A personal loan, credit card, finance company or buy now, pay later service all count as paid, and the Trust reimburses the owner once the clinic confirms the invoice.

9.4 **If all or part of the bill is still owing.** If all or part of the bill is still owed to the clinic, for example on a clinic payment plan, the Trust pays the clinic the amount owing first, then reimburses the owner for any part they have already paid, up to the amount in clause 9.1.

9.5 **Upcoming treatment.** For treatment that hasn't been given yet, the Trust pays the clinic directly once the treatment is done and the clinic confirms the final invoice. If the treatment isn't given within 30 days after the round closes, no payment is made for that pet, and we may choose another pet as set out in clause 8.11.

9.6 The Trust doesn't pay lenders directly. The owner repays their own loan.

9.7 The Trust aims to pay within 10 working days of the clinic confirming the bill.

9.8 The payment cannot be exchanged for cash, transferred to another pet, or used for other treatment.

9.9 If a nomination turns out to be untrue, or the vet bill or estimate wasn't genuine, the owner must repay any amount the Trust paid because of it.

10. If a pet is not chosen

10.1 We'll email you to let you know.

10.2 Your nomination ends when the round closes and does not carry over to the next round, even if that round's funding rolls over under clause 8.7. Only the funding carries over. You can nominate your pet again in a later round, with a different vet bill or estimate that meets section 4, or with the same one if that round's funding rolled over and the bill still meets section 4.

11. If your pet dies

11.1 If your pet dies during a round, please let us know. Your nomination stays in unless you ask us to withdraw it.

11.2 End of life care qualifies, including euthanasia, and cremation or burial arranged through your clinic and shown on the clinic's bill or estimate. Planned treatment that isn't given is not paid, as set out in clause 9.5.

11.3 Once you've told us your pet has died, we'll contact you personally, not by automated email.

12. Privacy

12.1 The Trust and Vetpost both hold the personal information collected for the Stevie Fund. Vetpost holds it on the Trust's behalf. We collect and use it under the Privacy Act 2020, as set out in this section. Vetpost's privacy policy at vetpost.co.nz/privacy-policy also applies.

12.2 We use your details to run the Stevie Fund, including contacting you, and contacting your clinic with the authority you gave under section 5. From your clinic, we receive the details listed in clause 5.5, and use them only to check the bill and arrange payment. Only the people who check nominations and process payments for the Trust see vet bill details.

12.3 If your pet is chosen and the Trust needs to reimburse you under section 9, we'll ask for your bank account details. We use them only to make that payment, and only the people who process payments for the Trust see them.

12.4 Voters' email addresses are used to count votes and make sure each person votes once per round, and to send the newsletter to voters who leave the newsletter box ticked.

12.5 **How long we keep it.** We keep nomination and vet bill details for seven years after the round, as part of the Trust's financial records. We delete bank account details once the payment is made. Voters' email addresses are deleted 12 months after the round closes, unless the voter joined the newsletter.

12.6 **Where it's stored.** Some of our service providers, such as our email and website platforms, may store information outside New Zealand. We only use providers that protect personal information to a standard comparable to the Privacy Act 2020.

12.7 Anyone can ask to see or correct the personal information we hold about them by emailing stevie@vetpost.co.nz, or by writing to The Vet Post Charitable Trust, c/o Vetpost, PO Box 9450, Greerton, Tauranga 3142. If you're not happy with how we handle your information, you can complain to the Privacy Commissioner at privacy.org.nz.

13. Publicity

13.1 While a pet page is up, anyone can share it on social media.

13.2 We may use nominated pets' stories and photos as set out in clause 5.4. Before any pet features in the media, we'll get in touch with the owner first.

14. Our responsibilities

14.1 The Stevie Fund helps pay a vet bill. Decisions about a pet's treatment are between the owner and their own vet.

14.2 Any general advice we share is not a substitute for advice from a vet who has examined the pet.

14.3 To the extent the law allows, we are not responsible for any loss or cost arising from the Stevie Fund. This includes a pet not being chosen, a nomination or vote not being received or counted because of a technical problem, a pet's treatment or its outcome, and any part of a vet bill the Stevie Fund does not pay.

14.4 Nothing in these terms limits any rights you have under the Consumer Guarantees Act 1993 or the Fair Trading Act 1986.

15. Changes to the Stevie Fund

15.1 The Stevie Fund is a trial. We may change these terms, change the amount, or pause or end the fund.

15.2 We'll give at least 30 days' notice on the Stevie Fund page, except where a change is needed to comply with the law or to stop misuse or fraud. Those changes apply from when we post them.

15.3 A change won't affect pets already in the current round, and if we end the fund we'll still choose pets for that round.

16. Contact

16.1 Questions? Email stevie@vetpost.co.nz or call Vetpost on 021 838 746, 8am to 4pm, Monday to Friday.

16.2 These terms are governed by New Zealand law.

The Stevie Fund is run by The Vet Post Charitable Trust (CC62101) and funded by donations from VetHQ Limited, trading as Vetpost (NZBN 9429041262030), and from the public. Version 1.5, last updated 9 November 2026.