



METROPAWS WELLNESS CLUB

Better Care. Happier Pets.

MEMBER MANUAL

WELCOME TO METROPAWS

Your guide to wellness benefits, Digital Pet Passport, claims, PawPoints, and community access.

For new MetroPaws Club Members

Keep this guide for quick reference.

www.metropaws.ph | csr@metropaws.ph

#18 Apollo 3, Moonwalk Village, Talon 5, Las Pinas City



WELCOME TO METROPAWS

Thank you for becoming part of MetroPaws Wellness Club Philippines Inc. This Member Manual was prepared to help you understand your membership, benefits, Digital Pet Passport, PawPoints rewards, claims process, and member responsibilities.

Our Promise

MetroPaws helps responsible pet owners manage their pet wellness journey through annual benefits, digital pet records, reminders, rewards, and community access.

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Important Positioning

- MetroPaws is a pet wellness membership club and digital wellness platform.
- MetroPaws is not a veterinary clinic, pet hospital, insurance company, or HMO.
- Members may continue using the veterinarians, grooming salons, and pet care providers they already trust, subject to program terms and benefit rules.
- Benefits are subject to membership status, plan eligibility, documentation, approval, limits, and available program rules.

Quick Start Checklist

Step	What to Do	Why It Matters
1	Activate your MetroPaws membership	Unlock your Digital Pet Pass and benefits
2	Register your pet profile	Create your pet wellness record
3	Review your plan benefits	Know your consultation, vaccine, grooming, emergency and wallet privileges
4	Keep receipts and records	Needed for claims or reimbursement requests
5	Check your PawPoints	Earn rewards through participation and responsible pet ownership



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SECTION

WELCOME AND GETTING STARTED

Your first steps as a MetroPaws member.



1. WHAT IS METROPAWS?

MetroPaws is a preventive pet wellness membership ecosystem created for modern Filipino pet families. It combines wellness benefits, a digital pet passport, PawPoints rewards, pet wellness reminders, reimbursement tools, and community access into one member experience.



The MetroPaws Ecosystem

Pet Owner	MetroPaws Platform	Pet Care Providers
Manages pet wellness and submits benefits	Tracks membership, Pet Pass, claims, PawPoints, reminders and dashboards	Clinics, groomers, pet hotels, pet stores and other providers used by members
Keeps receipts and pet records	Reviews claims and updates benefit wallet	May be preferred providers or accredited partners in the future

Flexible Wellness Model

MetroPaws members are not required to change their trusted veterinarian or groomer. Under the Flexible Wellness Model, members may use their preferred providers while MetroPaws administers approved wellness benefits through the app or support process.

2. YOUR MEMBERSHIP PLANS

MetroPaws offers three membership levels designed for different pet care needs and lifestyles. The following descriptions are member-facing explanations and may be updated based on approved program terms.

Plan	Annual Fee	Positioning	Best For
Standard	PHP 2,999 / year	Smart Pet Parenting Starts Here	Essential preventive care, wellness tracking and member privileges
Deluxe	PHP 5,999 / year	Complete Preventive Care Membership	Enhanced wellness support, more benefits and priority member processing
Premium	PHP 10,999 / year	Premier Pet Parenting Membership	Highest level of support, convenience, protection and member experience

Note: Monthly equivalents shown on the website are for communication purposes only and may be subject to payment terms, availability, and approved billing arrangements.



3. WHY JOIN METROPAWS?

Value Pillar	What It Means for Members
Wellness Benefits	Consultation, vaccination, grooming, laboratory, emergency and wellness credit benefits according to plan rules
Digital Pet Passport	Organized pet wellness records, vaccination history, reminders and pet profile information
Wellness Reminders	Helpful alerts for vaccines, grooming, deworming, checkups and preventive care activities
PawPoints Rewards	Earn points through membership, wellness activities, referrals, renewals and events
Community Access	Join MetroPaws updates, events, pet wellness campaigns and responsible pet ownership activities
Flexible Provider Use	Members can continue using preferred providers while MetroPaws grows its partner network

Member Value Statement

MetroPaws helps responsible pet owners care for their pets through wellness benefits, digital pet management tools, rewards, community engagement, and premium member experiences designed to support healthier and happier pets.



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MEMBERSHIP BENEFITS

Understand what your plan includes and how to use it.



4. PLAN BENEFIT GUIDE

The following pages explain the benefits in a way members can understand. Always refer to the latest approved Membership Agreement and website terms for exact limits, exclusions, partner availability and claim requirements.

Standard Membership - PHP 2,999 / year

Benefit	Member-Friendly Description
Professional Veterinary Care	Includes up to 2 consultations annually
Annual Preventive Protection	Annual vaccination package with deworming and kennel cough coverage
Grooming Privileges	Enjoy up to 15% member savings on grooming services
Laboratory Savings	Enjoy up to 10% member savings on laboratory services
Emergency Care Assistance	10% off emergency initial gate fee once per year
Digital Pet Passport	Track vaccinations, consultations, wellness history and pet records
Wellness Reminders	Stay on schedule for vaccines, deworming, grooming and checkups
PawPoints Rewards	Earn points through membership activities and future reward programs
MetroPaws Community Access	Access exclusive pet wellness updates, events and member activities



Deluxe Membership - PHP 5,999 / year

Benefit	Member-Friendly Description
Enhanced Veterinary Support	Includes up to 4 consultations annually
Annual Preventive Protection	Annual vaccination package with deworming and kennel cough coverage
Emergency Care Assistance	One qualified emergency case per year: initial gate fee plus basic stabilization support including IV fluids, catheter setup and immediate pain or anti-inflammatory injections
Laboratory Savings	Enjoy up to 10% member savings on laboratory services
Complimentary Grooming Benefits	Includes 2 grooming sessions annually
Digital Pet Passport	Complete wellness records and pet health tracking
Wellness Reminders	Automated reminders for vaccinations, grooming, deworming and preventive care
Enhanced PawPoints Rewards	Earn more points and enjoy priority access to selected member promotions
MetroPaws Community Access	Exclusive member events, wellness campaigns and educational programs
Priority Member Processing	Faster assistance for membership and benefit-related concerns



Premium Membership - PHP 10,999 / year

Benefit	Member-Friendly Description
Unlimited Veterinary Consultation Privileges	Year-round consultation access subject to program terms
Premium Grooming Benefits	Includes 4 complimentary grooming sessions annually
Annual Diagnostic Wellness Screening	Includes CBC Blood Test package
Emergency Bridge Benefit	First PHP 5,000 covered per qualified emergency case plus additional 10% benefit on total bill not exceeding PHP 15,000
Annual Preventive Protection	Annual vaccination package with deworming and kennel cough coverage
Digital Pet Passport Premium	Comprehensive pet wellness history and lifetime record management
Advanced Wellness Reminders	Personalized preventive care alerts and wellness planning support
Elite PawPoints Rewards	Maximum rewards earning potential and premium redemption opportunities
MetroPaws VIP Community Access	Priority invitations to MetroPaws events, campaigns and exclusive activities
Concierge Member Support	Priority assistance and premium member service
Founder Circle Recognition	Exclusive recognition as one of MetroPaws premier members

Premium benefits must be administered carefully under approved terms, limits and claims controls to protect both members and MetroPaws.

5. DIGITAL PET PASSPORT



Your Digital Pet Passport is your pet wellness record inside the MetroPaws platform. It helps you keep important pet information organized and ready when needed.

Pet Passport Feature	Purpose
Pet Profile	Stores pet name, species, breed, sex, birthdate or estimated age and other profile details
Vaccination Record	Tracks vaccination history and upcoming due dates
Grooming Record	Tracks grooming visits and member benefits used
Consultation Record	Helps organize wellness and vet visit history
Reminder Support	Supports alerts for vaccinations, deworming, grooming and checkups

Important Note

The Digital Pet Passport is a wellness management tool. It is not a substitute for official veterinary medical records or professional veterinary advice.



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CLAIMS AND REIMBURSEMENTS

Use your preferred providers with a controlled wellness benefit process.



6. HOW TO USE YOUR BENEFITS

MetroPaws may administer benefits through reimbursement, cashback, wellness credits, direct vouchers or partner-enhanced benefits depending on the plan, provider, and current program rules.

A. Reimbursement / Cashback Benefits

Step	Member Action
1	Visit your preferred clinic, groomer, pet store or qualified provider
2	Pay the provider directly and request a receipt or proof of transaction
3	Upload the receipt and transaction details through the app or approved support channel
4	MetroPaws reviews the claim based on membership status, benefit category, documentation and balance
5	Approved benefit is reimbursed to the member and recorded in the benefit wallet

B. Direct Voucher Benefits

For selected preventive programs such as vaccination days or partner-enabled services, MetroPaws may issue a voucher or direct benefit. In this case, the member may not need to pay the full amount upfront, depending on the approved program rules.

C. Partner-Enhanced Benefits

As MetroPaws grows its network, accredited partners may offer enhanced member benefits, higher PawPoints, priority booking, or special promotions. These partner-enhanced benefits will be announced through official MetroPaws channels.



7. CLAIM REQUIREMENTS

To avoid delays, make sure every claim submission is clear, complete and truthful.

Requirement	Details
Active Membership	Your membership must be active on the date of service and claim submission unless a grace rule is approved
Registered Pet	The claim must be linked to a registered pet profile
Valid Transaction Proof	Upload official receipt, invoice, e-receipt, proof of payment or approved equivalent
Clear Provider Details	Provider name, date, amount and service type should be visible where possible
Correct Category	Select the correct benefit category such as consultation, vaccine, grooming, lab or emergency
No Duplicate Claims	The same transaction cannot be claimed more than once

Claim Status Guide

Pending - submitted and waiting for review

Under Review - being checked by MetroPaws

Approved - eligible and ready for reimbursement processing

Rejected - not eligible or incomplete

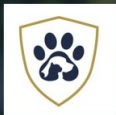
Paid - reimbursement has been released

8. BENEFIT WALLET

The Wellness Benefit Wallet helps members see available, pending, used and remaining benefits. This makes MetroPaws transparent and helps members plan their pet care activities.

Wallet Item	Meaning
Available Benefit	Amount or benefit still available for use
Pending Benefit	Claim submitted but not yet approved or paid
Used Benefit	Benefit already consumed, reimbursed or redeemed
Remaining Balance	Unused benefit balance for the current membership period
Utilization History	Record of claims, dates, categories and payments

Example: If a plan allows a 10% reimbursement on an eligible PHP 500 transaction, the calculated benefit may be PHP 50, subject to eligibility, available balance and current program rules.



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PAWPOINTS AND COMMUNITY

Earn, engage, and belong to the MetroPaws pet wellness community.



9. PAWPOINTS REWARDS

PawPoints are MetroPaws loyalty points designed to reward responsible pet ownership, participation, renewals, referrals and community engagement. PawPoints are not cash and may be redeemed only under approved reward rules.

Sample PawPoints Earning System

Activity	Standard	Deluxe	Premium
Membership Activation	100 pts	200 pts	300 pts
Complete Pet Profile	50 pts	75 pts	100 pts
Approved Vet Claim	20 pts	30 pts	40 pts
Approved Grooming Claim	15 pts	25 pts	35 pts
Wellness Reminder Completed	10 pts	15 pts	20 pts
Membership Renewal	150 pts	300 pts	500 pts
Successful Referral	200 pts	250 pts	300 pts
Event Attendance	75 pts	100 pts	150 pts
Pet Birthday Bonus	25 pts	50 pts	75 pts

Final PawPoints mechanics may be adjusted by MetroPaws based on program launch, reward budget, partner participation and member engagement results.



Sample PawPoints Rewards Catalogue

Required Points	Possible Member Reward	Notes
250 pts	Digital Responsible Fur Parent Badge	Low-cost recognition reward
500 pts	MetroPaws pet tag, sticker pack or small merchandise item	Subject to availability
750 pts	Pet wellness checklist kit or member event priority slot	Designed to support wellness engagement
1,000 pts	PHP 100 Wellness Credit or approved reward equivalent	Subject to reward budget and program rules
1,500 pts	Grooming add-on, nail trim support or merchandise voucher	Partner availability may apply
2,500 pts	Premium member gift pack or VIP event access	Ideal for Premium and loyal members
5,000 pts	Special annual recognition reward	For top engaged members only

PawPoints Control Principle

PawPoints are intended to increase engagement and loyalty. MetroPaws should avoid creating excessive financial liability. Rewards may be non-cash, merchandise-based, recognition-based, partner-sponsored, or wellness-credit based subject to approved limits.

10. METROPAWS COMMUNITY ACCESS



MetroPaws is not only a benefits program. It is also a pet wellness community for responsible pet owners. Community access may include educational posts, pet wellness seminars, pet events, adoption support activities, member updates and responsible pet ownership campaigns.

Community Feature	What Members May Receive
Wellness Updates	Helpful reminders and education about pet care and prevention
Member Events	Pet walks, wellness talks, community activities and future campaigns
Responsible Pet Ownership Campaigns	Programs that promote vaccination, grooming, preventive care and pet safety
Member Recognition	Badges, PawPoints, testimonials and community features
Partner Updates	Announcements from accredited or preferred providers when available

11. MEMBER RESPONSIBILITIES

MetroPaws works best when members use the program responsibly. Members are expected to keep their information updated and submit honest, complete and accurate documents.

- Keep your contact details and pet profile updated.
- Read and understand your membership benefits, limits and exclusions.
- Keep receipts and proof of payment for claims.
- Submit truthful and complete claim information.
- Do not alter receipts, duplicate claims, or misuse benefits.



- Use MetroPaws community spaces respectfully.
- Seek veterinary advice directly from licensed veterinarians for medical concerns.

12. IMPORTANT PROGRAM TERMS

Please Read Carefully

This manual is a member guide and does not replace the official Membership Agreement, approved terms and conditions, published plan rules, or official MetroPaws advisories. Benefits may be subject to eligibility, verification, limits, documentation, provider availability, reimbursement rules, partner participation and program updates.

- MetroPaws may update plan details, claim requirements, benefit limits, PawPoints rules and rewards catalogue based on approved management decisions.
- Benefits cannot be converted to cash unless expressly allowed under an approved program.
- False or fraudulent submissions may result in claim rejection, account suspension, forfeiture of benefits or other action permitted by program rules.
- Emergency benefits are subject to specific definitions, limits and supporting documentation.

13. CONTACT AND SUPPORT

Support Need	Contact / Channel
Membership concerns	csr@metropaws.ph
Claims or reimbursement follow-up	csr@metropaws.ph
Partnership or executive matters	ceo@metropaws.ph
Website	www.metropaws.ph
Head Office	#18 Apollo 3, Moonwalk Village, Talon 5, Las Pinas City, Metro Manila



MEMBER ACKNOWLEDGMENT

I acknowledge that I have received and read the MetroPaws Member Manual Rev. 0. I understand that this manual explains the general member experience, benefits, responsibilities and procedures, and that the official Membership Agreement and current program terms shall govern my membership.

Member Information	Details
Member Name	
Membership Number	
Pet Name/s	
Plan	Standard / Deluxe / Premium
Date Received	
Signature	

For MetroPaws use: Manual issued by _____ Date: _____



METROPAWS WELLNESS CLUB PHILIPPINES INC.

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Thank you for joining MetroPaws.

This manual is designed to help you make the most of your membership and support your pet's wellness journey.

Contact

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