

# Client Spotlight

## Trupanion, Medical Pet Insurance Provider



### Client Profile

Trupanion is an international leader in medical insurance for cats and dogs throughout the United States, Canada, and Australia with over 740,000 pets enrolled. Trupanion is committed to providing pet owners with the highest value in pet medical insurance.

**Headquarters:** Seattle, WA

**Employees:** 1100+ (US, Canada, Australia)

**Office Pets:** 400+

**Benefits Philosophy:** From pets in the workplace to comprehensive medical insurance, our benefits reflect our culture and mission: promoting the health and wellness of all family members.

### Benefit opportunity

Trupanion recognized the need to better support their team members' health by providing fast access to healthcare expertise to its geographically dispersed and diverse team, and needed a virtual option with high touch services that its team members could access from anywhere in the world.

### Why Summus

For Trupanion, Summus is the solution that:

- ▶ helps their team members find the resources and answers that they wouldn't have the expertise or the time to find
- ▶ provides unique attention and level of service for onboarding and ongoing communications and engagement through content and Master Classes
- ▶ allows their team members to speak with expert healthcare professionals from the comfort of their own home, and across time zones and global locations
- ▶ delivers fast responses and engagement, much faster than other partners in the ecosystem
- ▶ offers support to extended family
- ▶ helps this growing company who is moving to a self-insured model with support and resources to get the information they need to take hold of their own health



*I've received feedback from our team members who appreciate the ability to use Summus from wherever they are, the timely medical advice, and support with resources in their area. They consistently note that the quality of advice they receive is phenomenal.*

—Alex Thornhill, Benefits Manager