

AKC Companion Animal Recovery (AKC CAR)
Frequently Asked Questions

Q: What is AKC Companion Animal Recovery?

A: AKC Companion Animal Recovery (AKC CAR) is a not-for-profit organization and affiliate of the American Kennel Club. AKC CAR is dedicated to providing lifetime recovery services for uniquely identified animals. An owner's name, address, and telephone number are linked to the pet's unique identification number, whether it is a microchip, tattoo, or AKC CAR issued collar tag. AKC CAR provides recovery services 24-hours-a-day, 365-days-a-year and reunites an owner with their lost pet every 7 minutes. Visit www.akccar.org or call 1-800-252-7894 for enrollment information.

Q: Is there a difference between AKC Companion Animal Recovery and HomeAgain®?

A: YES. For the last ten years, AKC CAR has been the recovery service provider for the HomeAgain® microchip. AKC CAR has never sold or distributed microchips. Please be aware, as of February 4, 2005, the enrollment form in the HomeAgain® microchip packaging is no longer an AKC CAR enrollment form. Customers now have a choice to enroll with the nation's largest non-profit recovery service, AKC CAR, or with other less experienced, "for-profit" databases.

Q: Has the separation with HomeAgain® negatively impacted AKC CAR?

A: AKC CAR is in the strongest position that it has ever been. 2004 was a record year in terms of enrollments and recoveries and 2005 is off to a great start. Unlike some "for profit" recovery services, AKC CAR has a long-term commitment to recovering the animals in its enrollment system, regardless of the financial implications.

Q: I enrolled my pet last year. Is my pet safe? Can my pet be recovered?

A: All pets enrolled prior to February 4, 2005 are safely enrolled with AKC Companion Animal Recovery. No further action is necessary on your part. AKC CAR will continue its dedication to recovering your pet for its life. If you recently enrolled your pet, be assured, your pet is protected by AKC CAR's 24/7 recovery service.

Q: If my lost pet is found, how can I be sure that AKC CAR will be contacted?

A: For the past 10 years, AKC CAR has worked with vets and shelters to recover nearly 300,000 pets. Typically, AKC CAR is the first place that vets and shelters call when finding a microchipped pet.

Additionally, AKC CAR is launching a FREE collar tag program. With every new microchip enrollment, AKC CAR will provide a free collar tag with the pet's microchip number and the AKC CAR recovery hotline to all enrollees. This program will be available in the coming weeks.

Q: What happens if someone calls AKC CAR about a microchipped pet that is not enrolled with AKC CAR?

A: As a non-profit organization that is solely focused on recovering pets, AKC CAR will do everything possible to reunite you with your lost pet. Although we cannot guarantee the safe recovery of your pet, if not enrolled with AKC CAR, we will use all of our resources to help bring your pet home.

Q: Does AKC CAR sell its customer information?

A: ABSOLUTELY NOT. AKC CAR will not sell its customer information.

Q: Has your enrollment fee increased?

A: No. Unlike other services that are raising their fees and charging higher prices, AKC CAR is maintaining its standard enrollment fee of \$12.50. AKC CAR will also continue to honor its discounted non-profit enrollment rates for shelters and rescue groups.

Q: Why should I enroll my pet with AKC Companion Animal Recovery?

A: Any of the following reasons:

? Nation's largest non-profit recovery service.

? Dedicated to recovering your pets, not profits.

? Offers free updates to your pet's record.

? AKC CAR is keeping its enrollment fee at \$12.50.

? AKC CAR is not affiliated with any microchip manufacturers. As a neutral party, we enroll all identified pets, regardless of brand. Our only concern is your pet.

Q: When will my pet be entered into the enrollment system? When can I expect to receive a confirmation letter after enrolling?

A: Your information typically is entered into our enrollment system within 3 business days after receipt of your enrollment form. By using our new online enrollment system, your pet can be protected immediately.

Your confirmation letter will be sent within a week from the time that your pet is entered into the enrollment system.

Q: How do I enroll with AKC Companion Animal Recovery?

A: There are several ways to enroll:

1. You can enroll your pet in real time with AKC CAR's new online enrollment system at <http://www.akccar.org/enroll>.

2. Go to <http://www.akccar.org/enroll>, download our new enrollment form, and mail it to the address below.

3. Call AKC CAR at 1-800-252-7894 and we will mail/fax/email our new enrollment form to you.

4. If you do not have the new CAR enrollment form, you can fax the form you have with credit card payment to 919-233-1290.

5. If you do not have the new CAR enrollment form, you can mail the form you have to:

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