



Thank you for being part of our pet community over the years. Unfortunately, VCA Marshalltown Animal Hospital closed permanently on February 28, 2025. This decision was not made lightly, and we understand the significant impact it may have on you and your beloved pet(s). We want to thank you for your loyalty over the years and sincerely apologize for any inconvenience this may cause.

Our primary concern is ensuring a smooth transition for all our valued clients. Please note the following:

- **Retrieving Medical Records:** You can retrieve your pet's medical records by email at recordsrequest@vca.com. Include the name of your pet(s), your name, email address, phone number and our hospital name.
- **Home Delivery:** Home Delivery orders have been cancelled but can be resumed if you establish care at another VCA location.
- **CareClub members:** All CareClub memberships have been cancelled. A VCA Associate contacted each member to discuss the cancellation. Call 800-743-8838, ext. 1 if you have questions about your CareClub membership.

We deeply appreciate your trust and support over the many years our hospital has served this community. It has been a joy and a privilege to care for your pets. You and your pet(s) will be welcomed at any VCA Animal Hospitals location by our talented colleagues and receive a free first exam at participating locations.* Find a VCA Animal Hospital at vcahospitals.com/find-a-hospital.

**Free first exam at participating VCA Animal Hospitals locations for any clients of VCA Marshalltown Animal Hospital. Present this email to redeem. Offer valid from March 1, 2025, to December 31, 2025. Exam includes status check on weight, nutrition and general health, parasite discussion, dental check and vaccination overview only. Not valid for any other services including: any specialty, emergency, telemedicine and/or urgent care veterinary services; boarding or grooming services; any diagnostics or treatments; or any vaccines, medications or retail items. Not to be combined with any other offer. For pet owners who are aged 18 and older. No cash value. Code: 700.550.*