



## Questions...Answers...Solutions

### I have found a lost pet. I have the microchip number. How do I locate the owner?

Call the 24-Hour Recovery Network that corresponds to the chip number.

Avid Chip...	Call: (800) 336-2843 Ext. 4
HomeAgain Chip...	Call: (888) 466-3242
AKC-Trovan Chip...	Call: (800) 252-7894

### I do not know what kind of chip the pet has. Help?

First, count the digits/letters in the chip:

9 numbers.....	Avid (800) 336-2843
10 numbers with the single letter A at the end....	Avid (800) 336-2843
10 numbers/letters and does NOT begin with a 0.....	HomeAgain (888) 466-3242
10 numbers beginning with a 000.....	AKC Trovan (800) 252-7894
15 digits...beginning with 985.....	HomeAgain (888) 466-3242

**NOTE:** The alphabet letter O is not used in microchip numbers. It is always the number, 0.

**NOTE:** All of the above networks offer cross-reference services, if you have called the wrong one!

### I have found a lost pet and I do not know if he is chipped. Help?

Check for a collar tag containing a possible chip number, and or take the pet to a shelter, rescue or veterinarian, where he can be scanned.

### My pet is missing! Who do I call?

Call the Pet Recovery Network where your pet is registered and report the incident! See phone numbers above.

### I have moved or my pet has a new owner. Help?

Call the Pet Recovery Network where your pet is registered. See phone numbers above.

### I need a new collar tag for my microchipped pet?

Call the Pet Recovery Network where your pet is registered and order a new tag, or order one from a local pet store or vet... Make sure you have the accurate chip number for your pet.

### I will be traveling with my pet to Europe or another country. Help?

There are requirements for pet travel outside of the United States. Go to [www.microchipIDsystems.com](http://www.microchipIDsystems.com) for more information.

**Still need help?** Call us at (800) 434-2843.  
Microchip ID Systems, Inc.

