

## YELP REVIEWS

Individual Location Stats: 8/1/15 – 6/1/17

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### Mall 205 (Eastside Hospital) Filtered:

5 = 50

4 = 8

3 = 1

2 = 0

1 = 7

### Mall 205 (Eastside Hospital) UNfiltered:

5 = 18

4 = 0

3 = 3

2 = 0

1 = 11

### Washington Square (Westside) Filtered:

5 = 26

4 = 4

3 = 0

2 = 0

1 = 3

### Washington Square (Westside) UNfiltered:

5 = 36

4 = 1

3 = 0

2 = 0

1 = 6

### *Totals:*

*5 Star = 130 (650)*

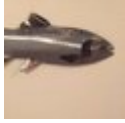
*4 Star = 13 (52)*

*3 Star = 4 (12)*

*2 Star = 0 (0)*

*1 Star = 27 (27)*

*Total 174 (741) = 4.26 Stars*



(5-Star Unfiltered HEC2 Review)



[Casey H.](#)

**Portland, OR**

0 friends

4 reviews

5/30/2017

Dr. Tripp at the Hannah Pet Society has been a great behavioral Dr. At first it took some time to fully understand his perspective on our pet. However, after a few sessions it was apparent that he was top of his field and really thought creatively about our animal and what made him different than the norm. He was able to ask the right questions and provide great scenarios that allowed him to really learn our pet and his struggles. The result has been remarkable and our pet's quality of life has changed drastically for the better. By no means was this an easy fix, it took a lot of participation on our part with the guidance of Dr. Tripp. Can't say enough about this service and the change it has brought to our household.

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**Comment from Fred W. of Hannah the Pet Society**

Business Owner

5/31/2017 Casey--thanks for taking the time to write this review and for the shout out for Dr. Tripp, who is one of the true leaders in the Pet behavior field. Also, on behalf of your Hannah Pet, we want to give YOU a shout out---it takes a lot of effort and time to work on challenging behavior issues and you deserve a lot of credit for making that commitment!

Fred



(5-Star Unfiltered HEC2 Review)



**M.C.**

**Fresno, CA**

53 friends

14 reviews

5/18/2017

We have saved so much money here. And the quality of care is top notch. Everything from training, behavior specialist, food and vet care all in one place!

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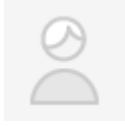


**Comment from Fred W. of Hannah the Pet Society**

Business Owner

5/23/2017 MC-thanks for endorsing the value of our program--which is a great deal!

Fred



(5-Star Unfiltered HEC2 Review)



**George J.**

**Aurora, OR**

0 friends

1 review

5/14/2017

We have been with Hannah Pet Society for over a year now and really appreciate all they do for our 2 dogs. There is never a problem getting in to have them taken care of. The staff is friendly and very helpful. We have been to both locations in Oregon and like them both. They have people available 24/7 for you and your pets needs. Keep up the fantastic care and service.

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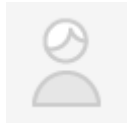


**Comment from Fred W. of Hannah the Pet Society**

Business Owner

5/15/2017 George--our entire team really appreciates your taking the time to write this review!

Fred



(5-Star Unfiltered HEC1 Review)



[Summer L.](#)

**Portland, OR**

37 friends

1 review

5/12/2017

This review has been a long time coming. My husband and I signed our two animals up for Hannah a few years ago and LOVED this service. We paid \$185/mo and everything was covered - food, exams, medication, checkups, surgery, vaccinations, etc. The piece of mind knowing 1) could immediately bring in my animal if there was ever any concern (no matter how big or small) and 2) would be 100% covered for any issues that may have resulted - was worth every penny. There isn't any other service like this that covers both preventative, routine care as well as illness and injury.

We recently had to leave this service because we moved to Hawaii where Hannah isn't offered. Hannah even made good on helping us prepare our animals for this trip (which required some special tests to be performed that aren't usually covered). The extra mile was felt and so very appreciated!

So...after going through the long, confusing review of different pet insurance providers the last week, I can't tell you how much I miss this service. Please come to Hawaii, Hannah! We need you!

Like in other reviews, things haven't been perfect along the way, but it's a growing company with an innovative model that is totally breaking conventional thinking about how we care for our pets. It's expected to have some bumps along the way. But they are open to hearing feedback and conduct ongoing customer service reviews to improve your customer experience. They're getting there. I would encourage any person who is considering this service to ignore the old, poor reviews and pay attention to the new ones. The more people to participate the more likely they will expand and further improve on their services. All pets deserve Hannah level care.

Thanks for all you do!

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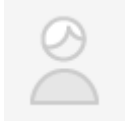


**Comment from Fred W. of Hannah the Pet Society**

Business Owner

5/15/2017 Summer--thank you for writing this very nice review and for sticking with us as we went through our growing pains (and we had some, and the process to get better never ends). Hannah's is a market disruptive new idea in a very emotional area, because Pets are viewed by most people, and certainly by everybody here at Hannah's, as a member of the family. But it is an idea worth fighting for, because for our Members, the risk of euthanization for economic reasons is eliminated and the cost of Pet ownership is reduced. The unfortunate reality is that owning a Pet can be very expensive, particularly if a medical problem arises, which often can cost thousands of dollars to treat, which many people simply cannot afford. Our unique program is not "insurance"--it is better. As I am sure you have discovered, the Hannah program provides much broader health care coverage, at much lower cost, than the various Pet insurance programs in the marketplace, especially if you take into account all of the deductibles, co-pays, limits and exclusions that are an integral part of those programs. (Its easy for anyone to compare coverage breadth and costs--just get quotes for your Pet on our web site and on the web sites for the various insurance companies). We know we are accomplishing our mission of enabling more Pets to have forever homes with the right families, because Members like you tell us so. Hopefully we will be in Hawaii in the not too distant future!!

Fred



(1-Star Filtered HEC1 Review)



[Kristy S.](#)

**Portland, OR**

0 friends

1 review

5/11/2017

I felt really forced to join in. I hate payments, the last thing I want to do is make a payment. At the moment Currently, I rather pay everything in full price.

When I came in for a free visit, everyone was super kind and told me everything I needed to know and what the bumps were on my cat (found out he's allergic to fleas). When I asked them about how much the medications they had to offer... They said they could not give it to me because I am not a part of their membership. What the heck?

Banfield will always offer people to pay everything up front if you don't want to join the membership. Banfield charged me \$49 to join and \$25/per month. Hannah wanted to charge me \$100 to join and \$30/per month because there's more options.. but I didn't even care for their more option choices. I have a cat. He doesn't need any training/teaching.. or food delivered to my door. I'm not a lazy fat a\*\*, I can do it myself.

I remember refusing Banfield membership the first time, and they still offered me everything I needed for my cat that I had to pay for up front. Then I decided to join. 1-2 years later I called Banfield asking to drop out from the membership because I don't have any money to pay for the payments (I go to school 27-30 hours a week -not getting paid- and I work \$10 an hour for 22 hours a week..I also have to pay for rent, bills, etc.)

They replied "of course, but you have still \$200 left that your monthly payments haven't covered yet for cats shots and treatments. You'll have to pay that in order to cancel" RAD awesome, I did it in no time. That canceling fee was understandable, but from what I hear.. Hannah just WANT extra money just so you can cancel for them. Even if you have paid everything off for all the treatments with the monthly payments. it don't matter.. you'll still handing them that stupid \$700 or whatever they are asking. No thanks.

And asking people to turn in their pets remains? Uhhhh seriously? Yeah people lie about their pets death, but asking people to bring in their body is so stupid. I lied to them saying I didn't have money to join membership and I'll come back next time.. and they totally pushed me and set an appointment with me to sign up. Urgh

I don't want membership. I just want to pay everything in whole. And the fact they refuse to let me get the stuff my cat needed because i don't want to be in their stupid membership is stupid. I'll find somewhere else. I can easily and WILL go back to Banfield so I can buy some medications for him and the shots he

needs WITHOUT BEING A MEMBERSHIP WITH THEM. even better, right when I left, Banfield gave me coupons to come back with supplies for my cat!!

So glad I didn't join. Going back to banfield, and when I'm done paying everything off on necessary things for my house, then I'll start the Banfield membership once again. Cheaper and better over all.

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**Comment from Fred W. of Hannah the Pet Society**

Business Owner

5/11/2017 Kristy--Our program is not for everyone and clearly it is not a good fit for you, and that's OK. I am not sure you totally understand how our program works as compared to a Banfield Wellness Plan, however. Wellness Plans cover a defined amount of preventive care only for a set payment per month (in your case apparently \$25). Our program includes unlimited preventive care, plus all illness and injury and dental care, and other items, for around \$30 per month for a healthy young cat. If your cat ever experiences an injury or illness, that \$5 per month is going to be dwarfed by the size of your expenses to treat--but again, some people want to take that risk and others don't--that is why our program is not for everyone. Your reference to a \$700 cancellation fee is inaccurate for our program as is your assertion that we require Members to bring their Pet's remains in at death. Most of our Members choose to bring in the remains because cremation is part of our services, but if they choose to go a different direction, other forms of proof of death (such as a signed statement) are perfectly acceptable to us.

Fred



(3-Star Unfiltered HEC1 Review)



**Mikaylah B.**

**Portland, OR**

0 friends

3 reviews

5/10/2017

The price for guinea pigs is great. You're getting a great deal considering that hay is so expensive. I would love to give it a 5 star but it seems like at the 205 location, whether you have an appointment or not it's going to take about 1.5 hours to get out of there from start to finish. I've had 2 trips there where she was misdiagnosed and said everything was A-OK. Turned out to be a huge waste of time because she was still having symptoms. So at risk of her health, I had to wait for her to get worse and exhibit more negative symptoms for them to finally give me another round of antibiotics. I understand the dangerous nature of over-prescribing antibiotics but I've had guinea pigs my entire life and while I'm in no way a vet, I can tell you if she's not getting better and showing the same symptoms from before. Most of all I'm irritated because it shouldn't take me an hour and a half to do a vet visit when I have an appointment. No appointment? Sure! I feel like they do dogs and cats very well because my sister has never had an issue with them. But I'm not so sure about their exotic pets considering the countless issues we've run into.

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**Comment from Fred W. of Hannah the Pet Society**

Business Owner

5/10/2017 Mikaylah--thanks for taking the time to write this review. Regarding the medical issue, its a judgment call-- Guinea Pigs have sensitive GI tracts and antibiotics can have adverse effects. I can tell you that Dr. Hoefert knows her GPs! Regarding the wait time--one and a half hours from start to finish when you have an appointment is NOT OK, unless there is an emergency, which must not have been true in your case, because reception is required to keep everyone in the lobby posted real time in those circumstances. We have worked hard to improve on wait times, but clearly we still have some work to do. We will strive to do better for you on this issue in the future.

Fred



(5-Star Unfiltered HEC2 Review)



[Carly C.](#)

**Portland, OR**

1 friend

3 reviews

5/4/2017

I've been a Hannah member for years (and a previous employee of the company). I brought my dog in for a routine exam and to address some skin issues she's been having, and I can not say enough how wonderful the service was. I worked for the company at the beginning, as well as during a very transitional period so I'm fully aware that there was a time when the services felt "rushed" and less than satisfactory. It's a completely different place now, and I felt leaving more than satisfied with the experience. Our check in process was quick and friendly, got us in right on time. We didn't need see the doctor during the appointment but it didn't feel necessary because tech that we were working with was helpful, efficient, and thorough with not only the examination but the information that she as providing us. We expressed concern for a fatty lump on our dogs leg which she addressed and after examination confidently concluded that it was nothing dangerous but recommended that we remove during her upcoming dental.

If anyone has concerns or questions about Hannah my best recommendation is to ask a member about their personal experience. The internet is a dark and scary place where people can write anything about anything and it somehow automatically becomes fact.

I'm happy to see the changes the company has made since I was there in 2014 ( not to say that things were awful back then). As of right now I would HIGHLY recommend their services fr anyone that needs a little extra help budgeting for their pet.



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

5/9/2017 Carly--thanks for your review--our entire team appreciates it. We still are not perfect but believe we have come a long way, as is reflected in your review, the weekly Member surveys we do and even in (believe it or not!) our Yelp reviews. The press tends to believe that only bad news is "news". Our Members, however, know better and that is why we continue to grow.

Fred



(4-Star Filtered HEC2 Review)



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[Kelli K.](#)

**OR, OR**

0 friends

1 review

4/28/2017

Friendly service, took my dog back right away. The nurse Shannon M was great and very friendly and informative !

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**Comment from Fred W. of Hannah the Pet Society**

Business Owner

5/4/2017 Kelli - thanks for taking the time to write a review and the recognition of Shannon!



(1-Star Filtered HEC1 Review)



### Melody V.

**Hudson Bay, Vancouver, WA**

27 friends

2 reviews

1 photo

4/25/2017

We found our dog food from Hannah to be moldy shortly after opening. When we called Saturday the front desk said they have already had calls about it. The nutritionist that delivered new food said it was an issue with some of the food from February. Franchesca from Hannah called and told me that we misunderstood what we heard and this is an isolated incident because we waited more than 6 weeks. I call b.s. I am going with the 2 employees that wouldn't have a reason to lie over a manager obviously trying to cover something up. In the 4 years I had been with Hannah they send so much food my dog has never finished her food in 6 weeks and this was the first it was bad, my parents have 2 dogs with them and their food is over 6 weeks and not rotten. There are no expiration dates on their food, in 4 years I never heard this 6week rule, there was no notice to members or a recall of food from that time period.

\*\*\*Fred let's be honest Hannah messed up. You and your employee's have mishandled this. As the CEO I am sure you will find whatever you can say to not take responsibility. Your highest supervisor followed up with me and through that I found out that not only have I been lied to about this situation, but all the way back to our signing up and adopting our dog. There is no way I can trust your company ever again. I offered to pay half of what you are asking for my dog as a gesture of my good will to resolve this. I was told it wasn't an option. However per your responses in your Better Business Bureau complaints that you have settled for less than requested. I have tried to come to a compromise and you refuse to meet me. This may have started with just not trusting your food, however after the "customer service" we have experienced I can no longer even trust the ethics of your company. Since you didnt want my \$350 to resolve this I have no choice but to contact an attorney to handle this.



### **Comment from Fred W. of Hannah the Pet Society**

Business Owner

4/27/2017 Melody--We take the quality and safety of our Total Lifetime Nutrition food ("TLN") very seriously, as does our manufacturer, whose primary business is the manufacture of high quality organic soups and other foods found in stores like Whole Foods. TLN is manufactured right here in Portland using human grade ingredients. It is baked rather than extruded like most commercial dog foods, which allows retention of more of the nutritional value of our natural ingredients (chicken/turkey is the first ingredient); and it is hormone and antibiotic-free.

TLN also has no chemical or other artificial preservatives, which makes it healthier for your Pet (and makes it taste better too!), but which reduces the shelf life of the product as compared to most commercial

foods, which can have shelf lives of up to five years (but lots of chemical preservatives to make them last that long). That is why we normally deliver TLN to our Members within 14 days of it being made and have a delivery cycle of every six weeks, which is less than half of the shelf life of TLN.

Our manufacturer has the same quality control and testing procedures in place for TLN as it has for its organic human foods. It conducts a wide range of tests on each and every lot of TLN, including moisture content, and retains a sample of each lot for re-testing when necessary. Your complaint is the only one we have received regarding spoiled or molded food. Earlier this year, we did receive five complaints regarding a single lot manufactured in February that was softer than normal, but on re-testing, the lot was fine and none of the Members who called experienced any spoilage or mold.

There are a number of possible causes to your TLN developing mold. Anything baked (even cookies) can have some variability, and it is remotely possible that a small portion of one batch had too much moisture content, despite the fact that the batch tested positively, although it is unlikely. It also is possible that the bag was not sealed completely; that the food was exposed to unusual environmental factors in the home; or that the food was older than 90 days (i.e., that it was from a prior delivery). We will be reaching out to you to further investigate what could have happened in your case.

Fred

Melody--In response to your follow up, where we make mistakes, and we still make them, I acknowledge them and apologize. Here, as I clearly stated, it is possible there was a bad bag of food notwithstanding that the lot passed all of the testing (twice), but it also is possible the mold was caused by other factors--hence our desire to follow up with you. Everything in my response is factually correct and accurate, and any investigation of the incident will confirm that fact.

Fred



(5-Star Filtered HEC1 Review)



**Ruth M.**

**Vancouver, WA**

54 friends

1 review

4/10/2017

My family and I are recent dog owners to a husky/lab mix, and we couldn't have gone to a better pet society. The staff and members were excellent. Specifically, Yadiel Bernier the Service Coordinator;He greeted us with a smile as soon as we came in. Yadiel was friendly, obliging , welcoming , and made sure to answer any questions or concerns that we had. I will totally recommend Hannah the Pet Society to my friends who are pet owners. We are glad to be apart of the Hannah the Pet Society community.

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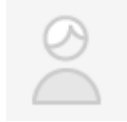


**Comment from Fred W. of Hannah the Pet Society**

Business Owner

4/12/2017 Ruth--thank you for your review and the shout out for Yadiel! We also appreciate your recommendation of our program to others--not only are you doing them and their Pets a favor but you get a free month for every referral you make that becomes a Member---and there are no limits on how many free months you can earn!

Fred



(5-Star Filtered HEC1 Review)



[Louise C.](#)

**Portland, OR**

0 friends

1 review

4/10/2017

I just read the report on Hanna printed in the Portland Tribune. Our experience with Hanna has been so different. In early 2015 we got a call accepting my husband as the first recipient of a pet under a new charity program called "Hannah's Helping Hands". It is a program for veteran's with disabilities where Hanna provided us with our wonderful dog, Gigi, along with all her care, free of charge. We receive monthly food, vet services (which we have used and been happy with) as well as free access to all training programs (she just finished her "Good Citizen's Training" class) and recently I had a chance to talk with a behavioralist about her constant licking (her advice is working). We also use the grooming option offer which we pay for but they give us a discounted rate. As far as we have experienced Hanna has followed up as promised and we have been VERY happy with their help.

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**Comment from Fred W. of Hannah the Pet Society**

Business Owner

4/12/2017 Louise---our Team really appreciates your kind words and your support. The HHH veterans program is a wonderful opportunity for us to give back to people who really deserve to have a Pet!

Fred



(5-Star Unfiltered HEC2 Review)



**Jackie S.**

**Beaverton, OR**

0 friends

3 reviews

4/9/2017

We joined Hannah the Pet Society about 18 months ago when we got our beautiful Great Dane as an 8 week old pup. We were a little leery of doing this at first because we were afraid they would limit her care if the cost of care exceeded our monthly payment, but that has not been the case. At 9 months, she was diagnosed with colitis. She was fully treated with no additional, out of pocket costs. We do have to use a special diet for her now, so we added on their food delivery service (a little expensive, but they gave us the option to purchase this prescription diet from alternate sources, and the price is equivalent to theirs) and they deliver it to us monthly for free. Our Dane then acquired an infection that required ultrasound imaging, and this was done quickly, with no additional expense, during an office visit. Joining Hannah was the best decision we could ever make for our dogs. We have incredible peace of mind knowing they are well taken care of, and that they don't skimp on care when the cost of their care exceeds their monthly dues.

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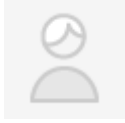


**Comment from Fred W. of Hannah the Pet Society**

Business Owner

4/11/2017 Jackie--thanks for writing this review. People who have never experienced how we actually do things sometimes assume (or proclaim loudly on the internet, where actual knowledge is not a necessary prerequisite to spouting one's opinion!) that we will "skimp" on services simply because we are a "for profit" company. As you have seen, that is not the case. Not only would that be totally against what we are all about (all our Team Members are Pet Parents and love Pets), it would be incredibly dumb from a pure business perspective. Our goal is to develop a lifelong relationship with the Member, as well as the Member's Pet. Pet Parents tend to get many Pets over their lifetime. Also, we are financially much better off the healthier the Hannah Pet is---and the longer the better. One of the coolest things about the Hannah model is that our best interest is perfectly aligned with the best interest of both the Pet and the Pet Parent. Members bring their Hannah Pets in over twice as often as under the traditional vet care model. We think that is great--it allows us to do all of the necessary preventive care and also to catch problems earlier, which is better for the Pet. Our doctors love our model also--no more anguish over what to do when a Pet needs a procedure that the Pet Parent simply cannot afford--one of the leading causes of veterinarian burnout under the traditional model.

Fred



(3-Star Filtered HEC1 Review)



[Ilma Z.](#)

**Vancouver, WA**

0 friends

1 review

4/6/2017

Hannah in general: 3 stars

KORINE: 6 STARS!! Fat Amy and I appreciate you a ton! Thank you for being so helpful and understanding!

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**Comment from Fred W. of Hannah the Pet Society**

Business Owner

4/6/2017 Ilma--thanks for the shout out for Korine. We are going to work hard to earn those two additional stars with time!

Fred



(5-Star Unfiltered HEC1 Review)



**Teresa B.**

**Portland, OR**

1 friend

6 reviews

4/4/2017

I've been a member since early 2015, and couldn't be happier with the service I've received so far. I have an older membership that includes food, and my roommate has a newer membership where he buys his food separately, but still from Hannah. My dog is young and athletic, about 45-50lbs, and his is an 85lb 13 year-old golden retriever. We both pay around \$100/mo for everything we need except treats and tennis balls. My pup has gotten all of her vaccines, initial blood work, well checks, nail trims, joint supplements, a few minor sick visits, medications, flea treatment, and ALL of her food during this time, without any additional money out of my pocket. Her sick visits were for 'happy tail syndrome', conjunctivitis, and minor foot injuries, all of which were drop-in appts. My roommate's dog has had all of his vaccines, well checks, joint supplements, dental care including an extraction, care for a minor foot injury, foot surgery, a cyst excised from his eyelid, follow-up visits for the above, medications, blood testing, stool testing, food, and dietary consults; all included. We've wanted to do some behavior classes for better leash training, but haven't had the time. I'm saving a little bit of money per month compared to fee-for-service, which is impressive for dog insurance, as most healthy people and pets don't get an equal return for their insurance premiums. My roommate has probably saved a couple thousand in the past 1.5 yrs that he's been a member. And because he has an older dog, I expect he'll be saving more as his dog gets older, and needs more care toward the end of his life. The best part about this, is that I don't ever feel put-out or delay care if one of them gets ill. Normally, I would avoid going to the vet if at all possible due to the expense. Now if I'm worried about something, I schedule an appt or drop-in, they check out my baby right away, and then treat whatever is wrong immediately. I've contributed to multiple people's vet bill fundraisers, and even had to open up a new line of credit to help my sister pay for her cats' vet bills. I recommend Hannah to everyone.

I see all of the bad reviews, and I understand that the structure is new, and possibly scary for folks. One person I recommended Hannah to (who currently spends hundreds per month on behavior classes for her dog), didn't subscribe because she was freaked out to have them 'own' her dog. I think that's silly, and an unfortunate financial decision for her. They do not repossess pets. And if I don't like or want the service any longer, I can always choose to opt out; depending on how long I've been a member, it will cost a variable amount of money to cancel. If I ever thought that my dog needed something and wasn't getting it, I could pay the fee and choose another provider (where I would pay a lot more for the same services, without food or insurance included). It would cost less to discontinue my Hannah membership than to get out of my cell phone or cable contract. And as for providing proof if your pet dies, people have to provide proof of death to terminate financial obligations when they die too. No matter what, it's going to be awful when your loved one dies.

Every experience I've had with Hannah has been extremely pleasant. The waiting room is cozy and doesn't feel or smell like a vet's office. Everyone there obviously LOVES animals, and there is a direct window from the waiting room into the treatment room, so that there are no secrets as to what happens

when they take your pet into the back room without you. I work in health care for people, so I asked one of the vets how it was to work for Hannah. His response was, 'it's like working at Disneyland'. He told me that when he previously worked in a small practice, he'd decide on the care that a pet needed, and then write up bill. Then he'd have to sit down and decide with the pet's parent what they could afford to do, and often, what suboptimal course of action they would choose instead of what was determined to be best for the animal. He loved that not only was this a not concern for the parents of the pets he cared for now, but he didn't have to live with that stress either; having to put animals down because their parents couldn't afford to treat them.

Again, I truly couldn't be happier. I have enough things to worry about as it is, especially if one of our dogs is sick and needs treatment for something. The last thing I want to worry about is whether or not I can pay for it. I live paycheck-to-paycheck, so a consistent monthly fee that I can budget for works much better for me. I only wish my own "good" health insurance were so comprehensive and inclusive.

Last, it rules having high quality dog food just show up at the house without having to go buy it.

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#### **Comment from Fred W. of Hannah the Pet Society**

Business Owner

4/5/2017 Theresa--our entire team really appreciates your writing this long endorsement of our program. Hannah's program is a new and unique concept--we are not a Wellness Plan and we are not Pet Insurance--our coverage is much more comprehensive and economical than those two business models. Over the lifetime of the Pet, we also believe our model is more economical than the traditional veterinary care model of fee for service. Perhaps even more importantly, however, our model removes the worry of having to pay for a medical procedure that the Pet Parent simply cannot afford.. Millions of Pets get put to sleep every year in the U.S. before they need to be because the Pet Parents do not have the economic resources to pay thousands of dollars for a procedure that the Pet happens to need. Hannah was created to eliminate this very real problem, as well as to provide an incentive for Pet Parents to give their Pets all of the preventive care they should and to bring their Pets in immediately when there are problems so we can fix medical issues earlier.

We are accomplishing our mission. Many, many of our thousands of Members have told us they could not afford, and would not have, a Pet, if it were not for our program. And our Members, on average, bring their Pets in over twice as often as under the traditional veterinary model--we think that is great. Of course, to be able to deliver the comprehensive services we do at our prices, if is true that we have to own the Pet while the Pet is on our program, which admittedly is kind of a crazy concept that not everyone can get over. But that is due to the way the laws work--it is a pain in the "you know what" for us--but necessary in order for us to save the costs associated with being "insurance", and we pass on those savings to our Members. Virtually all disruptive new business concepts attract skeptics and critics, but most of the time it is not based on any personal experience with the company they are criticizing--certainly that has been case for us. We know we are doing things right, because Members like you, who really know what we are all about, tell us so.

Fred



(5-Star Filtered HEC2 Review)



**[Eileen S.](#)**

**Vancouver, WA**

0 friends

2 reviews

4/3/2017

I'd like you all to know about the very positive experience my family recently received from an employee, Heather Draper, at Hanna Pet Society in Portland, Oregon.

Heather is outstanding! She obviously has the natural ability to understand and feel what her clients are experiencing. She obtained first-hand client information to help us improve our situation. She was great at following up with us to ensure we were never kept in the dark. She focused on what our needs and requirements were and was able to meet our needs effectively.

Heather, it was a please to work with you. Your loyal customer service is outstanding. You excel at servicing your clients.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

4/3/2017 Eileen--thank you for making the effort to write this review and for your recognition of Heather's efforts! Follow through with our Members is very important and we have worked hard to improve in that area over the past 12 months. It is great to see that it is making a difference.

Fred



(5-Star Filtered HEC1 Review)



**Levi E.**

**Vancouver, WA**

31 friends

7 reviews

3/15/2017

High quality, 100% FULL COVERAGE care with no deductibles, limits, exclusions or co-pays - and at an affordable price of \$61/month! True peace of mind! In the short 11 months we have been on the plan, my dog has already had a total of 14 appointments (most of which required multiple prescription medications and treatments/testing such as IV's, lab tests, and x-ray or ultrasound imaging), and 3 of the appointments were actually surgeries (four teeth extracted, round cell tumor biopsy and removal, and then an infected abscess/mass removal). This past year I would have racked up over \$10k in vet bills but because I am on a Hannah plan, I've only paid my monthly membership fee which totals to \$671.00 to date - that's a huge savings of 93%! THANK YOU HANNAH!!

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

3/15/2017 Levi--thank you for taking the time to write this review. Making great Pet healthcare affordable and predictable is what our program is all about!

Fred



(1-Star Unfiltered HEC2 Review)



[Alexandra C.](#)

**Portland, OR**

6 friends

32 reviews

3/11/2017

We took our puppy here for a consultation and to inquire about membership. Google "Hannah Pet Society Lawsuits". They have several pending in regards to unnecessary puppy euthanization. I wish I had done this before we took our little guy in. The entire experience of the consult reminded us of a used car dealership. You're put in a room and they turn on a movie that explains their membership. Essentially you sign the title of ownership of your pet over to Hannah. They will become the legal owners if your pet and you lease your pet from them for a monthly fee. They are the sole medical decision makers for your pet. There are several articles we found online that share shocking stories of how Hannah euthanized puppies with "behavioral problems". Since they are the legal owners they do not have to consult you first before they do anything to your pet. If you ever want to cancel your membership you have to buy your pet back from them. There is nothing wrong with being profit driven but not at the expense of a dogs healthcare. Their entire staff was combative and had a very used car salesman approach to their membership pitch. They also do an exam on your pet while you're being pitched this scam. It really bothered us that the vet did not come introduce themselves and that the exam was not conducted in front of us. Needless to say we will be sticking with a real vet for our puppy's care. He is way too precious to be left in the hands of these incompetent and uncaring "veterinarians".

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

4/7/17: Alexandra--if everything stated in your review were accurate and true, I wouldn't join the Hannah program either and none of the other of the over 4,500 Members who have joined would have as well. So lets review your inaccurate statements one by one--after all, I know you don't want to misrepresent the facts in social media-ville. It is true that under our program we become owner of the Pet while it is on our program, but it is not true that we are the "sole medical decision makers for [the] Pet". Our veterinarians consult with the Pet Parents on all medical decisions. Which makes your statement that "[we] don't have to consult you before they do anything to your pet" also wrong and misleading--of course we are going to involve the Pet Parent in all decisions--how on earth could we have a viable business model otherwise? Your assertion that our model, because it is profit driven, comes "at the expense of a dogs healthcare" similarly is false. To the contrary, our business model was created to eliminate euthanasia for economic reasons and to increase preventive care and foster MORE visits to our doctors. And it works---our Members bring their Pets in over twice as often as under the traditional fee for service business model (and we think that is great). Your assertion that we have "several [lawsuits] pending in regards to

unnecessary puppy euthanization" also is false. There are no such pending legal suits and, in fact, we have never euthanized a Member's Pet over the Member's objection. Finally, your claim that our doctors are "incompetent and uncaring" could not be further from the truth--they average over 20 years of experience and are great doctors. Who made you judge and jury--you have not even met our doctors and yet you feel you have the right to denigrate them and their professionalism in a public forum?

Your review is Exhibit A for why social media has such a bad reputation in terms of spreading inaccurate untruths around. It also is an insult to our Team Members and our many thousands of Members who, guess what--LOVE THEIR PETS AS MUCH AS OR MORE THAN YOU LOVE YOURS. If you want to meet some of them so they can tell you how our program really works, send me a private message and I will set it up. They are on our program because it provides great healthcare at a price they can afford, without having the fear of having to euthanize a Pet for economic reasons because they cannot pay for an unpredictable expensive medical procedure. Its fine that our program may not be for you---its not for everyone--but its not fine for you to spread falsehoods and denigrate people you have never met and know nothing about.

Fred



(5-Star Unfiltered HEC2 Review)



**Cate R.**

**Wilsonville, OR**

0 friends

3 reviews

3/11/2017

When our dog got cancer, they treated him and us, the owners, with the utmost respect and dignity. They went over every option and never tried to steer us toward the least expensive route just because we were on a monthly plan. Instead, we received regular updates, frequent visits, and personal calls with the veterinarians.

This is the best kind of arrangement we could think of. So much is covered under the Hannah plan, and I never have to make choices according to what I can and can't afford. It's so easy to get in to see a vet and the staff cares so deeply for our pets.

I've lost dogs before, but I have to say that not having to go up to the counter and pay a bill while I'm in tears and just trying to soak up last moments with my pet is worth this kind of payment plan.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

3/15/2017 Cate--we are sorry for your loss but wanted to thank you for sharing your story and for your kind words.

Fred



(5-Star Unfiltered HEC1 Review)



**Doug R.**

**Portland, OR**

0 friends

4 reviews

3/5/2017

With a growing family and not enough time in the day, we have used Hannah's "easy button" offering to provide for our two dogs and our peace of mind! I am surprised by some of the negative reviews. It might not be for everyone but similar to Amazon prime...I hope this never ends! Its a great value for what we need / unmatched elsewhere.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

3/6/2017 Doug--thanks for the positive review--we appreciate it! Most (though unfortunately not all) of the negative reviews at this point are dated. In fact, since August 1, 2015, when new management was put in place, we have averaged 4.09 stars on Yelp across all three Yelp locations, factoring in filtered and unfiltered reviews. We are striving for five stars and are not quite there yet, but we are gaining on it!

Fred



(5-Star Unfiltered HEC1 Review)



[Elisa S.](#)

**Portland, OR**

1 friend

3 reviews

2/28/2017

I have been a member of Hannah since December of 2013. I have a rabbit, Miss Pepper, and the care, knowledge, attention and services that are given to her from Hannah have been wonderful. Heather D. on the Member Advocate Team has especially been helpful whenever I have a question or concern regarding my membership or services.

I have had a couple indoor house rabbits and finding a vet and animal care that has a knowledge of this type of animal is especially important. My membership fee is SO affordable compared to if I was paying for vet bills as needed. Having the food, hay and litter delivered to my door makes everything so much easier.

I have recommended several friends to Hannah and they have all had great experiences.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

2/28/2017 Elisa--our Team really appreciates your taking the time to write this review and thanks also for the referrals of your friends, which we view as the ultimate compliment for our services and business model (plus you get one month free for every referral that becomes a Member!). Convenience and affordability are two key cornerstones of our program. Finally, thank you for the recognition of Heather D's efforts!

Fred



(5-Star Unfiltered HEC1 Review)



**Tony G.**

**Portland, OR**

1 friend

7 reviews

2/25/2017

This place saved my dog. She was diagnosed with pancreatitis and it wasn't looking to great. Luckily they admitted her even though they knew about her ailment and they treated her. After 3 weeks of being hospitalized she is finally back to her happy and playful self. Soon after, she was diagnosed with diabetes due to her pancreas not being the greatest. Again they put on their capes (they don't literally wear capes but that would be pretty cool) and they treated her with the kind of care that I only thought was reserved for royalty. Amazing doctors and an incredible staff. I have told countless people that this is where to go if you want great care for their pets.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

2/27/2017 Tony--we really appreciate your taking the time to tell your Hannah story. We cannot take every Pet with pre-existing conditions into our program, but we do take a large majority of them. Cost can be a little higher in those cases, but most of our Members in that situation have found that such costs are far lower than other alternatives, such as the traditional fee for service veterinary model (and you can pretty much forget about the Pet insurance model, which almost always excludes pre-existing conditions). Thanks also for the shout out for our doctors and staff!

Fred

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(5-Star Unfiltered HEC1 Review)



**Laura B.**

**Portland, OR**

76 friends

15 reviews

2/24/2017

We have been Hannah members for over 3 years and have been extremely happy with the services provided to our pets. It has been so comforting to know our furbabies are always covered when there is an issue and we have had no issues with appointments. It is SO great to leave with medications and care plans without an additional bill. We luckily have never needed to utilize the 24 hour emergency clinic, but we have called the advice nurse after hours. We utilized the training classes for our puppy and he became CGC certified in under a year. We recommend the program to all of our friends and family members!

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

2/24/2017 Laura--our entire team really appreciates your making the effort to write this review. Congratulations on the CGC certification--training is an important part of our program and something that helps set us apart from other alternatives in the marketplace.

Fred



(5-Star Unfiltered HEC2 Review)



**Laura B.**

**Portland, OR**

76 friends

15 reviews

2/24/2017

We have been Hannah members for over 3 years and have been extremely happy with the services provided to our pets. It has been so comforting to know our furbabies are always covered when there is an issue and we have had no issues with appointments. It is SO great to leave with medications and care plans without an additional bill. We luckily have never needed to utilize the 24 hour emergency clinic, but we have called the advice nurse after hours. We utilized the training classes for our puppy and he became CGC certified in under a year. We recommend the program to all of our friends and family members!

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

2/24/2017 Laura--thanks for taking the time to write this review and congratulations on your puppy's CGC certification! Training is an important part of the Hannah program and something that helps set us apart from other alternatives out there in the marketplace.

Fred



(5-Star Unfiltered HEC2 Review)



[Cathy C.](#)

**Portland, OR**

0 friends

1 review

2/23/2017

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I have had nothing but great experiences at Hannah the Pet Society! From my first visit and pet physical to my dog being neutered, the vets and staff have been friendly, extremely informative and very gentle with my little dog. I asked several other clients about their experiences at Hannah before I decided to join and everyone was very positive. I am extremely glad I joined the Hanna Pet Society. The awesome team to do neutering on my dog were Nurse Annie and Dr. Horner! Best ever

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

2/24/2017 Cathy--thank you for making the effort to write this review--we appreciate it! Our entire Team consists of Pet lovers and we all have our Pets on the Hannah program. We have not always been perfect (and still aren't) but the vast majority of our Members, like you, tell us that they love our program and our services, which is gratifying.

Fred

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(5-Star Unfiltered HEC1 Review)



**Rebecca B.**

**Molalla, OR**

0 friends

4 reviews

2/22/2017

We have been Hannah's members for approximately one year. We have a small rescue of 15 animals which we moved from San Diego to here in August 2015. We are so happy to have found Hannah's! There is nothing like this any where else.

Recently we had occasion to hospitalize our angora bunny, Zen, twice in one week. We are so thankful to Dr. Holfert (not sure of the spelling sorry) and Dr. Horner for their help. These two visits in another vet hospital would have cost us more than what we have paid and we get his kibble and litter care which is all included. We thought Zen might have to have exploratory surgery but we were very fortunate that instead Dr. Horner gave him acupuncture and even showed me how to gently palpate the point to ease Zen's tummy.

We love Dr. Horner and all the doctors at Hannah's!!!

Rebecca B. and Michelle D.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

2/23/2017 Rebecca--thank you for taking the time to write this review and for the shout outs to Dr. Hoefert and Dr. Horner. As someone involved in the rescue community, you obviously have a tremendous love for Pets, which makes your appreciation for what we do and what Hannah's is all about even more meaningful to us!

Fred



(5-Star Unfiltered HEC1 Review)



[Spraiige S.](#)

**Portland, OR**

0 friends

3 reviews

2/20/2017

I've had Hannah for a few years now for our dog and two guinea pigs. I have always left happy and well informed about whatever issue I was there for. Today's events are what has brought me to leave my review. I also have a cat who was not on the program. I just never got around to putting her on... she got left outside last night, this morning I found her at 7am screaming outside. I picked her up, she was shaking and meowing awful and I could tell something was wrong with her back end. I brought her to Hannah - I was crying and freaking out really bad. Everyone was really sweet, comforting and informative. They took x-rays, examined her, gave her antibiotics, her shots and whatever else they did and only charged me the monthly enrollment fee. I'm not sure if this is procedure or what but they made my day from hell into a much tolerable day. Thank you so much!!! I have always recommended them but even more now!!!

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

2/23/2017 Spraiige--thanks for taking the time to share your story--nothing makes me feel better than to hear examples of our team stepping up and doing the right thing as occurred in your case. One part of our program that is not as well known as it should be is how we handle sick and injured Pets. Often a Pet lover will run into the unfortunate situation of having their Pet get injured which results in a potential veterinary bill that they simply cannot afford. Under our program, we will examine the Pet and quote a "cost to fix" that normally is well below what other veterinarians will charge. On top of that, we only require 50% of the quoted amount to be paid upfront and we even will allow that amount to be paid over 12 months in equal installments (with no interest charges). The remaining 50% is due only at the time you decide to leave our program-- if you never leave, you never get charged for it. Through this component of our program, we have allowed many many Pet lovers to avoid the painful decision of whether to euthanize their Pets for economic reasons, which is a very real and huge problem in this country, and one of the primary reasons Hannah was created.

Fred



(4-Star Filtered HEC2 Review)



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**Terry A.**

**West Linn, OR**

0 friends

2 reviews

2/15/2017

Our family adopted Bentley, a 9 month old Boston Terrier from Hannah in 2012. He has always seen the Hannah vets and has never had any major problems until late January when we went on vacation and left him and his sister Bella(also a Hannah pet) in the care of a very competent pet sitter. Right before we got home, Bentley was showing off for his sitter, and destroyed a toy and ate all the stuffing. He began vomiting blood. After xrays it was determined that he needed exploratory surgery on his belly to be "de-stuffed." He was operated on by Dr. Donna Anderson at the Tigard location. Dr. Anderson closely monitored him and 4 days later decided to open his belly again as he still had some bloody vomit. She found only abrasions from the toy stuffing and he stayed in the pet hospital for 2 more days. He goes back on 2/17 for a recheck, staple removal and an ultrasound. All this and we have never paid a penny other than the \$77 a month that includes all his food also. The staff at Hannah truly cared for and loved my fur baby and I didn't go broke in the process.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

2/28/2017 Terry--thank you for making the effort to write this review.. Pets enrich our lives but they can get into expensive trouble and veterinary costs continue to increase rapidly virtually every year. Bentley's story is a perfect example of how our business model helps makes having a Pet more affordable.

Fred



(5-Star Filtered HEC2 Review)



[Stacey M.](#)

**Beaverton, OR**

0 friends

1 review

2/8/2017

I love Hannah! The staff at the SW Washington Square location are always extremely friendly, helpful and compassionate. They're all animal lovers and they never fail to make us feel welcome and appreciated. My dog, Jack is an unruly, 70 lbs. Labrador mix with anxiety issues and a penchant for eating the occasional garbage. Before I joined Hannah, the last time my boy got into something he developed HGE, which rapidly turned into Pancreatitis despite the medications prescribed to him by the vet we were seeing at the time. It took a day spent in doggy ICU for us to get him stabilized and cost me about \$2,000 when all was said and done.

So, in addition to the stress of worrying about my poor dog, seeing him so sick and worrying that I might lose him, I had to deal with the huge financial impact his illness had on us. I was forced to borrow money from family to prevent my rent check from bouncing and my bank account from being overdrawn. Thankfully Jack recovered and returned to his healthy, loveable self once more; but for a long time after I experienced constant fear of him getting into something and the whole terrible thing happening again. Then I joined Hannah. I cannot tell you what a relief it is to know they're there to help us in cases of emergency. Not only is Jack's medical care covered by my monthly fee, Hannah provides training classes, and visits with a behavioral specialist to help me with his anxiety; these are both things previous vets recommended for my dog, but which I was never able to afford before. It feels so good to know that all my boy's needs are met!

It also puts my mind at ease to know that since Jack is now a "Hannah dog", they will be there for him if anything should happen to me. That might sound silly, but it is something that I think about: if I died tomorrow in some accident, what would happen to my dog? Well now I know: if family were unable to take him in, Hannah would help them find him a new, loving home. Joining Hannah is a bit like having the best doggy medical insurance provider out there, but with the added benefit of becoming a part of an animal loving community. I definitely recommend them.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

2/9/2017 Stacey--thanks for taking the time to write this review. Hannah was created to make Pet ownership more affordable so more Pets could be in the right home and to eliminate euthanasia for economic reasons--which is a huge issue in this country. Your story is a perfect example of what our program is all about! - Fred



(5-Star Unfiltered HEC1 Review)



[Heather C.](#)

**Portland, OR**

0 friends

11 reviews

2/8/2017

Being a Hannah member is a no brainer, I have been one since 2014. I was already spending quite a bit just on food and flea stuff. NOW I get that all included AND never have to question whether or not I can afford to take my pets in to the vet. In the past I would have to agonize over that decision. I've also taken advantage of the training that's included, which is valuable all by itself. I have had the good fortune to work with Heather on the member advocate team recently. I've been on unpaid medical leave for 6 months, but haven't had to give up my pet's care because they had a hardship program I was able to qualify for. I am very thankful for Hannah Pet Society! I've read some of the negative reviews, and the vast majority of them are people who don't appear to understand the program, or had some sort of unique issue that wouldn't apply to the vast majority of pet owners.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

2/9/2017 Heather-our entire team really thanks you for writing this review, and we are glad that we could help during your hardship--after all, during tough times, the love of a Pet can mean even more. In today's world, anybody can say anything in social media--facts are not required--that is simply the way it is. We do our best to combat factually erroneous statements put out there by the "haters", but it always is more effective to be defended by our Members, so we appreciate your help and kind words.

Fred



(5-Star Unfiltered HEC2 Review)



**Justine T.**

**Rohnert Park, CA**

45 friends

1 review

2/3/2017

When looking for a sensible solution to my pets care I stumbled upon this place and was amazed. I was quickly contacted in regards to my request for information. A cheerful Katrina answered my questions with ease and confidence of someone who has answered every question plausible. Now I have an appointment for my dog porter tomorrow and a lot more confidence in his future care.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

2/9/2017 Justine--thanks for taking the time to write this review and for the shout out to Katrina. We look forward to getting to know you and Porter better in the future!

Fred



(1-Star Filtered HEC2 Review)



**Crystal D.**

**Donald, OR**

0 friends

3 reviews

1/31/2017

OM MY GRACIOUS ,!! I was lied too ,manipulated ,taken advantage of and my dog was hurt ... I was very foolish to sign a contract that they did not let me read nor did I get a copy of .i was given many excuses why was not given a copy .it takes three days for ownership to be transferred over,finally the footy day i get a copy emailed to me !! it is vague and disorganized . . . after I had signed up they took my dog away from and put him in the back ,bringing him back telling me they did all sorts of things to him .. the next few days he was nauseated ,sick tired and not himself ..it cost me 500 to get out of a contract that the dog was only under there ownership for 4 days ...if they cared about costumer service and love of a dog they would of let me out with out paying all that money I paid !!DONT take your animals to hanna unless you don't care too much for your animals

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

2/2/2017 Crystal--I have looked into this and you most certainly were NOT "lied to, manipulated (or) taken advantage of". You signed the Agreement, after having our program fully explained to you and after having seen our video, completely voluntarily. Nor was your dog "hurt"--we did our normal full exam which involves blood removal so we could do our blood work and we gave him a vaccine for kennel cough. What really happened is that you changed your mind and decided you did not want to be on our program the same day you signed the Agreement (which we sent to you that night, not four days later as you erroneously claim). I have good news for you--it is our policy to allow cancellations within the first 24 hours because sometimes people change their minds and that is OK, and we should have done that for you in this case. Consequently, I have already had someone reach out to you to complete the necessary paperwork and refund you. I have to say, however, that after my investigation, it is clear that it is I and any other reader of your review that is really being "lied to and manipulated" here.

Fred

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(5-Star Unfiltered HEC2 Review)



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**Heather F.**

**Oregon City, OR**

0 friends

5 reviews

1/26/2017

We've never had anything but excellent care for both our dogs here at Hannah, and tonight was no different. Our vet tech, Chelsey, was friendly and so patient with us and our dogs. I think the mark of a great vet or vet tech is when they are nice to you but are even nicer to your pets-and that is how everyone here is. From the front desk to the groomer everyone really loves animals here.

Having both our dogs on Hannah means we never have to second guess whether or not to come in when one has a hot spot and the other may have an ear infection. I can't imagine having a pet and not having them as part of Hannah. The peace of mind we get and the care our dogs get far outweighs what we pay each month for their membership.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

1/27/2017 Heather--thank you for making the effort to write this review and for recognizing the efforts of Chelsey. All Hannah Team Member are Pet parents and lovers and it is great to see that coming out in taking care of you and your Pet!

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(5-Star Unfiltered HEC2 Review)



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**Cecilia B.**

**Lake Oswego, OR**

0 friends

1 review

1/25/2017

I have been a Hannah member since October 2015. During that time I have found the location clean and welcoming and the staff friendly and helpful. My 5 stars comes from the care my 2 year old Westie received this month. During the snow and ice storms in early January 2017 I noticed a change in my dog's potty behavior and wondered if she had a bladder infection. I took her in the next day. They ran the test for an UTI (no charge) and, even though she has not had an bladder infection in over a year, they also performed an ultrasound (no charge). They found bladder stones. The vet talked to me for about 15 minutes, explained how they form, risks and suggested surgery to remove them. We had an appointment for the next week and an antibiotic to deal with the current UTI (no charge). After the appointment I researched Bladder Stones on veterinary websites, and found that while there are a couple of treatments the gold standard is surgery with analysis of the stones to be able to modify diet effectively to reduce the chance of reoccurrence. That is what Hannah proposed and carried out as the first round of treatment. No wait and see, no less effective but less expensive alternatives first, just let's get it done right and get your pet well!

On the day of her procedure I spoke to the nurse who would be with my dog during her surgery about timelines and what exactly the vet would be doing. She spent more than 10 minutes with us, answering all questions, reassuring us and interacting with my dog. The nurse called when my dog was in recovery and waking from the anesthesia. She described how it went and again answered questions. They even offered to keep her for observation overnight if we were nervous about taking her home. We picked her up and spoke to the nurse again and the vet came in to reintegrate after surgery care instructions. We were given a week of antibiotic, pain and anti inflammatory pills (no charge) at check out and have two follow up appointments scheduled, another ultrasound and a exam by the surgeon.

The AVERAGE cost of treating Bladder Stones is \$1,285. I have had sick pets before I came to Hannah and feel that is a conservative estimate. This experience was amazing and I am grateful to be a Hannah member.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

1/27/2017 Cecilia--our entire team really appreciates your taking the time to write this review. Your story is what Hannah is all about--providing peace of mind to Pet Parents that their Pet will always

receive great healthcare without having to worry about cost. Like in human healthcare, Pet healthcare costs continue to escalate annually and have reached the point where many Pet Parents simply cannot afford certain procedures that might become necessary for their Pet. Our program eliminates that concern. We are delighted that your Pet is recovering well.

Fred



(5-Star Filtered HEC2 Review)



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**Pau D.**

**Hillsboro, OR**

8 friends

1 review

1/13/2017

We took our little grace in to get her eye checked and it resulted she had to stay and get it evaluated and treated. It turned out she needed surgery. She ended up staying at Hannah's for almost 3 weeks while she recovered. I'm so thankful for Hannah and the team that took such good care of her all that time. We are so grateful to not have to worry about the financial aspect of it because we are part of their pet plan. I recommend them hands down! A shout out to her Donna Anderson and her staff we appreciate all you do.

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**Comment from Fred W. of Hannah the Pet Society**

Business Owner

1/13/2017 Pao---our entire team really appreciates your making the effort to write this review and thanks also for recognizing Dr. Anderson. We are happy that we were able to get Grace well and allowing you not to worry about cost is what our program is all about!

Fred



(5-Star Unfiltered HEC2 Review)



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**Tiffany H.**

**Hillsboro, OR**

91 friends

2 reviews

1/9/2017

Dr. Anderson has been extremely helpful and knowledgeable with all of her services. I specifically appreciate her assistance with my pets travel. We are going to miss her as we move to Hawaii!

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

1/9/2017 Tiffany--thanks for writing this review and recognizing Dr. Anderson. Good luck in Hawaii-- hopefully Hannah's will be there too sometime in the future!

Fred



(1-Star Filtered HEC1 Review)



**Tara G.**

**Columbia City, OR**

0 friends

2 reviews

1/5/2017

I was a member, but moved out of the area. I talked to them at the front desk and told them of my plans to move over an hour away. Living this far away I could no longer use their service.

Over a year later I receive a demand to pay from a collection agency and they then started calling my work and harassing me here.

Do not do business with these people -- you sign and they consider they own you for the rest of your life and nothing you can say or do will change that. I am considering legal action since I am just getting the run around other than the harassment. Do yourself a favour... don't make the same mistakes as me.

Tara G.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

1/9/2017 Tara--our records indicate that your payment declined 4/18/16 due to an expired card (which can happen). We attempted to contact you on 4/18, 4/22, 4/26 and 4/29 by both phone and email to follow up. We also advised a friend that you apparently sent on 4/25 to pick up flea medicine that your payments were past due and, therefore, that we could not provide the medicine. Finally, we also mailed you three separate letters on the matter, advising you that we needed to address the issue or we would be forced to send it to collections. We do not at all like sending people to collections, and do everything we can to avoid having to do so. In this case, however, I am not sure what else we could have done--you were completely unresponsive.

Fred

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(5-Star Unfiltered HEC1 Review)



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**[Jeff S.](#)**

**Fairview, OR**

83 friends

37 reviews

12/28/2016

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We have had nothing but good experiences with Hannah (member since 1/15). We have taken our french bulldog there for veterinary care and for the obedience classes. Yesterday our dog had some stomach discomfort. We took her in, they took some x-rays (to make sure she hadn't eaten a random Christmas decoration) and concluded it was gastritis. We were given a prescription medicine and prescription dog food and were back on our way within an hour.

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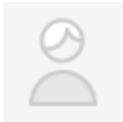
**Comment from Fred W. of Hannah the Pet Society**

Business Owner

1/3/2017 Jeff--we really appreciate your taking the time to write this review. Those Holiday decorations can be tempting for Pets and we are glad your dog resisted the temptation and is on the way to recovery!

Fred

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(5-Star Unfiltered HEC1 Review)



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**Deb V.**

**Portland, OR**

0 friends

1 review

12/22/2016

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Crystal is an amazing dog trainer! She has worked with our dog for awhile now and her depth of knowledge about training animals is amazing. She is so patient with dogs AND their owners. We have made amazing progress with our high energy dog this year thanks to Crystal's support and guidance. Thank you Crystal and Hannah the Pet Society for the fantastic help we get with Dozer Dog.

-



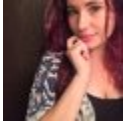
**Comment from Fred W. of Hannah the Pet Society**

Business Owner

1/3/2017 Deb--thanks for taking the time to write this review and for recognizing Crystal. Thank you also for taking the time to work with Dozer on training--it will enrich his life and your life with him! Training is a key part of the Hannah program and one of the things that differentiates us from any other programs in the marketplace.

Fred

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(1-Star Unfiltered HEC1 Review)



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[Nanisha C.](#)

Vancouver, WA

0 friends

4 reviews

12/20/2016

Over priced. If you have an issue and ask to speak to the manager, she just gives you a sales pitch about how great Hannah is and doesn't directly answer your questions. We had a dog that we got as a puppy, he ended up getting ran over about 2 years later. When I called to report the incident and ask what to do next about my Hannah membership they said I would no longer have to pay because I don't have a pet obviously and I had 2 options about what to do with my dogs remains. I could 1. Bury him myself 2. Turn him over to Hannah and they would cremate him, I could receive the ashes in a wooden box or none at all if I chose. I chose to have him cremated and accept the ashes in a wooden box, I paid extra to have his name engraved. My plan was to bury the box with his ashes so I didn't have to bury my dead dogs body, it was too sad and I thought this would be easier for me to do and say goodbye. Hannah also gives you the option to purchase a key chain of your dogs paw print which I also did. By the end of the conversation she said she would call me in about three days to pick up the box. I called the next day because I had been thinking about it and didn't know why it takes three days to cremate a dog and they said it had already been done and they didnt know I wanted the ashes so I couldn't get them now. I couldn't receive my dogs ashes or the paw print keychain. I was very upset and told the person that just yesterday I spoke with someone and told her what I wanted to do and she discussed the process, how much it costs, etc. and the Hannah associate said it was "after hours" and there was no record of our conversation. My husband called to speak to the manager about us not getting to properly bury our dog and she just gave him a sales pitch about why Hannah is so great and how happy they would be to help us find a new pet under one of their plans... ummm NO THANKS

\*UPDATE\*

It doesn't let me reply to a comment, I can only edit my review.

Fred: You're right, I lied about the conversation I had with one of your employees and thought it would be a fun joke to make a false review on yelp about my dead dog. You caught me.

-



## **Comment from Fred W. of Hannah the Pet Society**

Business Owner

12/21/2016 Nanisha--our records indicate we had two conversations with you, and that in the first conversation you requested a private cremation and in the second conversation you requested a public cremation--we don't have any record of a third conversation (and we also don't offer a key chain so it is puzzling that we would offer you one). But records are not always perfect, and in these difficult circumstances, my view is that we may have made a mistake, in which event you are owed an apology. The death of a Pet, who we view as a member of the family, is a terrible thing, particularly when it happens suddenly as in this case. It is on us to handle everything perfectly in those circumstances, and in your case we apparently did not, and we are sorry we fell short.

Fred



(5-Star Filtered HEC1 Review)



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**[Michele K.](#)**

**Gresham, OR**

0 friends

2 reviews

12/17/2016

They take excellent care of my dog Lexi and the physicians and staff are wonderful.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

12/19/2016 Michele--thanks for taking the time to send this and Happy Holidays!

Fred



(4-Star Filtered HEC1 Review)



**Genelle H.**

**Happy Valley, OR**

0 friends

3 reviews

12/15/2016

I started with Hannah when my daughter worked for them their first year in business. Hannah grew fast and the concept was great. But, with their growing pains a lot of mistakes were made in the adoption area and they had a long ways to go.

I decided to stay on with the TLC program for my dog, Saydee and I am so pleased with all the improvements made at Hannah. The front desk staff is so polite and helpful, there is not such a long wait time, the food is delivered to my door and all teeth cleanings go well for Saydee. Recently Saydee needed surgery for a benign cyst to be removed and it was a long with a 2nd that was found at the same time. after a few days home Saydee tore open many stitches and she needed staples. I was very pleased that it did not cost me extra and Saydee was taken care of. Thank you to Dr. Ron, Shelby and Tiffany! you answered all my questions, were patient and did what was in my dogs best interest! Im excited to see the future with Hannah and not focus on the past.

Genelle Holub

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

12/15/2016 Genelle--thanks for making the effort to write this review and for your shout outs to Dr. Ron, Shelby and Tiffany--I know they really appreciate it. Thanks also for being patient with us and recognizing the improvements we have made. You are right--we did grow very fast and, as often is the case, it caused some bumps in the road. We have been working very hard over the past 15 months to upgrade certain of our people and to build a more Member focused culture, as well as to change many of our processes that needed to be fixed. We still have a little more work to do but your note lets us know that we are making good progress!

Fred



(5-Star Unfiltered HEC1 Review)



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[Susan H.](#)

**Portland, OR**

0 friends

9 reviews

12/3/2016

Dr. Ron - thank you! For all your efforts and willingness to slow things down for me so I can understand.

Been with this company for a couple years now. I didn't buy or adopt a dog through this company but I did purchase the insurance plan and I am so so SO happy that I did. I got my dog at the Oregon humane society when he was a year old and then I purchased this insurance when he was about two years old. He started showing consistent symptoms that varied from lethargy to puking to shaking etc but they would come and go so I thought it was just a weird bug that would resolve itself. Well, it didn't. I took him in and they immediately took care of everything. He was finally diagnosed with Addison's disease after a couple days at the hospital getting tests done. The entire time I was updated with his status, his test results, etc. It's soooo nice that they have a 24 hour open hospital that has overnight care and constant supervision.

Basically, they really do cover absolutely everything. My dog needs monthly shots and medication - all of that is covered. Anytime he's acting a little strange, I call the 24 hour nurse hotline for advice. Honestly this company gives me the true piece of mind that my pup is completely covered and good to go if anything happens. And tbh, (I'm ashamed) I was really skeptical about this company but time and time again they proved me wrong.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

12/13/2016 Susan--thanks for taking the time to write this review and for recognizing Dr. Ron's efforts. Your story is a great example of why Hannah was created--to enable more people to enjoy all of the benefits of having a Pet without financial worry and to provide great lifetime care for the Pet.

Fred



(5-Star Unfiltered HEC2 Review)



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[Joy L.](#)

**Beaverton, OR**

44 friends

2 reviews

11/30/2016

I am so grateful for the caring staff and great care my dog, Emmitt receives. This is truly a blessing for our family. My buddy Emmitt has bone cancer and I know I could not afford his care at another vet. The staff is awesome and caring with Emmitt. Thanks to all the staff and Dr Anderson for caring for Emmitt!

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

12/1/2016 Joy--thank you for writing this review and for recognizing Dr. Anderson. Thanks also for being such a great Pet Parent--Emmitt is lucky to have you!

Fred



(5-Star Unfiltered HEC1 Review)



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**Bleu B.**

**Overlook, Portland, OR**

1 friend

3 reviews

11/19/2016

We can't say thank you enough to Hannah for their attentive and loving care of our dog Pepper who is 4-1/2 years old. We brought her in for what we thought was the beginning of kennel cough and they were very astute to look a little deeper by doing xrays. They diagnosed her with collapsing trachea and within 8 days we have seen the doctor three times, prescribed medication and an action plan to help subside some of the symptoms she has. We cannot thank Dr. Anderson and the staff as well as the Mall 205 docs and team enough for their attention and care for Pepper. We have discussed many times in the last 8 days how grateful we are as a family to be able to have the capacity to bring Pepper in to Hannah without the worry- and know she is in good hands. Pepper is very precious to us and when she does not feel well- it impacts our entire family... We so appreciate Hannah and feeling like Pepper is in good hands. Thank you for the great care!

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

11/21/2016 Bleu--thank you for making the effort to send this review--it means a lot to our team. Pepper's and your experience is a great example of how our program makes having a Pet more affordable and eliminates the risk of a Pet Parent having to face difficult choices when confronted with a negative economic surprise involving the health of their Pet. Thanks also for the shout out for Dr. Anderson!

Fred



(5-Star Unfiltered HEC2 Review)



[Tyler V.](#)

**Portland, OR**

1 friend

1 review

11/14/2016

A little more than 3 months ago, my partner and I decided to adopt a six year old Jack Russell terrier (who we named Fritz) from a local animal shelter. When we adopted Fritz, the shelter explained that we would be his fourth set of owners...all of his previous owners shut him away for most of the day and abandoned him at a shelter when he refused to sit quietly in a room by himself all day.

We joined Hannah several days after taking Fritz home, and it turned out to be one of the best things we ever did. From the moment we signed up, the care we have received from Hannah's friendly, professional staff has been exemplary. It became clear several weeks after his adoption that Fritz suffers from an anxiety disorder that was causing him to have melt downs and lash out at other dogs (due to treatment by previous owners). When we told the staff at Hannah what was going on, they sprung into action. Hannah's team of behaviorist, trainers, and doctors has been working with Fritz (and us) tirelessly, and the results have been remarkable. Fritz has gone from a nervous wreck to a happy, rambunctious, and confident companion.

Although every person at Hannah has exceeded our expectations, there are two staff members that have really gone out of their way for us. Denise, the leader of Fritz's obedience class, has the patience and kindness of a saint. Her knowledge of dog behavior and training techniques has been invaluable. Her classes are well-organized, effective, and fun. Nelly, the office manager, always has a smile on her face, and she makes navigating Hannah's many services a breeze.

If not for Hannah, Fritz's life would be very different. All of Fritz's medical care, training, and specialist visits have not cost us anything more than our monthly fee. It's a great relief to know that Fritz's health and behavioral needs will always be taken care of, and we never have to worry about the cost.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

11/18/2016 Tyler--it means a lot to us that you took the time to write this and also to do a shout out for Nelly and Denise. Behavior training is incredibly important. And I want to commend you too---it takes a special person to take on a pet that has been returned by three prior owners and to make the time commitment to work with our trainers to solve issues that anyone would have with that history. Fritz is very lucky to have you but I am sure you are getting even more from him in return!

Fred



(5-Star Filtered HEC2 Review)



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[Alan C.](#)

**Beaverton, OR**

0 friends

1 review

11/12/2016

Hannah has offered excellent service and vet care for our husky mix over these past two years. This became more important when he started showing signs of epilepsy a few months ago. It is frightening to think what his care and medication would have cost otherwise.

The staff is always friendly, very professional, and have worked hard to help manage my pets condition. Thank you Hannah!

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

11/18/2016 Alan--we really appreciate your taking the time to write this review. While Pets really add to a Pet Parent's life, they can get expensive and our program eliminates all of the financial worry in cases like yours where a condition can arise.

Fred



(5-Star Unfiltered HEC2 Review)



[Ashley H.](#)

**Hillsboro, OR**

0 friends

5 reviews

11/10/2016

I brought my Holland Lop bunny into Hannah with a bacterial ear infection. Dr. Anderson saw us and tried all we could to save my bunnies ear. After a week of antibiotics and ear cleaning the ear was not getting better. We made the decision to remove the ear. Dr. Anderson did a great job with the surgery. The tech's and staff all fell in love with my bunny, Max. One tech stayed later just so she could see Max go home. She wanted me to know Max was well loved while he stayed there. The cost of all Max's care was over \$2000.00. I walked out paying nothing. The only thing I would like to see Hannah do is offer a West Side emergency clinic. Driving from Hillsboro into Mall 205 is a long drive and not convenient.

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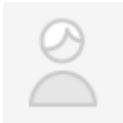


**Comment from Fred W. of Hannah the Pet Society**

Business Owner

11/18/2016 Ashley--thanks for sharing your story and the recognition of Dr. Anderson. All of our Team Members are Pet Parents themselves and love pets, especially great bunnies like Max! Our ultimate plan is to offer emergency services at both of our Health and Education Centers, but we need to grow a little bit more to get there. If you know anyone who needs great pet health care at a very affordable price, please refer them to us. Not only will you be doing them a favor, but if they become a Member you get a free month on your plan (and there is no limit)!

Fred



(5-Star Filtered HEC1 Review)



[Elayne D.](#)

**Sherwood, OR**

0 friends

2 reviews

11/8/2016

I have had my 6 cats and 1 dog on Hannah for over 3.5 years. They have all got good care. I carefully priced pet insurance and the cost of food and found Hannah's monthly fees reasonable. Two of my pets did not qualify for pet insurance one because of her age and one because she had bladder stones in the past but Hannah covered them both. My cat Stella (the one who had bladder stones) began going to the bathroom in places outside of her litter pan. This had been going on for several years before she became a Hannah Cat. I had taken her to five different Vets and a Behavior pet person but nothing worked. Two of the Vets told me to put her outside because nothing could help her. That I would not consider. Dr Tripp spent several hours with both Stella and me setting up a Behavioral program and ordering medication to help her with her physical problems. He is the only Vet who seemed to figure out she had Physical problems that were causing her behavior problems. It was hard work and took several months but now she is using her litter pan most of the time. If she slips and doesn't go in the litter pan I know what to do to get her back on track. She does need to take medication and likely will need to for the rest of her life but, because she is a Hannah pet I don't need to worry about the cost. Medication is covered by Hannah! She is a happier calmer cat and that is what really matters to me. I am so glad that we met Dr Tripp I have learned so much from him and he has changed Stella's life for the better.!

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

11/9/2016 Elayne--we really appreciate your review and the recognition of the efforts of Dr. Tripp. Clearly, his ability to diagnose the issues and how to combat them when others were unable to do so has made a material difference in Stella's quality of life (and helped you also), which is exactly what Hannah's is all about!

Fred



(5-Star Unfiltered HEC2 Review)



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[Beth L.](#)

Hillsboro, OR

4 friends

6 reviews

11/7/2016 **Updated review**

I am so blessed to be a part of Hannah. Having access to so many wonderful amenities gives me the opportunity to give my pet the BEST care ever. Never having to decide if a procedure can be worked into the budget, I know Hannah has us covered. Love the vets, who love my dog almost as much as I do. All care and exams are done with me present and everything explained in full. 24/7 help line gives me so much peace and comfort! Even when we traveled out of state, Hannah was right there with us. Thank you Hannah for helping me raise and nurture a happy, well behaved dog.

10/10/2015 **Previous review**



I have been so impressed with Hannah! Everything has been wonderful from food delivery to pet care!! I especially love the training courses! Unlimited and they get your pet all the way to CGC (canine good citizen). We have worked with Cindy as our trainer! She has even made herself available on off hours!! She is amazing!! Thank you CINDY!! We <3 you!!

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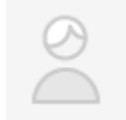


**Comment from Fred W. of Hannah the Pet Society**

Business Owner

10/22/2015 Beth L--thanks for sending this and recognizing Cindy's efforts. Training is critical and you should give yourself a pat on the back too for taking the time to attend our training, which will lead to a happier and closer relationship between you and your pet member of the family

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(5-Star Filtered HEC1 Review)



[Sigve F.](#)

**Aurora, OR**

0 friends

1 review

10/26/2016

We have always been very pleased with the service and professionalism of Hannah. They treat our dog like he is part of the family and have saved us thousands over just a two year period of time. Would highly recommend them for any animal especially special needs animals.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

10/26/2016 Sigve--thanks for taking the time to write this review. Pets are part of the family and we are doing things right if we are successfully conveying that is how we feel!

Fred

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(5-Star Unfiltered HEC2 Review)



**Amanda D.**

**Medford, OR**

0 friends

4 reviews

10/25/2016

We've been taking our cat and dog to Hannah pet society. They are really a lifesaver when it comes to being able to get the care that is needed for your pet, without having to worry about the financial aspect of it. They are all very friendly, and knowledgeable, and treat our pets like their own. I highly recommend them.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

11/3/2016 Amanda--thanks for your kind words--our entire team really appreciates it. The essence of our program is eliminating all of your financial worries about owning a Pet, which we know you (and we) view as a member of your family.

Fred



(5-Star Unfiltered HEC2 Review)



[Emily S.](#)

**Portland, OR**

0 friends

1 review

10/25/2016

I brought my dog, Pepper, in this morning with tears in my eyes since she had been throwing up all night. I had contacted Hannah's 24/7 line the night before and was told to cut off food for the night and bring her in in the morning. I was sent promptly to an exam room by the wonderful people at the front desk. Will came and examined Pepper who was as scared as I was. He collected all the information that I had and went to set up Pepper's kennel as I said goodbye. Will came back and assured me that this was the best place for Pepper now.

I called Hannah multiple times that day to check on Pepper's condition and every time I spoke with Will, which made my experience even better knowing that she was being taken care of by the same person all day. I was told that I could come back and pick up Pepper that night.

When I got there to pick up Pepper I was again taken back to an exam room right way and Pepper's doctor came in and explained everything to me. Dr. Anderson informed me of all the treatment that Pepper had received today, as well as further instructions on how to take care of her for the next few days.

Will brought Pepper back in the room who was more then excited to see me than I believe I was to see her. I was glad to hear that she was taken on many walks as well as receiving cuddles from the ladies at the front desk.

All I can say is that I'm happy to have Hannah and I don't know what I would've done today if I didn't. Thanks Will and Dr. Anderson!!!

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

10/26/2016 Emily--thanks for taking the time to write this review and for the shout outs to Will and Dr. Anderson. Nothing makes us happier than to make Pets like Pepper well and to make Pet Parents like you completely satisfied!

Fred



(1-Star Unfiltered HEC1 Review)



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[Lisa H.](#)

**Portland, OR**

0 friends

7 reviews

10/24/2016

YOU WOULD THINK with all the bad publicity Hannah has received lately they would improve on their customer service and dog care. I have been with Hannah for five years, despite all the negative press and bad reviews, I wanted to still give them a chance. I did not purchase my dog from Hannah, I brought him into the program, I had him neutered, chipped and up to date shots and care. I heard about Hannah and thought it would be a good fit, I have had a few issues with them throughout the five years, but nothing like my last visit.

First, I told them previously that I thought my dog maybe allergic to the food they provided and was their an alternative, they pretty much ignored me and said that was not so. I brought him in to finally get some new food and thought I might as well have them look at him since he was there (Saturday, open day), the receptionist scanned him, the information came up, she said he needed to have a Hannah chip. I asked her if it was necessary, I did not want him to have a Hannah chip since he already had one, she said you can talk to the nurse. Now I did not go into great details with her the reason I did not want a chip from them, I figured I would speak to the nurse. My reason is because of the bad press and Hannah's history of destroying pets when they do not fit the bill, my dog is part of my family and if he is lost and subsequently injured, I DO NOT WANT HANNAH to be the first response. I truly believe if they feel the injuries are too expensive or just not a good day, by baby boy will be destroyed. I will pay for any and all surgeries outside of Hannah that he needs if Hannah deems he is not fit for their surgical team.

The nurse took him out of the room, returned him and said "Oh you will need this", I ask what it was and "she said his number for his new chip, the one he had is not working", which was a bold face lie, the receptionist scanned him and his information came up. I asked her why she would put a chip in him when I adamantly told them I did not want one, she said "it came up on the computer and I didn't think of talking to you about it, I can be like that sometimes", REALLY!!!!. Then apologized profusely and said I just did, now what can I do to make things right. I ask can they remove it and of course the answer is no.

What really burned me was this nurse had told me earlier that she saw a couple of fleas on my dog and he needed flea treatment, When a dog get a chip, you are not supposed to bath him nor give him flea medicine for 48 hours, now I found this information on my own, she nor the doctor bothered to tell me this. When she handed me the flea medicine I had to ask her if it was ok to give to him considering what he went through that day. She told me to wait only 8 hours, I had to call two other clinics to ask what was the proper time to wait and both said 48 hours, does Hannah properly train their staff. So because she was in such a hurry to chip my dog it did not occur to her to not only speak with me, but to wait so he can be treated for fleas, so I had to wait to give him his treatment. Good thing I looked on line to find ways to relieve him until I could give him the flea treatment 48 hours later, Hannah's staff did not have the insight to instruct me the proper procedure.

I know this is long and sometimes people pass over lengthy reviews, but it was important I put this out there for potential customers, BEWARE OF HANNAH PET SOCIETY.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

10/26/2016 Lisa---It is our company's policy to require a Hannah chip--Pets get lost all of the time and the chip has saved a lot of lives in our experience (chip technology has improved a lot over recent years and old chips do not always work) . Having looked into your situation, we did not have the communication we should have had between our reception and medical areas--that is on us---your resistance to having the chip inserted should have been communicated to the medical team so the appropriate person could explain things properly. We have addressed this issue internally so it does not happen again. Having said that, I take issue with your statement that if "the injuries are too expensive or (Hannah is just not having) a good day, my baby boy (would) be destroyed". This is contrary to everything Hannah is about and is completely false and wrong --in the entire history of the company Hannah has never euthanized a Member's Pet over the Member's objection, and we would never do so. It is clear to me that Hannah is not a good fit for you. Consequently, we will be contacting you to allow you to exit our program at no cost.

Fred



(5-Star Filtered HEC2 Review)



**Thomas M.**

**Vancouver, WA**

0 friends

1 review

10/18/2016

I started Hannah Pet Society a few months ago . I came to you with a injured dog "Bingo" , and not only did you take care of him immediatly, you set me up in the program & helped keep the cost affordable. Since then I have found numerous benefits and ammaizing training programs with you'r compassionate group of propfessionals. I have especially enjoyed working with Tory and Chrystal at the i205 local ; and Cindi Goode in Tigard is an amazing trainer . Bingo is my first dog and you folks at Hannah have made us both feel safe and cared for. Thankyou from me and my best friends heart. Thomas Macdonald

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

10/21/2016 Thomas--I wanted to thank you for taking the time to write this review and for the shout out to Tori, Chrystal and Cindi. Training is extremely important and having that as an integral part of our program is one reason we are unique. It also makes us feel great that we were able to help you and Bingo out in a time of need--that is what our mission is all about--helping more Pets find the right forever home at an affordable and sustainable cost. Clearly Bingo lucked out in becoming your first dog!

Fred



(5-Star Filtered HEC1 Review)



**Frederik S.**

**Portland, OR**

0 friends

1 review

10/18/2016

Just wanted to take a moment to acknowledge Francesca for being such a great ambassador for your great company! Since it's the people who truly are Hannah the Pet Society, she is one of the fine folks at your company that you should be so very proud of. She is always welcoming, helpful, kind and sincere. She truly represents the caring attitude that makes Hannah the Pet Society a business that I will be loyal to for years to come.

I also know that a referral is one of the very best compliments any business can have. Just today I heard of a co-worker who is struggling to afford traditional veterinary care for her pet. She said she wasn't sure about looking into Hannah because of some of the things she had heard. I told her about not only my positive and wonderful experiences, but also those of the many mutual acquaintances we have who also made the wise decision to join. She will be visiting your Clackamas location soon!

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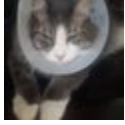


**Comment from Fred W. of Hannah the Pet Society**

Business Owner

10/21/2016 Frederik--We appreciate your taking the time to write this review and also thanks for the shout out for Francesca. Most importantly, however, our entire team thanks you for the referral--it is the highest compliment we can receive because we know your Pet is a Member of the family and referrals in that context are not lightly given. Members who make referrals resulting in an active plan receive a free month of service for their Pet, but the bigger benefit is the knowledge that they are helping out a fellow Pet Parent and Pet.

Fred



(5-Star Filtered HEC2 Review)



[Mary W.](#)

**Portland, OR**

38 friends

4 reviews

10/15/2016

Hannah has been the best experience in owning a pet as precious as Oh Darwin ! He is my Love Fur Baby and is so well cared for and love by myself and the whole Hannah family ! I highly recommend this for your fur baby too ! The more you know and understand the awesomeness can begin !!!!!

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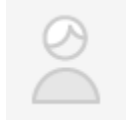


**Comment from Fred W. of Hannah the Pet Society**

Business Owner

10/21/2016 Mary W---Thanks so much for your kind words. All of our Team Members are Pet Parents (and lovers) ourselves and it makes us feel great that you can see how much we truly care about Oh Darwin!

Fred



(5-Star Filtered HEC1 Review)



**[Rebekah L.](#)**

**Portland, OR**

0 friends

1 review

10/14/2016

I am so happy I enrolled in The Hannah Society when I did. One month after getting enrolled my 1 year old puppy kept getting sick and was a medical mystery. Dr. Titterington at the Mall 205 location is wonderful. I cannot thank him or the staff there enough. They have delivered nothing but amazing service for Zoey and I. I will forever be a Hannah Member.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

11/3/2016 Rebekah--thanks for taking the time to do this review and for your shout out to Dr. Titterington. Its great that we were able to solve Zoey's medical mystery and that he is doing well---that is what we are all about!

Fred



(5-Star Unfiltered HEC2 Review)



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[Steve R.](#)

**Beaverton, OR**

0 friends

6 reviews

10/13/2016

I love the people at Hannah. They are friendly and good at what they do. Every time I bring in my dog, they remind me of why I appreciate them as much as I do. Every appointment and every procedure has been professional and responsible. I love the people at Hannah.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

10/21/2016 Steve--our entire team really appreciates hearing this from you. Pets are important parts of our Members' (and our) lives and our goal is to make every Member interaction with us a five star experience --its great to hear that we have succeeded with you.

Fred



(4-Star Unfiltered HEC2 Review)



[Kim K.](#)

**Portland, OR**

72 friends

37 reviews

10/10/2016

We have been Hannah members for a few months now. We have had nothing but great service with Hannah. Our two dogs have had exams and other health related experiences at Hannah as well as taken some of the training classes. Allison is a great trainer and gave us really great advice on some ways to tighten up training at home. The classes were well run and expert.

I really like the facility, very clean, everyone is friendly and it feels like more of a pet community center than a vet. The dogs don't get terrified just walking in the door.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

10/10/2016 Kim--thank you for taking the time to write this review and for the shout out for Allison! Training is an integral component of our program and part of what makes us unique. Our Health and Education Centers actually were designed to have a more "homey" design and feel partly because we wanted to provide a comfortable environment for the Pets, who can be nervous going into a health facility (certainly I am when I am in a dentist's office!)

Fred



(5-Star Filtered HEC1 Review)



[Sky N.](#)

**Bishop, CA**

7 friends

19 reviews

10/7/2016

I have been with Hannah for about 6 months now and I can honestly say I don't think I'll ever switch. The amount I pay monthly is SO worth the services I get from them. Free training, all vet visits and medications completely covered, friendly service.

There is a fee to cancel, but they informed me of that before I even signed up and frankly, I think it's totally worth it and I don't know if I'll even have to pay that because I plan on staying with Hannah.

In the short period of time that I've been with Hannah, it's basically paid for itself! The comfort of knowing that I don't have to worry about crazy high vet bills is so worth the amount I pay monthly.

The vets are also great, I've taken my dog (Zeppelin) in there several times and two of those times he had to stay all day, the vet called me a couple times throughout the day to fill me in on where they were at with everything which I was very pleased with.

I'm so happy with them and I don't know what I would do if I ever had to move to an area that didn't have a Hannah.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

10/10/2016 Sky--thanks for taking the time to write this review--we truly appreciate it. We are thrilled that you are happy with our service and that you see the value of our program, which is designed to give Pet Parents peace of mind that they always will be able to do what is best for the Pet, without regard to cost. Incidentally, the fee due upon cancellation is actually a pet repurchase fee rather than a "cancellation fee" and exists, in large part, because it is legally required to enable us to pass on all of the cost savings associated with our unique program. Most of our Members end up never paying the fee because they stay on our program for the life of the Pet, and we hope you do too!

Fred



(4-Star Filtered HEC2 Review)



[Leslie E.](#)

**Portland, OR**

0 friends

2 reviews

10/7/2016

My Boston Terrier, Moose, and I have been members since 2011. After I tragically lost a pet a few years before I decided that my next buddy would definitely have health insurance. Hannah was nearly brand new at the time. I have stuck with them through their highs and lows and have always received wonderful service.

I am astounded because I have never seen or been treated the way other people have described. Never. They can be a bit disorganized and I have had longer than expected waiting times for appointments, but they are always apologetic and always treat Moose with love and care.

As far as claiming they are a scam or that they don't go the extra length to provide the best service to their pets -- Moose is living proof that this is absolutely un true. Here's why:

As I mentioned earlier, Moose is a Boston Terrier. He is crazy about his ball and loves to play fetch. This year alone he has been to the vet 3 or 4 times because he has torn nails from his paws. Every single time, Hannah takes him in to remove the nail, bandage him up, provide him with antibiotics and pain medicine to get him through.

Moose started to have a problem with incontinence. Hannah diagnosed it as being neurological and started a care plan for him and provided him with, what I would assume, is an expensive medication. We occasionally wean him from this medication to see if the problem has resolved itself, not because they didn't want to continue paying for the medication but because it is best for him to not have to take it. They have talked about this treatment becoming a life-long plan for Moose and have never once feigned concern that they would be forced to provide this medication for him for the remainder of his life.

During one of his examinations, a technician mentioned that she heard Moose might have a heart murmur. We rescheduled for him to been seen by a vet. She suggested X-rays. Then she recommended an echocardiogram. SHE suggested and ECHOCARDIOGRAM. Does anyone have any idea what that costs? Let me tell you that it is absolutely not a cheap procedure.

All of these expensive tests done at the recommendation of THEM!! They didn't have to do any of that. I understand they have a bottom line to be concerned about but they haven't made that my problem. They could have easily mentioned the murmur and convinced me that it wasn't a big deal, leaving it a total mystery to me until Moose one day died. But they didn't. They went the extra length.

And, for those who are wondering -- it turns out that Moose's heart is fine. Yay!

This was just what happened in 2016. Imagine all of the services they have provided to us since 2011. I have several times joked with friends that if it wasn't for Hannah, Moose's medical expenses would have

us living in our car. He would have bankrupted me by now.

I have referred several friends to Hannah and we are all very happy with our decisions to do so.

And I would have given 5 stars but their continued disorganization and that they still deliver the food in large plastic bags is the reason they get 4 stars. Please stop with the plastic bags.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

10/10/2016 Leslie--thanks for taking the time to write this review and for recognizing the value of our program. You will note that on this Yelp location for Hannah (Yelp for some reason has three locations for us) your review did not get filtered; while at a second of our locations, it was filtered--why?---we don't know, it makes no sense to us and Yelp is a bit of a mystery! Anyway, we truly appreciate your taking the time to send this. Contrary to the narrative sometimes seen in social media, not only will we always do what is best for the Pets on our program because we love Pets and it is the right thing to do, it also is the right business decision. Our goal is to have a life long relationship both with the Pet and with the Pet Parent and that is not possible if we don't demonstrate with our actions that we are going to do the right thing, without regard to cost.

Fred



(5-Star Filtered HEC1 Review)



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**Tom W.**

**Portland, OR**

0 friends

1 review

9/30/2016

My Sammy stepped on a large piece of glass at the lake.I Called Hanna and they said come as soon as you can. Walked in and went straight to a room. Dr Anderson came in and examined the foot. Said it needs two staples and a good irrigation. Said pick him up at 5pm. 5pm on the dot arrived and he was ready to go. Without Hanna that sedation and staples would have cost me \$500. 00. My monthly membership has paid for itself twice. Have to admit, it was a very odd feeling to walk out and not pay for services or meds. Great job to the entire crew. Great service and care.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

10/4/2016 Tom--Thanks a lot for taking the time to write this review and for the shout out to Dr. Anderson and we are glad Sammy is doing great. This is what our program is all about--giving our Members piece of mind that everything will be taken care of whenever the unexpected happens to their pet and they need medical care, as well as driving full preventive care because the Member always walks out of the hospital without a bill!

Fred



(1-Star Unfiltered HEC2 Review)



**Mrsdanger D.**

**Hillsboro, OR**

0 friends

5 reviews

9/18/2016

I'm so disappointed with this company right now. My dog is having an emergency and because of another change in their policies ( that they never notified anyone about) I have to drive 2 hours to their mall 205 location for treatment. I was able to take her to the emergency clinic 5 minutes away from our house once before but now they refuse to let me have her treated asap. Her condition will continue to worsen on our two hour drive and I'm beyond upset! Looking out for the best interest of our pets? Not even close!!

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

9/21/2016 Mrsdanger D--we cannot identify you in our system and I want to make sure we handled things properly---would you mind sending me a private email so I can investigate this? Effective September 1, we expanded our services by making our Mall 205 Health Center location 24 hours for emergency services. and, as we continue to grow we will make our Washington Square Health Center location 24 hours as well sometime in the future. However, in the interim our strict protocol for Members on the west side having an emergency is to send them to our local emergency clinic partner in any case that has time sensitivity. I want to make sure that protocol was followed in your case so please help me by sending the private email.

Fred



(5-Star Filtered HEC1 Review)



[Laura S.](#)

**Portland, OR**

114 friends

4 reviews

9/12/2016

Say what you will about Hannah, but my experience has never been anything short of excellent. I have my cat on their TLC program and recently, my cat became very sick. I have only needed routine care for him and this was my first ever emergency. I called Hannah and they were able to get him and I in right away. The vet and vet techs were so great, informative, and kept me up to date what was going on with my little guy. And at check out yesterday, NO BILL!!! This is why I have Hannah. When they say it gives you peace of mind, it's totally true. Without it I would have had to take out a loan to cover the costs. I'm thankful for this program, and the staff at Hannah. Thank you for helping my baby feel better!

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

9/12/2016 Laura--thanks for taking the time to write this review. Your story is a perfect example of what Hannah is all about--reducing the barriers to pet ownership, with affordability and cost predictability being at the top of the list, so more pets can be in their right forever homes. It is an unfortunate reality that pet health care costs continue to rise rapidly and many, many families cannot afford a \$5,000 or even a \$2,000 medical procedure for their pets, no matter how much they might love them. Our program removes these issues. This allows more people to have a pet and, just as importantly, eliminates the very difficult decision of what to do when faced with an expensive medical procedure.

Fred



(5-Star Unfiltered HEC2 Review)



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[Tracy H.](#)

**Portland, OR**

1 friend

2 reviews

9/9/2016

I have been a Hannah member since they started and It is on of the best decision I have ever made. Everyone has been so wonderful with me and my dogs. I have a rotti/ german mix & great dane and they have their issues from skin problems to hip to tummy issues. Hannah has been a life saver. we were signed up with banfield & just for flea treatment it would cost me 60 bucks a month for just my great dane and then you have food cost, its just way too expensive. Hannah has been a life save & money saver for both dogs we spend 200 a month and we get everything & anything. I would highly recommend them to anyone & everyone.

keep up the good work. you guys are awesome

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

9/9/2016 Tracy--thanks for taking the time to write this review--it means a lot to our entire team. And please do recommend us to others--besides helping them and their pets out, under our referral program you get a free month (for your highest cost pet) for each referral you make that becomes a Member. We have one Member that ended up earning a free year by making twelve referrals!

Fred



**Kevin R.**

**Portland, OR**

28 friends

1 review

9/5/2016

We've been using them for over a year now for our dog's general health care and behavioral needs and feel like it's a great value when you take advantage of all the benefits they offer. We really like Hannah.

We've taken our dog in for vet care pretty regularly because we don't have to hesitate about what we'll have to pay for. It's a huge burden off of our shoulders to know that we can get him checked out whenever we see something even minor. It's convenient that you can drop the pet off in the morning and pick 'em up later in the day. I've never had to wait more than a few minutes for service when I did make an appointment. The front desk seems to be well put together and friendly. They used to have issues in that regard when we first started going but are now very good and know us by name, etc.

The actual vet care seems very good. The vets and vet techs seem very professional. They've always spent a long time with us to explain things and help beyond what's required. I always feel like it's quality care. Again, I've noticed that health care has only gotten better over time. They have obviously reorganized their management a while back, to much improvement.

The weekly group training classes are excellent (and included in the monthly fee!). All of the trainers we've had seem extremely competent. I like how they have basic puppy classes as well as advanced classes for obedience, therapy training, and agility. We've also found their behaviorists to be a very useful resource. Our dog went from a grumpy street dog to a fun-loving gentleman, progressing pretty quickly, with Hannah's help.

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**Comment from Fred W. of Hannah the Pet Society**

Business Owner

9/6/2016 Kevin--thanks for taking the time to write this review--our entire team really appreciates it. Thanks also for recognizing that we continue to improve--we still are far from perfect, but we do believe we have made substantial progress over the past year. Its also great that you are using our program in the right way. Behavior training is an important part of what we offer and makes a huge difference in the betterment of your pet's life. Bringing your pet into our health centers whenever you have an issue also is important--it enable us to catch and fix any medical issues early on, which is always better. In fact, our Members on average bring their pets in over twice as often as pet owners outside our program do.



(5-Star Unfiltered HEC2 Review)



**Jael J.**

**Portland, OR**

31 friends

60 reviews

8/25/2016

I've read through a lot of these reviews and I'm surprised and I feel compelled to share my experience thus far with Hannah the Pet Society (HPS - because I don't want to write that out for the rest of this review). I've been a member of HPS for approximately a year now. My little Shiba Inu (I say little - she's a rescue and I guess she's about 8 years old) has had urinary issue for a good portion of that time. I'll admit I was frustrated that she wasn't getting better but HPS never gave up. The staff there tried a few different options before resorting to surgery. I liked that because I get very annoyed when doctor (whether a veterinarian or not) rushes to cut someone open. I would prefer some other options and make surgery the last resort unless of course it's life threatening. Well unfortunately for little pup, she had to have surgery. They got her within a day of determining that's what she would have to have in order to relieve her of her issue (bladder stone). They brought her in. They bathed her. They spoiled her a little bit before putting her under. Then they removed her stone. Instead of calling me right away and telling me to come pick her up. They kept her and observed her. And only until they felt like they were comfortable with her leaving did they call. When I came to pick her up, when I walked in, they knew exactly who I was and who my pet was without me even telling them. They brought her to me but spent almost 45 minutes talking about what to expect and how to care for her (post-op care). They gave her special food and explained to me that she would be prone to stones in the future and how to avoid her getting more in the future. I felt like they attended me as well as they attended her. My wait time was kept to a minimum. They even carried her bag of food to the car for me.

My experience with HPS has always been positive. When I signed up, I felt well informed about how they "take ownership" of the pet. Actually, I felt like they explained it to me so many time that they felt like I wasn't getting it. But I was and there was nothing clandestine. Do I like the thought of having a fee for cancelling my membership? No... but I don't think it's outside of the realm of normal. Especially for the quality and quantity of service they provide. I look at it like the HMO version of pet care. I don't love HMOs... but if something wasn't handled well, I would know who to go to and what to do to make sure I was being properly treated. I have always been treated with respect and so has my little pup.

Even the Chief of Staff took time out of her busy schedule to check in on me and my Shiba. She set expectations about the post-op care. Again, I felt like I was provided great service. I do understand that there are complaints and concerns. I can't speak to the level of service and care of anyone else or their pet - I just want to make sure that HPS and others out there know that I have had a great experience and hope that continues. I think HPS saved my little pup's life and I'm not broke because of it (as in I would have spent over \$4,000 elsewhere and I think in premiums I have spent less than \$700) . Thank you Hannah the Pet Society!

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**Comment from Fred W. of Hannah the Pet Society**

Business Owner

8/26/2016 Jael--thanks for taking the time to share your views ---our entire staff really appreciates it. We all are pet owners and pet lovers (all of our team members have their pets on our program) and our goal is to treat our Members like we would want to be treated when dealing with our own pets--its gratifying to know that in your case we were successful.

Fred



(5-Star Filtered HEC2 Review)



**Jenn J.**

**Portland, OR**

32 friends

5 reviews

8/24/2016

We've been members of Hannah for close to 5 years now and couldn't be happier with our experience. Our dog, Jenga, was 7 when we signed up for the lifetime care. While the idea of turning over his ownership did make us thoroughly consider the risks, we understand why they have that policy and how much it lowers the cost of care. The amount we pay is basically the same as what we were spending on organic dog food before, so it made perfect financial sense to have his medical care included as well. Also, the food they carry is the same brand and quality.

Since we joined, Hannah takes care of all of his food, supplements, vaccinations, dental work, grooming, and even a surgery when he was bitten by another dog. There has never been a hassle in receiving care or getting an emergency appointment. The doctors are knowledgeable and genuinely care for the welfare of our Jenga. All told, we've racked up a bill of over \$5k in pet care that was completely covered.

I don't do reviews often, but felt that with the exceptional experience we've had with Hannah, they deserve a great review.

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**Comment from Fred W. of Hannah the Pet Society**

Business Owner

8/29/2016 Jenn--thanks for making the effort and taking the time to write this review--the entire Hannah's team really appreciates it. Ironically, because you don't write many Yelp reviews, Yelp has filtered your review (you can find it but you have to go to the bottom of the Yelp page and click on "filtered reviews"). Yelp's view is that the more frequently someone submits a Yelp review the more credible they are. I actually feel the opposite is true because someone like you taking the time to do a review is more of an effort. That is why we have placed in all of our lobbies all valid reviews we have received since August 1, 2015, when new management was put in place. Anyway, enough whining by me about Yelp's policies--thanks again for your trust and confidence!

Fred



(5-Star Filtered HEC2 Review)



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[Sally M.](#)

**Lake Oswego, OR**

0 friends

2 reviews

8/16/2016

I LOVE Hannah! They have always taken care of my dog in a professional manner and I go in once a month for care. The people at the front desk are always greeting you when you come in the door with a smile. Check in is fast. I have never waited too long to get into a room to see a vet. My monthly fee is very small and my dog loves the new food that comes from Portland. Thank you Hannah for opening your doors. I would not have been able to afford my dog without you.

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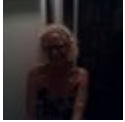


**Comment from Fred W. of Hannah the Pet Society**

Business Owner

8/29/2016 Sally--thanks for taking the time to write this review. You are an example of what our program is all about --reducing the barriers to pets being placed in the right forever homes, with costs being at the top of the list of those barriers.

Fred



(4-Star Filtered HEC1 Review)



[Lisa K.](#)

**Kihei, HI**

0 friends

2 reviews

8/12/2016

There are so many bad reviews about this company that I feel compelled to put my experience out there. I have three of my six dogs on the plan for three years and have had nothing but good experiences. All of the three have had some serious health issues and are receiving excellent care. For example, one dog got sick on a Saturday so I called in and hit the number for emergencies. Much to my surprise the veterinarian answered the phone. Another example was when my dog suffered a severe fall with a very prolonged seizure. It was after hours so I grabbed him and got him to the pet ER 5 minutes from my house without calling for permission. While my dog was being treated I called Hannah. The only concern they had was "is he okay?". They paid the charges, no questions asked. I have seen complaints about the food since it is unlabeled. Seriously, why would they provide poor quality food to dogs to whom they have to provide medical care. Also, none of my dogs have ever refused the food. No one is perfect and they listen to concerns.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

9/6/2016 Lisa ----thanks for writing this review--we really appreciate it. Every Team Member at Hannah's is a pet owner and a pet lover--all of our pets are on the Hannah program and our own dogs receive, and love, our TLN food. Nutrition for pets, like for humans, is one of the most critical, if not the most critical, components to good health. Our TLN food has all natural, human grade ingredients, with organic chicken the number one ingredient. It has no preservatives and is oven baked (rather than extruded at very high heat like most foods) right here in Portland--it is delivered to your door within 14 days of it being produced. Its really healthy for your pet---plus it tastes great!

Fred



(1-Star Unfiltered HEC2 Review)



**Brittany H.**

**Beaverton, OR**

4 friends

179 reviews

8/11/2016

With everything going on with Hannah the Pet Society it made me want to share our story....

Almost 4 years ago I purchased a Golden Retriever puppy (not from hannah). Once he turned a year old all our issues started! Every month he was getting skin infections that were turning in to staph infections. We use companion pet clinic in Hillsboro (best vet ever) for all our vet needs. We took him in month after month trying to figure it out. Eventually they thought that his skin was not acting as a barrier like it should be causing these issue. The medicine would could us out of pocket a little under \$200 a month. Sometime after hearing this we ended up at the mall and we passed by the Hannah Shop. We saw the cute animals so we peeked inside and ended up speaking to a sales person. At first it sounds great.. no out of pocket expense, food delivered to your door ect ect.. but then they explain EVERYTHING! We would have to sign our dog over to them. Yes he gets to live with us but ultimately he is their dog. We then would have to take him in to their vets for a fee of 29.99 for all the test well that is what they said. After that they come up with a monthly fee would pay and if you agree you sign a 1 year contract. BUT what happens after that year? What if you do not want to continue? Do not worry you just have to pay like 300-500 to get your dog back! How is that even fair? The sale person explained that the test they run at that first check up are very very expensive much more then 29.99 so the 300-500 is the cost of that first check.. All of this sounded really weird and we were not really comfortable but we thought let's talk their vets and just see the cost and we would discuss it further. So we brought our pup to their vet clinic.. It was such a long process. I think I spoke to 4 vet tech/ vets and I had to explain the SAME thing over and over and over again. I did not feel the vets were friendly or that the service was very good. After all of this was said and done they wanted well over \$300 a month. Between the fee, and the crazy contract we decided not to go with Hannah. We have received several follow ups offering a free month or something like that but now that we know more about this company we **WOULD NEVER USE THEM!**

Since then we learned our dog has allergies and we are working on desensitizing him to those allergies. Our monthly bill for him is maybe 80-100 but definitely not close to over 300.



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

8/26/2016 Brittany--you must have visited with us well over a year ago because in May 2015 we modified our Membership Agreement to remove the one year term and to make it cancellable by the Member at any time. For healthy dogs, the Agreement does continue to have a pet repurchase fee of \$300 (which goes down by \$50 per year you are on the program down to \$100), which is less than the value of the upfront physical and behavioral exam each Member's pet receives but the Member does not have to

pay for upfront. Additional charges related to pre-existing conditions can apply and that clearly was the case in your situation. The amount of those charges is based on the facts and circumstances and is made by our doctors. Our program covers emergencies as well as monthly care and we have a lot of data supporting our view that on average our program will save about 50% of health care costs over the lifetime of the pet.. We have 4,500 Members with over 6,000 pets that have concluded our program is a great bargain. Nonetheless, you made a determination that our charges were too high for you and you certainly are entitled to your opinion (and to express that opinion here).



(5-Star Unfiltered HEC2 Review)



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**Cassidy V.**

**Hillsboro, OR**

0 friends

7 reviews

8/6/2016

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I have never had a negative experience with Hannah!

My dog is my medical child and has ongoing ear infections, a histiocytoma as well as other little things. This program has already saved me thousands of dollars while only costing me a small fee each month. While there are a couple of doctors that I'm not TOO fond of they always do the job and send us on our way with the proper medication or treatment that she needs.

I feel safe and always taken care of when something seems off with her!

Recommend Hannah to anyone and everyone!

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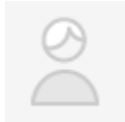
**Comment from Fred W. of Hannah the Pet Society**

Business Owner

8/8/2016 Cassidy--thanks for taking the time to write this review--we really appreciate it. Our program is all about removing any concerns regarding unexpected pet medical costs for our Members. However, can I ask that you send me a private message regarding the doctors you are not too fond of (even though they always do the job)? We are always trying to get better!

Fred

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(5-Star Unfiltered HEC2 Review)



[Robert S.](#)

**Portland, OR**

0 friends

1 review

7/30/2016

One afternoon, around 4:20, one of our dogs got into something she shouldn't have, so she was not very happy a few hours later. We took her to the Tanasbourne Emergency Vet Clinic since it was after hours and they did a great job. The next day, she was better, but still a little lethargic, so we went to speak with the Hannah doctors. Dr. Anderson was great with us and our pup. She decided to take her in and care for her overnight. The next day, we came back and she was back to normal. Hannah was incredible in understanding that this happens a lot and this is something that they will not chastise you for. They know that the people that choose Hannah want they best for furry children. We went to Hannah almost every time one of our pups had diarrhea or vomiting, and they always did what they could to help. We have saved SOOO MUCH MONEY with Hannah. If you want to buy your dog food at Costco and only take them to the vet if they need to be put to sleep, then don't use Hannah.

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**Comment from Fred W. of Hannah the Pet Society**

Business Owner

8/2/2016 Robert--thanks for taking the time to write this review and for the "shout out" for Dr. Anderson--we really appreciate it! One of the great advantages of our program is that because it is for one low monthly fee no matter how often you come in, our Members are much more likely to bring their pet in whenever they think there might be a potential problem--this is great for the pet because it enables us to catch issues early or to fix them early. In fact, our members visit us over twice as often as the national average number of visits in the traditional veterinary care model--and that is the way we like it!

Fred



(5-Star Filtered HEC1 Review)



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**T R.**

**Ridgefield, WA**

0 friends

1 review

7/30/2016

Our family was so lucky to have found Hannah Society. Together we found Rudy our amazing Golden doodle. I was recently in a conversation with Kristie C a very happy team member of Hannah. While in conversation - she loved on Rudy as I sang my praise about our families experience. The services offered truly met and exceeded our expectations. I would encourage anyone considering Hannah to simply go in to one of their locations and have a personalized experience! High five. Kristie, thank you for being a wonderful example to what Hannah Society is all about... The Russin Family

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**Comment from Fred W. of Hannah the Pet Society**

Business Owner

8/5/2016 TR--thanks so much for taking the time to write this review and for for the shout out for Kristie--we all really appreciate it. All of our team member are pet owners and pet lovers and we all are on our program. It is great that you can feel that at our health centers!



(5-Star Filtered HEC1 Review)



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**Lalatta H.**

**Portland, OR**

28 friends

1 review

7/28/2016

So i recently joined Hannah coming from Banfield pet hospital they did not help my Chico .. He was in pain and uncomfortable for a long time we weren't getting any results so i switched pet hospitals. immediately Hannah got him feeling much better.. From the awesome customer service & the kind Doctor & Team, I got him in on the weekend i TOTALLY recommend Hannah.. They treated my Chico like family. I appreciate all there help i couldn't have done it without them. Thank you

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

8/5/2016 Lalatta--thanks for taking the time to write this review. We are thrilled that we were able to help and that Chico is feeling good!

Fred



(1-Star Filtered HEC2 Review)



[Anita S.](#)

**Phoenix, AZ**

12 friends

23 reviews

7/27/2016

Look folks, I know this seems like a great deal... Trust me it's NOT! You are paying for top notch service and will be getting lower than average service. I was so excited when I signed up for Hannah... Biggest mistake ever! It would of be three times cheaper to go and get my dog vaccinated out of pocket and buy the food. It's ridiculous how much they charge. I would understand if they had incredible service. They have terrible service!!! I booked an appointment and every appointment I waited anywhere from 35 min-1 hour just to be called in... What's the point of booking an appointment? I might as well come in as a walk in. I came in over 9 times to have the vets figure out what's wrong with my dogs eyes and half the time they said its "normal" the other half they gave him an antibiotic! Which helped for 2 weeks. The last time I came in they said I wasn't doing a good enough job keeping the fur around his eyes clean enough! Which is absurd! I obsess over it because I'm constantly worried if his eyes are hurting and trying to keep him looking tidy..

ANYWAY! They also charge you over \$200 to cancel!!!! Even though I barely used the service and they refused to cancel the fee...

The service I got here was worse than a small clinic in the middle of nowhere. I'm shocked how they don't care how you have to wait to be seen by the vet... I once told them I'm in a huge hurry and waited 50 minutes!!!

I had high hopes for this company but I should of checked out the reviews. These guys, they are scams... A total joke. Don't waste your money. You are better paying out of pocket! You'll save more money that way guaranteed!!!

Not to mention that the people that work there are not friendly at all!

Plus I once had an incident where I wanted them to examine my dog to make sure he's healthy... I come to get him and my dog is crying and I can barely pick him up! I asked the girl "did you guys give him a shot or something? Why is he in extreme pain?" She said " no we didn't give him a shot, he might be just a little sore and freaked out by the exam"

I was like okay?? I took him home and he can't even walk!! He's in SOOO much pain I can't even touch him... I call member services and ask them what happened to my dog!? They call me back "apologizing" that they had a miscommunication and that my dog had 2 shots which explains the pain....

Like seriously!? I asked! They said No... It was so incredibly stressful... I thought something terrible happened to him... Turns out they gave him shots but told me they didn't... Lovely... Complete idiots.

So it's up to you.... But... I'm NEVER going back

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

8/25/2016 Anita F (I assume the "S" was a typo)-- Actually our Yelp reviews since August 1, 2015, when new management came on board, average 4.02 stars--while not exactly abysmal, we agree that is not good enough and that is why we continue to work hard to get better (Yelp is a challenge to figure out--for example they have three different locations for Hannah's--we don't have three locations, we have five. Also they filter out completely valid reviews for reasons they choose not to share--when you combine the three locations and take into account all of the valid reviews since 8/1/15, 4.02 stars is where we are at). Wait time at both pet and human hospitals always is a challenge because hospitals practice triage and not everything is predictable---having said that, I agree we need to do better and, in particular, it is important that we always let our Members know exactly what is going on so they can plan their days accordingly, so I agree with you that we need to continue to strive to get better in that area and we are in the process of making some changes that I think will help.. Regarding the cancellation fee, it is clearly stated that it is due in the Agreement you signed--it is neither hidden nor ambiguous. It also is not some sort of "gotcha fee"--when you signed up you got a full medical and behavioral exam you got charged nothing for--this fee is designed to allow us to recover part, and not all, of the costs and value of that exam.. Regarding the value of our program, we have all sorts of data that supports our view that Members will, on average, save about 50% on their costs over the lifetime of their pets using our program, so we don;t agree with you--but everyone is entitled to their own opinion. Regarding your view that we are "scams" and "a joke", neither we, nor the 4,500 Members with over six thousand pets on our program, agree.

Fred

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(1-Star Filtered HEC1 Review)



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[Anita S.](#)

**Phoenix, AZ**

12 friends

23 reviews

6 photos

7/27/2016

Look folks, I know this seems like a great deal... Trust me it's NOT! You are paying for top notch service and will be getting lower than average service. I was so excited when I signed up for Hannah... Biggest mistake ever! It would of be three times cheaper to go and get my dog vaccinated out of pocket and buy the food. It's ridiculous how much they charge. I would understand if they had incredible service. They have terrible service!!! I booked an appointment and every appointment I waited anywhere from 35 min-1 hour just to be called in... What's the point of booking an appointment? I might as well come in as a walk in. I came in over 9 times to have the vets figure out what's wrong with my dogs eyes and half the time they said its "normal" the other half they gave him an antibiotic! Which helped for 2 weeks. The last time I came in they said I wasn't doing a good enough job keeping the fur around his eyes clean enough! Which is absurd! I obsess over it because I'm constantly worried if his eyes are hurting and trying to keep him looking tidy..

ANYWAY! They also charge you over \$200 to cancel!!!! Even though I barely used the service and they refused to cancel the fee...

The service I got here was worse than a small clinic in the middle of nowhere. I'm shocked how they don't care how you have to wait to be seen by the vet... I once told them I'm in a huge hurry and waited 50 minutes!!!

I had high hopes for this company but I should of checked out the reviews. These guys, they are scams... A total joke. Don't waste your money. You are better paying out of pocket! You'll save more money that way guaranteed!!!

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I was like okay?? I took him home and he can't even walk!! He's in SOOO much pain I can't even touch him... I call member services and ask them what happened to my dog!? They call me back "apologizing" that they had a miscommunication and that my dog had 2 shots which explains the pain....

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Fred



(5-Star Filtered HEC2 Review)



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[Elisa N.](#)

**Beaverton, OR**

6 friends

1 review

7/25/2016

I put my puppy on Hannah a year ago and I got my money worth plus more. The training they give for free has made a huge difference in socializing and potty training. Just put my other dog on the plan and I couldn't be happier and no more stressing out about wondering what am I going to do if either one of them got hurt or sick. Love Love Love them.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

7/26/2016 Elisa--Thanks for taking the time to write this nice review. And thanks also for taking the time to take advantage of our training classes, which is a huge part of our overall program. Your puppy will have a much happier life because you made that effort!

Fred



(5-Star Unfiltered HEC2 Review)



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**Jennifer V.**

**Gresham, OR**

0 friends

5 reviews

7/23/2016

Took my baby in today and had X-rays done. I know what it would have cost if I didn't have Hannah. No bill, ever. That is AWESOME!! Here's the bottom line, there is no right or wrong way to pet parenthood. It's about loving them and doing what is best for them, just like you would your children. I never have to listen to a vet say this is what's wrong, and this is what could be done. 1 treatment will cost thousands and I will cost hundreds, which can you afford to do? I never have to choose between what is best for my Dakota and what I can afford. That is the kind of peace of mind every parent wishes they had for their kids. Dakota is my child, and I will never compromise his care, and with Hannah, I never have to. Thank you so much for being here for us.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

7/25/2016 Jennifer--thank you for taking the time to write this review--we really appreciate it. Thanks also for recognizing the core of what our program is all about---it provides peace of mind to our Members about not having to worry about costs. Our doctors love our program for the same reason, by the way----they don't have to waste any of their time determining and providing cost estimates; confirming a client's ability to pay; or discussing less than ideal medical solutions for affordability reasons---they can focus all of their time on the care of the pet.

Fred



(5-Star Filtered HEC2 Review)



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**Pua W.**

**Aloha, OR**

186 friends

1 review

7/12/2016

Came in with my friend/roommate since he always brags about Hannah's pet society, I went in with him we where 10 minutes late to his dogs appointment and then when we got there we where told the system was down but that didn't stop the front desk people they got us checked in super fast and then he requested for nurse jannetha thon whom by the way he was bragging about how sweet and patient helpful she was, and he was right she answered all his questions and was very on top of it got us out of there quickly , the service at Hannah's is great from start to finish! I will get my membership there asap for my kitty and make sure I request jannetha to be my kitties nurse when I go in! I was so impressed by the facility and most importantly how sweet my friends nurse was and the staff! You guys will definitely be hearing from me! Animals deserve the same great care that we humans do and glad to have found a place (thanks to my roommate)

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

7/12/2016 Pua---thank you so much for your review and for singing Jannetha's praises! We look forward to having you become a Member and I will send you a private note with our head of sales contact information so you know who you can reach out to. We agree that a pet is a member of the family and deserves the same great health care that the human members of the family do.



(5-Star Filtered HEC1 Review)



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**Dusten T.**

**Wilsonville, OR**

0 friends

1 review

7/11/2016

My Shiba Inu/Husky mix Lambeau has been cared for by Hannah since September 2013 and I have nothing but admiration for the way he is treated. I know going to the vet is a traumatic experience for a dog, and they make it as easy as possible for him . Thanks Dr. Anderson and company for taking care of my super spoiled boy!

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

7/11/2016 Dusten---our team really appreciates your sending this review and I know Dr. Anderson does too!

Fred



(5-Star Unfiltered HEC2 Review)



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[Chris S.](#)

**Beaverton, OR**

151 friends

4 reviews

7/6/2016

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Omg I'm so happy I'm a Hannah pet society member! My dog had a small foot injury and they got me in pretty quick, the nurse was awesome! Her name is jannetha thon; she's super sweet and informed me about things I didnt know about and I have been a member for a year!! So I appreciated her informing me on so much! She's a great nurse and took good care of my puppy! Thanks jannetha! I love this place location is super convinient definitely left with a happy puppy and a happy puppy owner ! Awesome team!! She's doing a great job! And should be recognized such a sweet heart

-



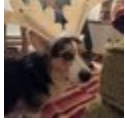
**Comment from Fred W. of Hannah the Pet Society**

Business Owner

7/7/2016 Chris--thanks for taking the time to write this review and for the shout out to Jannetha---we really appreciate it! A happy and healthy puppy and a happy Member makes us a happy company!

Fred

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(5-Star Unfiltered HEC1 Review)



[Amy R.](#)

**Portland, OR**

4 friends

14 reviews

6/29/2016

We have been members since Hannah started 4 years ago. We got our corgi, Corman, through Hannah and have had him since he was 8 weeks old. I cannot say anything bad about this place. We have had Corman in classes for a while now and Allyson is a wonderful trainer (so were Chris and Justin!)! Yes, there have been growing pains but that comes with any rapidly growing company. I love that they finally got the phone system worked out; it's improving every day. We're gearing up to get Corman ready for the CGC certification, and with Allyson's help I know we will eventually get there! We're Hannah fans for life!

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

6/30/2016 Amy--thanks for taking the time to write your review and for the shout out for Allyson--we really appreciate it. Thanks also for the comment on our phone system---our old approach was not good, to put it charitably, but we feel we finally have it right.

Fred



(1-Star Unfiltered HEC1 Review)



**Darlene X.**

**Portland, OR**

0 friends

1 review

6/27/2016

Called in to asked a few questions involving any dog plans to see if I should commit to Hannah Pet Society. I was given very vague answers. I was trying to be patient and ask questions if needed, but it did not seem like the person I talked to had the time.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

6/30/2016 Darlene---vague answers are not OK so I apologize for that. We need to be completely open and transparent about every aspect of our program. Can I ask that you send me a private message with the name of the team member you spoke with so I can address the issue internally?

Fred



(5-Star Filtered HEC1 Review)



[Jennifer H.](#)

**Portland, OR**

13 friends

3 reviews

6/20/2016

Let me tell you why I am grateful for Hannah.

Nearly two weeks ago I took my dog to another clinic (companion), and she was diagnosed with Pyometra and I was told she would die that day without surgery. I couldn't afford the \$3800.00 they wanted with no payment plan options due to some unforeseen personal medical issues I just paid for and recovered from surgery myself. There was no antibiotics given, any information, nothing, just hand us money or your dog is dead today and treated me like a horrible pet parent.

Well, a week later and my fur baby was still alive and fighting. I was desperately seeking any grants, credit, anything to help cover the cost or let me pay over a year, every day. I made phone calls, ran credit reports, etc to no avail.

Finally, I ran across Hannah, desperate for any info or leads to get financial help. I never thought in a million years they would help me with my dying dog. I was advised to bring her in for a free exam. From the moment I walked in with my insanely thin and ill dog, I was treated with respect and compassion.

Leah, helped with the intake and was a blessing to me in a stressful and scary moment. She explained the way the program works, and reassured me  
While my dog was taken back to the vet.  
Dr. Ron came back with my dog and explained what he was seeing and was going to keep looking for. He broke it down and explained it better than the vet I already ran the same tests with.  
They didn't hesitate to take care of my fur baby, blood work, X-ray, IV with fluids before I even gave them payment information.

Dr. Ron and Leah gave me hope. The bad reviews I read while sitting in their office didn't match what I was experiencing at all. I read the contract information and it all made sense and any question I had were answered respectfully.  
My dog is alive, back home, after surgery and days of hospital care, for a fraction of the cost the other vet wanted, and payments spread out over the next twelve months. I also, now, will never have to experience this again because for my monthly fee and membership my dog will have great veterinarian care for the rest of her life, no matter what financial obstacles are thrown at me, I know my baby will be taken care of.

I also want to mention the vet who I spoke to over the phone, every visit, and was a big part of her care Dr. Hoefert. She explained everything very well, and was available to answer all my questions.

Leah, was especially amazing, she sent me pictures of my baby, text me updates while I was at work and couldn't talk on the phone.

Anyone can contact me for more information and to hear more about how great they have been.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

6/21/2016 Jennifer--thank you for taking the time to write this and for the recognition of Leah, Dr. Ron and Dr. Hoefert. Hannah's was formed to remove the barriers to pet ownership (with affordability at the top of that list) and to help pets live the longest, healthiest and happiest life possible. Stories like yours are what this company is all about. We have not always been perfect in the past but we believe in our mission and we know our business model, while unique, can help us fulfill that mission.



(5-Star Filtered HEC2 Review)



**Kathy J.**

**West Linn, OR**

0 friends

2 reviews

6/8/2016

We have three cats. I made appointments in the Washington Square location for immunizations. When the day came, I had to readjust the appointments to accommodate one sick cat and one with an abscess. The staff was fantastic and easy to work with.

Dr. Anderson was wonderful. She ran blood work on one cat, drained the abscess on the other and thoroughly explained the procedures and follow-up care. She explained each procedure and treated the pets with compassion.

I was tempted to cancel my membership because our cats have been healthy, but am very glad I didn't. I kept thinking, "How much is this going to cost." What a relief the plan is all inclusive.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

6/21/2016 Kathy--thanks for taking the time to write this review and for the shout out for Dr. Anderson. The beauty of our program is that it enables our Members to avoid the uncertainties of pet care emergency costs, which never seem to happen at the "right" times!



(5-Star Unfiltered HEC1 Review)



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[Joslyn C.](#)

**Portland, OR**

1 friend

17 reviews

6/4/2016

We love Hannah, and have our dog and two guinea pigs on the plan. We have been members for just shy of five years. As our vet, they always have an opening (and their Saturday walk in hours are really helpful). We love that we never have to wonder if we can afford the vet costs...the fact that it's entirely paid for is such a boon for us. For the vet services alone, I feel their cost is more than worth it, but the added benefits of food delivery and training (if we need it) are really, really great.

Dr Ron is super amazing. He listens to our concerns, is just lovely with our guinea pigs, and generally makes each visit a joy. When one of my guinea pigs presented with ovarian cysts, he managed to find an implant that worked absolutely perfectly, so we can forego surgery (which is risky on an old piggy like ours). I absolutely adore him, and am so glad he works with our guinea pigs.

Dr Kim, their behaviorist, is very careful, listens very well, and has helped us tons. She is always very fast, makes accurate diagnoses when our dog is having issues, and thoroughly explains to us what is happening, in order to keep us well-informed.

Dr Tripp is a complete moron (and we have had negative experiences with him in the past) who seems very anti bull-breed, so I would recommend asking for a vet other than him. He doesn't listen to what we are saying, and his behaviorist knowledge seems limited to "well, if they were a puppy..." which is not helpful when your dog is 5.

However, each and every vet tech we have met (at their Mall 205 location) is so sweet, and clearly very pet motivated.

I think my largest complaint with Hannah is that I feel the "buy back" price of pets is rather steep; I do also understand, though, that it's important to make sure someone doesn't just take their pet back if it's suffering and they refuse treatment or euthanasia. We mitigate this issue by simply keeping a retainer of the amount needed to take our pets out of contract, if need be. I do not foresee it being any problem, though.

I feel I should also probably add that we don't treat Hannah as the end-all, be-all of our pet care; I truly believe Hannah works so well for us because we don't take a hands-off approach to our pet care, and because we are willing to do research before, during, and after every decision we make regarding our pets' care. We used them for initial training, and when we decided we needed a specialist (for our pup's minor dog aggression) we made the effort to seek out a professional who specializes in the matter.

We have had two emergencies (due to allergic reactions to vaccines) and have been at their location while

another dog had a seizure; their response, both fast-acting and really compassionate, showed us that they care. They pull out all the stops to make sure the pets are cared for, and we couldn't ask for anything more.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

6/21/2016 Joslyn--thank you for taking the time to write this review and the shout outs for Dr. Ron and Dr. Kim--we really appreciate it. We all truly do care---every team member is a pet lover, a pet owner and is on our program.



(5-Star Filtered HEC1 Review)



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[Angela D.](#)

**Tualatin, OR**

1 friend

6 reviews

5/30/2016

I have been a Hannah pet owner for the past 3 years and in that time I have adopted 3 wonderful puppies. I cannot imagine having pets without the superior support system that Hannah provides. Everything is covered for a low monthly cost, from nutritious pet food to surgery and medications.

In the past 3 years all three of my pets have had to have surgery, at no additional cost to me. Just last week my puppy Sydney had to have her tail removed. She was born with an ingrown tail. Dr. Anderson did a superb job with the surgery and I am happy to report Sydney has had no complications.

My puppies are like my kids to me and I wouldn't raise my kids without insurance to provide them with the best medical care when needs and I certainly wouldn't risk my puppies health either. Hannah makes it possible for me to have the peace of mind to know I can afford to raise my babies affordably.

I would recommend Hannah to anyone who loves their pets as I love mine!!

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

6/21/2016 Angela--our entire team really appreciates your taking the time to write this review. Affordability is the number one barrier to pet ownership and it makes us feel great to know that our program gives Members like you the peace of mind of knowing that their health and behavior costs are covered by the monthly fee



(5-Star Filtered HEC2 Review)



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**Johanny J.**

**Portland, OR**

7 friends

3 reviews

5/13/2016

Names tell you something. Hannah the Pet SOCIETY is precisely what the name tells. It is a society for PETS. I joined Hannah 3 years ago. At the time, my beloved Pom Toto was 11 years old and I was anticipating his senior phase when a lot of health care would be required. I heard of Hannah and immediately the concept clicked with me. When I decided to enroll Toto in TLC, Hannah was placing pets and I fell in love with Copper and adopted him. Going through the enrollment of my two pets was the first great impression of Hannah. They had a process of evaluating ME to ensure I was fit for the dogs. What an assurance! The intake process initially raised my eyebrows (as with many other people did) because the ownership of the pets was transferred to Hannah instead of me. But after reading the terms and conditions I decided to risk it out. After all, I figured that they would want to keep my business by keeping my pets healthy as long as possible. My intuition was right on spot. I cannot be happier with their service. I have found in Hannah a community of people that loves and cares for pets. Crazy people like me that would cut their right arm for those furry creatures. Since we started our journey together, I have used their health service to what could have been my breaking point. They don't cut corners on the health of the pets. They have done on my dogs many dental cleanings, regular immunizations, treated infections, operated on my Copper and handled now 4 hospitalizations. I worry not even at night, because when required they transfer the sick dog to a vet supervised overnight emergency facility. With my many emergencies, just Copper would have cost me thousands of dollars on health care. In addition, of being vigilant of their wellbeing, Hannah distinguishes among all others with their training. I learned what to do and not to do, and when in doubt I can always call and ask. I've joined their Facebook community and we share pictures and stories. Hannah also hosts events. I have the loveliest Halloween pictures with my little rascals. If any of you caring to read this far has also read the bad publicity it's been written in the press, I would tell you that those are ill intentioned people that are spreading misleading lies. If you want proof of my words, please visit their webpage or come to one of their facilities and see for yourself. I am a proud Hannah member :-)

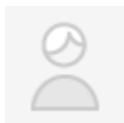
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**Comment from Fred W. of Hannah the Pet Society**

Business Owner

6/21/2016 Johanny--thanks for taking the time to write your review--it means a lot to our entire team. Thanks also for your support and for being an enthusiastic part of our society of pet lovers!



(5-Star Filtered HEC1 Review)



**Johanny J.**

**Portland, OR**

7 friends

3 reviews

5/13/2016

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-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

5/19/2016 Johanny--thanks for taking the time to write this review--it means a lot to our entire team. Our goal is to make every Member's experiences as good as yours have been.



(5-Star Filtered HEC2 Review)



[R. W.](#)

Vancouver, WA

39 friends

10 reviews

5/6/2016

My 8 year old Staffordshire mix was on the Hannah TLC plan for a little over a month when we discovered she had a tooth that was cracked all the way to the root and needed to have it extracted. Once she was sedated and they were better able to see what they were dealing with, it turned out to be much worse than initially expected. She had to have four teeth extracted and there turned out to be some pocketing, disease and infection in the gums. After the procedure, I was provided with anti-inflammatory, pain and antibiotic medications for her. At her follow up appointment, she was deemed to be well on her way in the healing process and was given an additional week's worth of anti-inflammatory meds. All at no cost to me (aside from my set monthly fee)! This procedure and follow up care would have cost me upwards of \$700 if I had to pay out of pocket!

I only pay \$67 a month for all veterinary care (routine, emergency, dental, vaccinations, prescriptions, diagnostic etc.) to be covered. This is a total of \$804 per year and only a month into my membership I have already utilized that much, probably more, in veterinary services! And to think that insurance plans I had previously considered which cost almost as much or more only covered routine dental cleanings, IF AT ALL! Thank you Hannah!

Because I have had good experiences with St. Francis 24 Hour Emergency Hospital and they have the most competitive pricing in the area, I decided to call and ask for a rough estimate just out of curiosity; the receptionist told me for the dental exam and cleaning (with anesthesia included) is \$180, then the tooth extraction would be \$70 per tooth (4 teeth is \$280), in addition she said they would prescribe pain meds which would be \$50 and antibiotics, another \$50.00. She did not mention anti-inflammatory meds (I required the initial prescription plus one refill) which I assume would be another \$50.00 each. Because their follow up appointment is included at no charge, this puts me at a total of \$660 for a ROUGH ESTIMATE. I'm sure it would have cost much more to actually have the procedure performed because it was a pretty severe case.



(5-Star Filtered HEC1 Review)



[R. W.](#)

Vancouver, WA

39 friends

10 reviews

5/6/2016

My 8 year old Staffordshire mix was on the Hannah TLC plan for a little over a month when we discovered she had a tooth that was cracked all the way to the root and needed to have it extracted. Once she was sedated and they were better able to see what they were dealing with, it turned out to be much worse than initially expected. She had to have four teeth extracted and there turned out to be some pocketing, disease and infection in the gums. After the procedure, I was provided with anti-inflammatory, pain and antibiotic medications for her. At her follow up appointment, she was deemed to be well on her way in the healing process and was given an additional week's worth of anti-inflammatory meds. All at no cost to me (aside from my set monthly fee)! This procedure and follow up care would have cost me upwards of \$700 if I had to pay out of pocket!

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-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

5/19/2016 R.W.--Thanks for taking the time to write this review Our mission is to remove the barriers to pet ownership and affordability is the number one barrier. Our model is a little unique, but it enables us

to deliver great healthcare at a much lower cost over the lifetime of a pet than is possible under pet insurance, wellness plans or going to the veterinarian on an a la carte basis.



(5-Star Filtered HEC1 Review)



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[Emily F.](#)

**Portland, OR**

37 friends

2 reviews

5/4/2016

I love Hannah! My dog Bear is was 9 years old with a lot of health problems when we first signed him up. He underwent surgery for a skin tag and had some teeth removed for a much lower price that we were quoted from our previous vet.

We decided to purchase another puppy through Hannah and had a very difficult time with house training her. The trainers were so helpful and the obedience classes are WONDERFUL!

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

5/27/2016 Emily--thanks for taking the time to write this--our entire team appreciates it. Thanks also for the shout out to our trainers--they are the best!



(5-Star Unfiltered HEC1 Review)



**James F.**

**Portland, OR**

3 friends

2 reviews

5/4/2016

Great experience with Hannah so far over the past couple of years. We put our 10 year old border collie on the plan and liked it so much that we also got a puppy from Hannah. We've already saved thousands in medical care and the staff has always been helpful and responsive. The included training was invaluable with our puppy.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

5/18/2016 James--thanks for taking the time to write this review--our entire team really appreciates it. Also please give yourself a pat on the back for taking the time and making the effort to attend the training classes---they are very important in ensuring you and your puppy's relationship will be a great one.

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(4-Star Filtered HEC1 Review)



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**Bailey G.**

**Portland, OR**

0 friends

7 reviews

4/21/2016

I'll admit, understanding this business concept is a bit nervewracking at first, but I'm completely impressed by all of the changes made over the past year or so. To start, the food is great, it's affordable, and there's nothing like having all of your vet appointments paid for -- imagine leaving with no bill after a visit, even an emergency visit because your dog ate a ton of socks.

The care is great. The allegations about how they couldn't possibly provide good care when they are for-profit are outrageous, considering they only stand to benefit by providing the best care (think about it: the longer your pet lives, the longer you pay them to care for it).

They also no longer typically place pets but will still help you understand the best type of pet for your family. All in all it's a great deal, especially when vet care costs so much these days.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

5/19/2016 Bailey--thanks for taking the time to write this review--we really appreciate it. Thank you also for pointing out that, besides it being the right thing to do, it also is in our economic interest to to everything we can to keep pets as healthy as possible for as long as possible. People these days are very cynical and tend to think the worst. In fact, our interests are completely aligned with those of our Members and their pets, because we want to have a fantastic relationship not just for the lifetime of the pet, but also for the lifetime of next pet and the pet after that.



(5-Star Filtered HEC2 Review)



**Joann R.**

**Portland, OR**

0 friends

10 reviews

4/19/2016

I've said this before and will say it again: I think a lot of people lack up-to-date information, or maybe they've had experiences that are out of the norm - at least from my perspective. In the past year, I feel like customer service has gotten way better in terms of how long you wait on the phone or the process overall for scheduling appointments. Also, a lot of people claim they don't like the care, but it's at least as good if not better than my old vet's! The food is great. Everyone has different ideas about what's right for their pet, I guess.

Persisting but small problems with my pet are now taken care of, the kinds of things I wouldn't go to the vet to deal with before because of cost. It might not be a perfect fit for those who are high-strung, but for those looking for an affordable option for taking care of your cat or dog, it's great!

Also, they've made major changes and are no longer sourcing pets -- which I'm somewhat sad about but I understand and appreciate the change in direction.



(5-Star Filtered HEC1 Review)



**[Joann R.](#)**

**Portland, OR**

0 friends

10 reviews

4/19/2016

Hannah is a great place if you're looking for affordable vet care and other care. I'm a little sad the company is no longer serving as a source of pets but I'm glad they'll still help to identify where the best places to find pets are -- and what type of pet is best for you. I love Hannah and hope people will give it a chance by actually visiting and seeing what they have to offer for a great price.

They're upgrading the food too, even though it was already great. I love how simple taking care of my pet is with this service, and I know they'll never try to take my pet -- it's just a contractual nuance that makes it possible to have less expensive care!

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

5/27/2016 Joann---Thanks for taking the time to write this--our entire team really appreciates it. Thanks also for pointing out the reality of retained ownership--it does not affect the substance of the relationship between our Members and their pets. Frankly, its a pain for us--but it enables us to deliver great health care at a substantially lower cost than is possible for pet "insurance" and enables thousands of pet lovers to have a pet they otherwise might not be able to afford.



(5-Star Unfiltered HEC2 Review)



[Derek S.](#)

Ventura, CA

0 friends

2 reviews

4/18/2016

We have a cat and three dogs signed up with Hannah The Pet Society...We have been members for over 2 years now...Since this is a new model of pet care we wanted to test the service in the beginning...the preventative care is amazing. They don't miss anything and all at no charge including annual teeth cleaning which can be very costly..we have had several conditions from a concussion to skin issues and Dr. Anderson has done a very proactive treatment plan with great follow up at the state of the art brand new facility at Washington Square...we are looking forward to their new food line now being produced in house..the food is very healthy and delivered to our door monthly..very convenient...very personal service from the staff and no long waits...wish our M.D. was that prompt...we have been very pleased with Hannah and they take away that fear of a catastrophic vet bill we all think and hear about..all covered a no charge..

Derek and Betty S.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

4/19/2016 Derek and Betty--Thanks for taking the time to write this and for the shout out to Dr. Anderson! Also thanks for the feedback on no long waits and personal service from our team members--we are working hard to make every member experience a good one.



(1-Star Unfiltered HEC2 Review)



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**Madelyn A.**

**Portland, OR**

21 friends

36 reviews

4/7/2016 **Updated review**

Fred, let's be real-- your response is simply to defend yourselves against my review of the unethical practices going down at Hannah... not to make an unhappy customer feel more at ease. Providing me with information I am already aware of is not helpful. Considering Hannah was recently in the news for killing dogs and losing important documentation-- whatever notes you have hold zero value now. I'm well aware of what happened at that visit seeing as I was there and you were not. So telling me what was "noted" is completely patronizing. While they may have noted things, they did not treat two of three major concerns we brought to their attention: His eye, the ear infections/itching and he desperately needed his nails trimmed. They said they couldn't find any fleas on our dogs so I'm not sure why you would even mention flea meds. The allergy issue was only addressed after we asked them (multiple times might I add) what was in Hannah's food because we were concerned they could have an allergy. That is when they told us it was their treats. So we stopped giving them treats and continued with the Hannah food since the vet was sure the food Hannah was giving out was not the problem. But here's a shocker-- Hannah was wrong, once again. The itching continued after we stopped feeding them those treats. My dog's eye problem was never addressed and simply put--ignored. His toenail disorder-- which they brought to my attention was also neglected by that awful vet. I thought medical care was one of the services I was paying for... but I guess it just depends on the staff that day. I am over the moon excited that I am being released of my contract! My only regret is that I can't do more to prevent others from being suckered into this awful program ran by people who are more concerned about their bottom line than an animals well being.

3/11/2016 **Previous review**



This was by far the worst of all of the Hannah locations. The vet here told us our dog had a toenail disorder, offered no information on treatment and proceeded to treat just one of the 3 concerns we had brought to her attention. We brought up an eye problem that one of our dogs had, she quickly dismissed it by saying he was just born like that and it was nothing to worry about. If you're cursed with the unfortunate displeasure of being a Hannah member like I am, I strongly recommend not visiting this location... try the Mall 205 location instead. The vet and staff there are much, MUCH better. We were there for a total of 2 hours from start to finish, but at least we knew our pet's issues weren't being dismissed. Before I could even mention our dog's eye problem they noticed it and told us it shouldn't have been dismissed by the other vet at the Washington square location. They informed me the vet at Washington square no longer worked there. Hopefully they have hired a better vet to replace her. But who knows, I'm sure they thought they hired a capable vet when they hired the last one.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

4/7/2016 Madelyn--our records indicate that both the eye and ear issues were noted at your last visit to HE2, which was last October; the ear infection was treated; dewormer medication was provided; flea meds were provided; and an antihistamine and skin and ear ointments were prescribed. Also advice was given to stop providing treats so we could identify whether food allergies might be an issue. We are sorry this visit did not meet with your satisfaction but pleased that your experience in February at HE1 did. We certainly do not want you to feel "cursed" with being a Hannah Member and I wanted to pass on to you the good news that we will be reaching out to you, if we have not already, to release you from our program. We wish both you and your pet nothing but the best in the future.



(5-Star Filtered HEC2 Review)



**Karin V.**

**La Jolla, CA**

0 friends

2 reviews

3/22/2016

I was there a couple of weeks ago visiting relatives. My cousin's black lab got sick and we had to take a visit to the vet. I have never been to a place like this before and loved it. The nurses are really friendly and helpful and Dr. Tello was the best of all. You can tell he has all the experience in the world. He was incredibly nice and explained clearly everything to us. He treated our dog with kindness and respect, I wish I had this closer.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

4/19/2016 Karin--Thanks for taking the time to write this--it is great to hear that everyone was very friendly and, of course, that Dr. Tello is great. Hopefully someday in the future we will be able to bring our concept out to where you are!



(5-Star Unfiltered HEC2 Review)



**Monique B.**

**Gaston, OR**

0 friends

3 reviews

3/16/2016

I love Hannah so far! But more so after yesterday when my puppy ate a dog tag, wires of some sort, and a big ball of hair! I took him into Hannah on an emergency basis. He had an x-ray, medicine, emergency visit.. all would have cost me close to \$800! I walked out without paying, or a new bill on the way - Just my monthly membership fee! The vet, Dr. Anderson, was amazing, professional, and understanding. The vet assistants took such good care of our Koba (thank you, girls)! I am so grateful for everything Hannah has provided! Thank you, thank you!

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

3/31/2016 Monique--thanks for taking the time to write this and for the shout out for Dr. Anderson--our entire team really appreciates it. We are happy that everything went so well with Koba and that he is fine--its amazing what dogs can eat sometimes!!

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(1-Star Unfiltered HEC1 Review)



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[Madelyn A.](#)

**Portland, OR**

21 friends

36 reviews

3/9/2016 **Updated review**

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In response to Fred's comment, Hannah society did NOT do a good job handling declined payments. In most cases I had to make multiple attempts to get the billing updated both via telephone and email. I would first respond to emails saying to process the payment again and received no response. So then I would make multiple calls, a few to the man from the billing department who would leave me his direct number to contact him, his name is Phil. When I didn't receive a call back from Phil I would then try contacting Hannah a third time and call their main line. Furthermore that is a completely unrelated issue and shows your lack of professionalism. If anyone is in the wrong here it is Hannah. To further prove my point, I was told by a Hannah employee that I would NOT need to do a credit check upon purchasing my second pet because my account was in good standing with Hannah and always has been. So if you're going to throw a customer under the bus like that for an issue that is clearly a non issue in hopes of making yourselves look better, get your facts straight Fred. Your billing department still sucks, seems to be a running theme with the entire company.

3/6/2016 **Previous review**



This business should be ashamed of themselves. Aside from the unethical practices with animals they cannot function on a very basic level that any business should be able to function at. I have had several issues with billing over the past 4 years I have been a Hannah member but this week was the absolute worst. We decided to switch our pets from the old plan to their new month to month plan w/out food service... mainly because the new food Hannah switched to was making our dogs sick. I had been paying the new rate since February. Which went from \$179/mo to \$70/mo... BIG difference! I even received a phone call from Hannah staff last week to confirm the switch to the new plan of \$70/mo. However when Hannah went to bill me this month they charged me \$179. So I called to have it fixed. After waiting on hold for 15 minutes for them to fix it they informed me they would not be able to void my order so that the fund would be given back immediately, they had to refund it instead which takes a few days to make its way back into my acct, fine. They did a refund of \$60 and \$49 totally the \$109 that they owed me, great! The \$179 charge and the two refunds totaling \$109 took place on 3/4/16. All is said and done with right? NO! Hannah then charged me an additional \$119 on 3/6/16 and for what?! They were not authorized to charge that and getting a response from them is like pulling teeth. No one answers the phone because it's a Sunday, however no one answers the phone at their emergency line either. This business has absolutely zero communication in the billing department if not the entire establishment. It is not my job to constantly correct their errors that cost ME money. In addition to the lack of communication, it appears

they have made zero effort to improve on these problems they claim to be aware of. I don't want an apology we are long past that, they have apologized several times in the past for their horrible service and still do nothing to prevent it from happening.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

3/9/2016 Madelyn---You may not want an apology but I am going to give you one anyway--we had a new person in billing and we did make some mistakes on your account--this is an explanation and not an excuse. We have the responsibility to handle all billing matters correctly, whether we have a new person or not. On the other hand, over the past two years or so I believe our billing group did a good job handling the many, many declined payments associated with your account--after all--everybody makes mistakes.

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(5-Star Filtered HEC1 Review)



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**Crystal H.**

**Milwaukie, OR**

26 friends

2 reviews

3/6/2016

Love the entire experience. I have had my puppy for over a year now and Hannah has helped me the whole way. The vets are great with him, and the rest of the staff as well.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

3/8/2016 Crystal--Thanks for taking the time to send your note. It means a lot to our entire team.



(5-Star Filtered HEC2 Review)



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[Allie G.](#)

**Beaverton, OR**

0 friends

1 review

3/4/2016

I got my adorable chihuahua through Hannah's almost a year and a half ago and I have loved every second of it! When I first got Millie they had everything she needed packed up in a travel crate, I didn't have to go shopping for anything besides cute toys! As a puppy Millie had to be taken to the ER and the service there was quick AND everything was taken care of by Hannah's! And when they say no bills they mean it! Every time I've been to a visit with Millie we just go in, get her taken care of, and leave with no hassle! Definitely recommend this to anyone looking for a pet because everything is taken care of so your pet can stay healthy. Love it!! :)

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

3/8/2016 Allie G.---Thanks for taking the time to send your note. It is great to hear that we have made you a happy Member and that your experiences with us have all been positive!



(5-Star Unfiltered HEC1 Review)



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**Jeremy M.**

**Hillsboro, OR**

3 friends

7 reviews

3/1/2016 **Updated review**

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Thank you, thank you, and thank you again Hannah! Dr Ron, you are outstanding! Stay retreaded! Joannie, thanks for strong- arming the computer into doing what it was supposed to, and many thanks to the sweetest ladies a front desk could ask for (and for not judging my craving for your TLN Food)! I know....not for human consumption. Lol. I don't know what we would do without you guys!

10/19/2015 **Previous review**



We had a little bit of a rocky start, but I see the vision they have and what they're trying to do. Once they work out some of the kinks and work through the growing pains, they'll be 5 STARS! As long as i maintained patients, communicate explaining what I want, asking lots of questions, and sharing what I'm comfortable with, they corrected every mistake. Jody Ward has been CRUCIAL in educating me, correcting mistakes when they occur, and making me feel valued. Is this system perfect? No. But I sure wish I would have had my fur-baby on here BEFORE her full-double knee reconstruction! :- ) AND SEE? They accepted her anyway! Thanks again Jody and the rest of the Hannah team!



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

10/19/2015 Jeremy M--Thanks for being patient with us--we are trying hard to get better every week and for you to take the time to send this note means we are making some progress. Thanks also for the "shout out" for Jody--I know she appreciates it as much as I do.

---



(1-Star Filtered HEC2 Review)



**Bridget M.**

**Willamina, OR**

0 friends

2 reviews

2/29/2016 **Updated review**

I Don't know how I'm supposed to reply to Fred's comment..... so I hope this works.

I am not sure who or what provided the notes about Emma. The Second vet that we met with, requested further tests and we were told SEVERAL times by Dr. Anderson that our only option was to bring in her for testing. The Second vet we saw, told us that her xray didn't show any common signs of cancer, all it showed was an inflammation. He told us that her bones would be very brittle and stated he didn't see any signs of brittleness. He also said, cancer at her age & in the specific location would be rare; he continued to show us where a cancer would normally be and showed us that because her lump was lower in her leg led him to believe it was an infection of some sort.

Dr. Anderson ordered blood tests and at the time she told us Emma had cancer she couldn't explain why Emma's blood work came out perfectly normal.

The antibiotics were for Emma's ears & Dr. Anderson HOPED that it would help with the swelling. The second doctor also provided a medication to help reduce the swelling but couldn't administer anything else until further tests were completed.

When we took Emma to our local vet they also conducted xrays, to which no signs of cancer appeared but the infection was to bad to help her.

The only calls we recieved, weren't to follow up on her care, they were to request payment on our account - which we refused to pay because she was not being cared for correctly.

FROM FRED - "Bridget--I first want to say I am sorry to hear about Emma--losing a pet is a traumatic and emotional experience. Our records show that your membership was discontinued last November, so you do not have to worry about that. . Both doctors who saw Emma diagnosed terminal bone cancer and we discussed the spectrum of things you might do. We tried numerous times to do further testing, providing antibiotics, blood work and X-rays starting on June 11. We called you three more times in July and emailed you in August to try to follow up and received no response. If I have any incorrect information, please reach out to me so I can address what more we could have done."

2/8/2016 **Previous review**



We originally posted this comment on their Facebook page, phone and email.

We have been asked to share this comment here as well.

How do we go about discontinuing our membership?

Emma is now gone! Your vet diagnosed her with bone cancer and refused to do further testing - she said it was too challenging for a mastiff and said it would be too stressful on her.

When we brought her in she had a goofball size swollen area; blood work was done & we were told that everything came back normal. The only other testing was an X-ray - showing a small amount of swelling in the soft tissue area.

The manner in which the vet informed, was blunt... no empathy... gave Emma antibiotics for her ears and told us our 3 year old dog had bone cancer and the only thing to do was keep her comfortable, just like the doctors told her when her dad was diagnosed with bone cancer.

Emma's bump on her leg continued to grow, we took her in for another visit and your temporary vet, that was only there for that weekend, told us he wasn't convinced that it was bone cancer, gave us many things to discuss with the normal vet, shared options, he said if Emma did have bone cancer it would be rare and even more rare to have it in the spot on her leg. He gave us hope but since he was only the "on call" vet, we would have to get treatment through the regular vet.

We followed up with her and once again she said Emma wasn't a candidate and still wouldn't do any testing. Weeks later she finally agreed to a biopsy but we allowed our insurance to lapse because, despite the biopsy, she still wouldn't approve/recommend a surgery. The vet gave us a timeline of 2 weeks to a few months for Emma to live and continue to refused further testing.

We found a place called Angel fund that helped us get her in to a non-Hannah society but when her leg was really bad - because I had again contacted your normal vet and all she would say was "ohhh her leg is getting worse, bring her in to see about making her comfortable."

The new vet took X-rays last week and there was still no sign of bone cancer like your vet originally diagnosed, but she had a huge infection because all your vet would do was give her pain meds.

Her leg split open and after a week of meds still no response they said it was too late - they said antibiotics should have been given months ago; there were no cracks in her bones, there was no deterioration, just a huge infection that was eating her leg.

She is now gone and we are devastated! We miss her every day!

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

2/19/2016 Bridget--I first want to say I am sorry to hear about Emma--losing a pet is a traumatic and emotional experience. Our records show that your membership was discontinued last November, so you do not have to worry about that. . Both doctors who saw Emma diagnosed terminal bone cancer and we discussed the spectrum of things you might do. We tried numerous times to do further testing, providing antibiotics, blood work and X-rays starting on June 11. We called you three more times in July and emailed you in August to try to follow up and received no response. If I have any incorrect information, please reach out to me so I can address what more we could have done.



(5-Star Filtered HEC1 Review)



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**Ginger B.**

**Vancouver, WA**

0 friends

1 review

2/25/2016

My husband and I adopted Henry our little Havanese five months ago and we are thrilled beyond words with our new "baby", the caring and loving vets whom we have seen for just some small concerns when we first got him. We found all three of the doctors who we have met to be loving and concerned and never made us feel anything but gratitude for their care and thoroughness in answering our concerns.

The classes offered have been amazing and we especially love Tori who is the most amazing pet trainer we can imagine. Her ability to work with dogs, as well as we humans, is beyond perfection. Tori can calm even the most nervous of puppies and can analyze problems and solutions for their "parents".

We have nothing but wonderful encounters and feelings regarding Hannah Pet Society, the staff, both office and medical and the services offered. They have been a blessing to us.

Ginger and Bruce Buzzell

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

3/8/2016 Ginger--Thanks for taking the time to write your note and for the shout out for Tori. Training is an essential part of our program and you deserve a shout out from us and Henry for making the effort to take advantage of that part of our program!



(1-Star Filtered HEC1 Review)



**Mindy J.**

**Vancouver, WA**

31 friends

1 review

2/5/2016

I was a Hannah member and I took my dog to the Mall 205 location. They kept changing he food delivery on me and so I just started buying my own food, and you can't get anyone on the phone no matter how hard you try. My dog never saw a doctor when I brought him in for check ups, only technicians. And, worst of all, they euthanized adoptable dogs. This company has no morals and do not care about animal welfare, only the bottom line. Avoid them at all costs.

[kgw.com/news/investigati...](http://kgw.com/news/investigati...)



(1-Star Filtered HEC1 Review)



**Karen H.**

**Portland, OR**

9 friends

1 review

2/1/2016 **Updated review**

Hannah phoned me tonight stating they were going to cancel the membership, with no further cost to me. I believe the concept may have been a good idea, but it seem there are many that are money hungry. I think they knew they would be putting out a lot more money and it was in their best interest to cancel. I can I am glad to be done, and my little dog will get the best care ever.

1/28/2016 **Previous review**



I have a dog that I got from Hannah Society almost 3 years ago. Our dog has had ongoing issues, the last being severe allergies. In the almost 3 years Hannah has changed his food nine times, he's had two knee surgeries, he is on a regimen of antifungal medication and steroids ,allergy shots and is getting very little relief. The last food they wanted to change him to is the Parina H A diet, which they gave me half 3 pounds of the H a and 3 pounds of the natural balance fish and sweet potato limited ingredient.

I had asked to just simply buy his food, and they gave me some hideous options that may no sense at all. After about almost 2 weeks of titrating him to this new food, food made him very sick. Prior to this on the Fish diet he was having minimal issues with the allergies, after changing his food then he had a serious flareup of the allergies.

I made an appointment to take him into Hannah, at which time the vet I saw your shirt me that it was time to send him out to do a dermatology you allergy work up. He stated he would call me Monday or Tuesday of this week and as of today I have not heard from him. I was told yesterday by the founder's son that I could pick up the remaining 3 pounds of the fish diet today. When I got there I was given 10 pounds of the Parina H A, I stated to them that I was not giving him that food because it did make him sick.

Needless to say I have not had a very good experience with Hannah I left there today with no food , I left there with no appointment for the dermatology referral that I had been promised would happen. This has been the worst experience by far that I have had to deal with in sometime. All at the expense of my dog. Certainly if you're looking at becoming Hannah member do your research.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

2/19/2016 Karen H.---I have spent a lot of time talking with our Team Members who tried to interface with you. Rather than go into detail on how they felt treated by you, lets just say that they were unanimous in their view that the best thing to do was to let you out of your agreement at no charge, for reasons that certainly had nothing to do with "putting out a lot more money". Nonetheless we wish you and your dog nothing but the best in the future.



(1-Star Unfiltered HEC1 Review)



[Angela B.](#)

**Vancouver, WA**

0 friends

12 reviews

1/20/2016

Can I give less than 1 star? This place is a wreck! I have been asking for MONTHS to receive the nutritional value and ingredients of their food and still have not received it. It has recently changed to consist of what looks like bread crumbs and that's about it. Nobody can give me a straight answer and nobody will actually call me back. My dog seems like he is constantly starving like the food he is getting isn't providing enough nutrition. The contract is slimy and they trap you into more than you could ever imagine!!

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

1/26/2016 Angela B.--I will send you a private message as well so we can take you through everything directly. Our food actually is fantastic--the first and primary ingredient is human quality whole chicken--and organic chicken to boot. Not chicken by-products or chicken meal---real chicken. It is made locally here in Portland and is delivered to your door within ten days of being produced--this means that the food contains NO preservatives--compare that to any foods you can buy off the shelf, which contains enough preservatives to have the foods last three years or more. Our food is baked rather than extruded --this means the cooking temperature is lower which preserves the full value of the nutrients and vitamins from our natural ingredients. Also it tastes great--in fact, we cannot keep up with the demand from our Members and our supplier is in the process of greatly expanding capacity to meet the demand, scheduled for this summer. Having said all this, it is not OK (and actually very puzzling to me given the great story we have to tell) for your questions not to be answered and I will let you now who to reach in my private message.



(5-Star Filtered HEC1 Review)



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[Kim K.](#)

**Beaverton, OR**

122 friends

11 reviews

1/18/2016

I put off finding out about Hannah for awhile! Decided over Christmas to investigate! Was surprised at how little it cost! The training that you get as part of the service is amazing! Cindy does a fantastic job at training and you can tell she loves her job! So glad we are part of the club!!

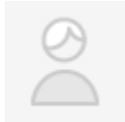
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**Comment from Fred W. of Hannah the Pet Society**

Business Owner

5/27/2016 Kim--thanks for taking the time to write this and for your "shout out" for Cindy. Its great to have you as a Member and it is fantastic that you are taking advantage of our training--which is a huge and important part of our program



(5-Star Unfiltered HEC2 Review)



---

**[Elizabeth H.](#)**

**Portland, OR**

1 friend

4 reviews

1/1/2016

I signed up my dog and could really just not be happier! Free nail trims are a plus for sure but also the great customer service makes any update to your account totally pain free. Today i spoke with Amber and she assisted me in updating my account hassle free. The pet care they offer is really just better than anything available. I highly highly suggest this!

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

1/4/2016 Elizabeth H--Thank you for taking the time to write this review and welcome to our program--we look forward to a long term relationship with you and that special member of your family!



(5-Star Filtered HEC2 Review)



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[Allison H.](#)

**Beaverton, OR**

0 friends

2 reviews

12/24/2015

I am so grateful for Hannah and the compassionate staff! We have had many great experiences with knowledgeable doctors and technicians that care for my dog. The membership is ingenious, as I have an older dog that requires more support, they take care of everything! Hannah really makes it possible to keep my pal healthy and happy! I appreciate all you do for us!

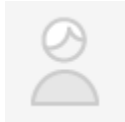
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**Comment from Fred W. of Hannah the Pet Society**

Business Owner

1/4/2016 Alison H.--We really appreciate your taking the time to post this----keeping your pal happy and healthy is what we are all about!



(5-Star Filtered HEC1 Review)



---

**Brian E.**

**Woodland Hills, CA**

0 friends

2 reviews

12/22/2015

Hannah the Pet Society was a blessing for me. I lost two dogs (one old and one not) in a six month span of time that nearly put me into bankruptcy (spent over \$10,000 on pet bills). From that point forward I had sworn off having another animal.....until I found Hannah the Pet Society at a lawn and garden show at the Expo Center.

Having a service where all bills are covered for a flat rate meant that I didn't have to fret about an upcoming or unexpected illness or injury, and that I had quality vet care included. It was a way that I could budget and still have a beloved four legged family member.

I was so skeptical at first. I asked so many questions, and read every word of the contract. Yes, it is "strange" that I don't legally own my pets, however, Hannah's contract specifically indicates my role in helping to determine the care and treatment for them.

Every employee I encountered in person when I brought my dog to get his check ups, and his training, were kind, and clearly enjoyed animals. I enjoyed the services and peace of mind so much, I got a second dog from them two years later.

I recently moved out of state and was nervous about the cancellation fees. I reviewed my contracts and having not even had my second dog a year, so it was going to include the initial fees associated with a puppy (let's face it, puppies have a lot of expenses, and Hannah provides you with a crate, dog bowls, shampoo, toothbrush, flea treatment, toys, and even a rawhide treat right from the start). I talked with a Hannah representative, and they worked with me on the fees, knowing that it would mean I could spend that money on the care of my pets, rather than paying for a contract (I still had to pay some, but it was not unreasonable).

Bottom line, I have encouraged, and continue to encourage others who may either be on a fixed budget, or just don't want to stress about having unexpected bills to go to Hannah. It isn't CHEAP, but it is quality care, and you know how much it will cost. Most of the negative reviews that I read here are either because people didn't read their contract. Hannah is NOT unclear about what they are requiring. As with all contracts, you should read it before you sign. There are also negative reviews about the idea of "leasing your pet". Yes, Hannah is the owner (so they can do vet care, and ship food to your door), but you are clearly the pet parent with every right to stop using Hannah as long as you follow the termination clauses in the contract.

I am thrilled with Hannah, and would use them in a heartbeat if they were in California. Having been off the program for just a few months now, I see what a real value it was having them and I recommend them without question.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

1/7/2016 Brian E.--thank you for taking the time to write this review--it means a lot to our entire team. It is especially gratifying to me that we handled your move in the right way. We hope to be able to have you and your pets on our program again in the future, either because you have moved back here or we have expanded to out there!



(1-Star Unfiltered HEC2 Review)



[Heather N.](#)

**Beaverton, OR**

145 friends

72 reviews

12/21/2015

Suuuuper pushy. Outrageous fees. What they don't openly disclose is they essentially own your pet. They consult you but can make all decisions. When I stopped answering calls I was then texted several times by their employee. Regardless if food is delivered \$150 a month is not justifiable for a pet who rarely goes to the vet..not worth it

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

1/4/2016 Heather N.--We have lots of data that establishes that over the lifetime of a pet, our program will save a member about 50% of the total cost of ownership of that pet (veterinary costs, food, etc) so we simply do not agree that our fees are "outrageous"---to the contrary, we, and the many thousands of our current members, believe our program is a great deal. One of the reasons we are able to deliver cost savings is that we avoid the substantial regulatory costs associated with "insurance" by taking technical ownership of the pet while the pet is on our program. Our Agreements are month to month, so the member is free to take back title at any time--but then they cannot be part of the program at that point. To the extent, our team member did not openly disclose this to you to your satisfaction, I apologize and I will send you a private message to find out who it was so we can take any necessary remedial action to correct this



(5-Star Filtered HEC2 Review)



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[Chrysta L.](#)

**Portland, OR**

0 friends

1 review

12/20/2015

I unfortunately am in between jobs and wasn't able to sign my little dog up for Hannah care, but it sounds wonderful. What I liked the most about Hannah Pet Society was the people! I went in there one day to pet a dog (because I HAVE to pet every dog I see), and I met Becky! She was very friendly, and introduced me to this little fluffy kitten, and she let me stay and snuggle this kitten for like a million years even though I couldn't buy anything (thank you!!).

Anyways, what I'm getting at is that the staff is kind, and obviously loves their babies very much, and Becky is just a joy to talk to. Go to this place, it is wonderful!



(5-Star Filtered HEC1 Review)



[Linda F.](#)

**Portland, OR**

0 friends

1 review

12/13/2015

We have been with Hannah for about 3 years and have been very pleased with the friendly service and having all pet needs met in a timely manner. Our oldest dog needed to have 2 surgeries and never once did the doctors complain but performed the surgeries and now we have a much happier pet and we paid nothing extra for either surgeries.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

12/14/2015 Linda F---on behalf of our team, thanks for taking the time to send this. The core of our program is giving our members piece of mind on unexpected vet costs, with no deductibles or co-pays or other hidden charges!!



(5-Star Filtered HEC1 Review)



**Christian S.**

**Milwaukie, OR**

16 friends

1 review

12/12/2015

Annie Wood answered all of my questions when I stopped by one day. She was very knowledgeable about the Hannah plan. After I move I will definately use Hannah to pursue adopting a new pet.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

12/14/2015 Christian S.----Thanks for taking the time to send this and for the "shout out" for Annie!



(5-Star Unfiltered HEC2 Review)



[Luke R.](#)

**Portland, OR**

0 friends

2 reviews

12/10/2015

I just have to take a moment to say thank you to Dr. Tripp. He has gone above and beyond with my dog Barley. Dr. Tripp has been working closely to help care for and fix my pups skin issues. This individual attention is exactly what I signed up for. From phone calls to text messages, Dr. Tripp is in constant contact and communication with my family about our pet. I strongly recommend Hannah for the one on one attention and care their doctor give.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

12/10/2015 Luke R.---thanks for taking the time to send this note and for the "shout out" for Dr. Tripp. His proactive approach is what we are striving for from all of our team members



(5-Star Unfiltered HEC1 Review)



**Heather T.**

**Oregon City, OR**

20 friends

41 reviews

12/5/2015

We LOVE Hannah! We have been members for 2 years now and I have nothing negative to say.

Our cats have been on Hannah for 2 years and the pricing is reasonable. They ship food to your door? Amazing.

We adopted our sweet pup Porter from Hannah last October. Beautiful Australian shepherd (his name used to be Nigel). We took Porter to unlimited training classes, Erin even gives training tips outside of class specific to our pup. They deliver his food to our doorstep. All shots, neuter & health care are included in Hannah plan.

AND I loved the adoption process. They truly care what happens to the animals they adopt out. They had us come to an adoption class to get tips on how to introduce your new pet to your other animals & kennel training, etc.

My only request is MORE vet locations. We live 35-45 minutes from both locations.

THANK YOU HANNAH! Amazing.

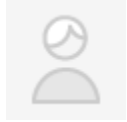
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**Comment from Fred W. of Hannah the Pet Society**

Business Owner

12/10/2015 Heather T--thanks for taking the time to write this review and for taking advantage of our training services, which are an important part of our program.



(1-Star Unfiltered HEC2 Review)



[Amy N.](#)

**Portland, OR**

0 friends

1 review

12/2/2015

**AVOID.** They are sales people selling you a scam. I went to the Hannah center in Washington Square. I was tempted to cancel over the phone with the initial call, as they couldn't seem to settle on a real number for our monthly estimate, but was told over the phone that if I cancelled at the vet consult, that there would be no charge - that I had nothing to lose. Well, I *\*was\** charged. **DO NOT TRUST.**

I waited a half hour with a very anxious dog (who is leash reactive towards other dogs, and sometimes towards strange people if he is really upset). There is **ZERO** management of the environment. I don't mind waiting, but I **DO** mind stressing my dog out. I waited outside so that my dog wouldn't be as worried (as there was **NO** warning of dogs coming out of the hallway, and he was okay with the first couple of surprises, but we didn't want to test our luck), and there was **POOP** all over the area outside that people had made no effort to clean up (I understand if one or two were missed with irresponsible people, but it was obvious Hannah people never do clean up work).

Their vets and technicians are incompetent. I had to read the scale number and remember it, because their tech said, "Get on the scale," which my dog did, but she was looking at something on the computer rather than paying attention to my dog. She said, "Did you remember the number?" and I gave her a number, and she said, "Oh, it doesn't matter anyway." Really?

Their nurse was slightly better, but vet was very reluctant to do anything around my dog at all, and my dog knew it, and was far more nervous around her when she listened to his heart and looked at his teeth. I **WAS THE ONE** who had to pull my dog's lips back so she could look, and I had to hold him just to listen to his heart. They did **NOTHING** else, and charged me \$40 for it, even though I said I was wanting to cancel before they even looked at him - because they wanted to charge me 50% more than they had mentioned over the phone. My dog had already had a vet appointment just 8 weeks ago - and I already knew he was healthy! I was there just to see if they could give me a real estimate, since their sales person said that they "couldn't be sure" until he was seen.

It takes a lot to rile me, I am a patient person when it comes to people who serve in health care or pet care of any kind - they do so much to care for others, and often don't get enough kudos for it. But these people are **BAD. REALLY, REALLY, BAD.**

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

12/8/2015 Amy N.----according to our records, we believe you visited us in February 2015--if we have the wrong Amy N. please let us know because I always want to get the right details and facts when we have someone who has had an unsatisfactory experience with us. As you know, whenever we have a potential member who wants to move a currently owned pet to our program, we can only provide tentative pricing upfront pending a review by our medical staff. If there are pre-existing health conditions that are discovered in the medical exam, it will impact pricing. Your pet, while healthy, was on several medications that cost money and, in our view, had some behavioral issues that needed some work (this does not mean your pet was and is anything but a fantastic pet--lots of pets need some behavioral help). Hence the change in pricing--there is no other prudent way to run our business..

Regarding the \$40 you paid that was not refunded, we changed that policy many months ago. Currently, if a prospective member who has proposed pricing increased as a result of pre-existing conditions at the initial health exam does not want to join our program, any previous payments made are refunded in full.

Regarding your pet's experience in our health center lobby-----nervous pets are sometimes a fact of life and we believe we do a great job managing the fact that we almost always have a group of pets that do not know one another together in the lobby--we are sorry your experience in this regard did not meet your expectations.



(5-Star Filtered HEC1 Review)



[Joanna M.](#)

**Downtown, Portland, OR**

14 friends

15 reviews

12/2/2015

I have two dogs on the Hannah plan. I am a Hannah member because I save money every year. If your dog is a member of your family and you want the best possible care join Hannah the Pet Society. One of my dogs is on allergy medication, because I signed him up as a puppy it is not a preexisting condition, so no extra charge. My other dog is on hip meds at no extra cost because I put him on when he was healthy. I looked up the medication my dogs are using on Petmeds and I am definately getting a good deal with Hannah the Pet Society. Leah is always kind when I visit the store and my dogs love her. Being a member is more than just vet care. They offer training, events for pets, and behavior seminars.

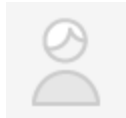
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**Comment from Fred W. of Hannah the Pet Society**

Business Owner

12/3/2015 Joanna M--thank you for taking the time to write this review. We truly appreciate it and look forward to continuing to deliver great service to you and your pets over the long term!



(1-Star Filtered HEC1 Review)



**Mark L.**

**Portland, OR**

0 friends

1 review

11/26/2015

I took my girlfriend and her pet dog (terrier/chihuahua mix) to Hannah Pet Society. First of all, it was very difficult to find, in the back building of an outdoor mall. Signage is a big problem with locating them the first time. When we walked in, her dog began to shake like she was terrified that something bad was going to happen. She never had a reaction like that when we went to other vets. During the sales process, the agent never mentioned that the insertion of a chip into her dog, which they did, would make the dog property of Hannah. This was disclosed after the chip was inserted. We had no idea that all information for her dog's future care would go through Hannah before it went through my girlfriend. They gave her dog a series of shots including a de-wormer which her dog didn't need. Her dog threw-up violently and was sick for the next couple of days. My girlfriend cancelled her contract before she walked out the door on the the first and only visit. This was after she paid \$200 upfront at the beginning and an additional \$300 for 7lbs of food, shots, clipped nails and de-wormer which the dog didn't need. Hannah did not honor the request to cancel and for 2 months proceeded to debit her account \$149 each month. My girlfriend went to her bank and let them know what Hannah was doing and said she didn't want Hannah to withdraw any money from her account. Hannah's done this twice already and we'll see if they do it again for December. If necessary we will hire a lawyer for these shady and possibly illegal business practices.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

12/3/2015 Mark L (and more importantly Mark L's girlfriend)--I want to respond to each of the issues you have raised. Regarding the lack of signage, I would agree it is not what we like----have you ever tried to deal with a mall on signage issues?!! Good luck with that--we have tried and will continue to do so but, at the end of the day we are a tenant and not an owner of the space and have to comply with the mall's rules.

Regarding the pet's being nervous when in the health facility, this happens----it happens to people too--for example when I go to the dentist office, I am not a happy camper and certainly could be described as nervous (though I don't think I shake!). We have some very helpful information that we provide to Members on steps they can take to minimize pet nervousness prior to coming to the health centers.

Regarding micro chippng the pet, this is a requirement--when pets get lost it is necessary to have this so the pet can be found and returned---this happens more often than you would think. Virtually all shelters,

if not all, by the way, also require micro chipping--it is the right thing to do for the pet. Also, micro chipping does not bestow ownership----you need to sign a contract to do that which your girlfriend clearly did---signed contract comes first; micro chipping only after.

I take issue with your statement that the de-wormer shot we provided was not needed. Are you a veterinarian? Why on earth would we give an unnecessary shot which costs us money and some potential discomfort to the pet unless we believed it is the right thing to do for the pet's long term best health? No offence, but I am going to side with the medical judgment of our experts rather than your completely unsubstantiated opinion to the contrary.

Regarding the failure to handle the billing issue you raise, to the extent it is true, I am not happy with that and we need to fix it immediately. However, we don't know who your girlfriend is so I am going to send you a private message to ask that she send her name so I can make sure the issue gets immediately addressed.



(1-Star Unfiltered HEC1 Review)



[Erin S.](#)

**Portland, OR**

6 friends

22 reviews

11/25/2015

We LOVE our pet, and we are thankful to have her in our family.

We do not like the Hannah Society. We did not like the way our opinions were not heard. This "all inclusive" pet organization was not at all a fit for our family. We didn't want to feed our pet the lower quality food. We didn't like their awful smelling flea medicine and their idea of health care.

Our pet has ground her teeth together since we got her. When she opens her mouth to yawn and then closes her mouth her back teeth rub together making a horrible bone on bone noise. According to our agreement with Hannah we should be able to "see a veterinarian whenever we feel it's necessary." WELL, this means that Hannah can tell you, "oh, don't worry about it. All kittens do that. She'll grow out of it." They never gave us a visit or the care or attention that this deserved for our pet when we brought it to their attention. It took months before they would allow us to bring her in to see a doctor. Then the doctor dismissed us too. Since this time we have gotten this problem fixed (outside of the Hannah Society) and our cat no longer grinds her teeth together. It took us leaving their system to get the care that our pet needed and deserved.

Our pet was given a vaccine that was known to cause negative reactions in a large enough percentage of the pet population that we would have paid extra to give our pet a safer vaccine if Hannah's medical team told us there was a safer option. Hannah Society didn't tell us about the danger of this vaccine, they didn't offer us a safer option. When we brought the danger of this vaccine to their attention they claimed they had no knowledge of this, yet every veterinarian that we've talked to knows about the dangers and concern with giving this vaccine.

We hated our experience so much that we bought our cat out from the Hannah before the year was up. We will never recommend this corporate excuse to be detached from your pet.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

2/19/2016 Erin S.---Our records reflect some inconsistencies with your narrative. In fact you saw a doctor within two weeks of joining our program and you saw doctors several other times during the six months you were with us. We also do not agree with your assessment that the vaccine we gave your cat was anything other than safe and appropriate.



(5-Star Unfiltered HEC2 Review)



[Ciel P.](#)

**Beaverton, OR**

0 friends

1 review

11/23/2015

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I will spare the long personal details but basically I as separated from my dog and what could've been a terrible experience turned out to be wonderful. This is due to a lovely big- hearted woman by the name of Stacey from the Washington square mall location, who clearly saw how distraught I was. Stacey was empathetic to my specific problem and worked diligently for the next several days to make sure my dog could come back home to me. I know that she worked extremely hard and even spent time reuniting me with the dog-love of my life on her days off. Without Stacey and the Hannah team, there is a real possibility I may have never seen my dog again. I will FOREVER be grateful to her! She cared enough not only for a stranger but also for the best interest of my dog. Thank you Stacey, you're an angel!!! Clearly the staff, really cares for these animals.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

12/1/2015 Ciel P.----thank you for taking the time to write this review and for recognizing Stacey's efforts. It makes our entire team feel great when we are able to get the right pet together with the right pet parent which is clearly what happened here.

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(5-Star Unfiltered HEC2 Review)



[AzzaBeal S.](#)

**Bellevue, WA**

143 friends

80 reviews

11/23/2015

I wish there was a Hannah up in Seattle, it's nice to never have to worry about money when Naomi's sick, has an emergency or needs maintenance.

Getting Naomi's teeth cleaned today and I'm so excited that Dr. D Anderson is taking care of her. She so sweet, accommodating and very thorough. Thank you so much for seeing us early.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

12/1/2015 Suki S.----thanks for the nice comment--give us some time---we will get up to Seattle eventually! Have a great Holiday season



(1-Star Unfiltered HEC1 Review)



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**David C.**

**Portland, OR**

18 friends

16 reviews

11/9/2015

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Skip it, unless you are close and have a LOT of free time to correct their issues. There is a HUGE training disconnect with people here. I would be told something over the phone, then drive to a location in person and it would be a different story, much to my chagrin, wasted time, wasted gas.

If you decide to go this route ALWAYS write down names of who said what, and exactly what they said over the phone. It got to the point where I was asking a person to just email me so I could track what the said over the phone, and they wouldn't. They actually almost kept my membership - but when they didn't e-mail me (and I did ask them to) so I could have the correspondence error free, I couldn't do it. The service is just too poor.

The turnover is ridiculous. I was at the point of cancelling a few months back, and the person who helped me didn't work there anymore. The person who I talked to on the phone and LIED about my membership to sign me up? "They don't work for us anymore," was the excuse from whatever Hannah representative I got. You never seem to see the same people in a physical location - and honestly I can't blame them, people are getting misinformation and are probably stressed out about their pets... Jesus I'd hate to be in their shoes!

I think these folks are headed for a class action lawsuit if they don't tidy up their act. The only way they are preventing it seems to be their somewhat vague contracts and telephone talks. GET THEIR SHIT IN WRITING if you still want to do this.

It's a great concept, the business owner really has a great vision, I definitely understand their situation and that they are growing way too fast. I also understand a cancellation fee given the situation and work they will (in theory) put into your pet. However, they really need to:

- Get their training sorted with the phone people, retain their employees more (give em raises or something, empower them to make changes at the lowest level)
- Have an e-mailable hard contract that really details the exact care you are getting (I had to sign up via phone BEFORE I could get a copy of it e-mailed - my costly mistake)
- Ensure honesty with their sales representatives (though you can't really modify someone's personal ethics)
- Make either online text chat logs that can be copied, or provide records of phone conversations through digital media (shouldn't be that hard, and I feel that's how they get around being a little dishonest at times).
- Open another location so that they can accomodate all the extra people they say they have. I think there

are only like 2(?) locations that are actually full service or something and they are pretty far apart (I mean for Portland traffic). Then there is like one other one that only does signups. I think there should be more locations for the actual service so you can piss off a lot less people by providing quality service.

This concept has lots of potential (so much so I almost didn't pay that damned hefty cancellation fee), but I had a really bad time. I would not advise anyone else to go for this.

-



### **Comment from Fred W. of Hannah the Pet Society**

Business Owner

11/16/2015 David C---It is clear to me that we fell short in providing our services and in our communications with you. We do have a great concept, but we have grown fast and I have been brought into the company (about three months ago) to help get our execution to the same level as our concept. We have made some very good strides over the past several months but still have some work to do. I actually had your review read to all of our team members in our company call last Friday so that everyone can have a clear view on how we need to get better.

I also wanted to respond to your helpful suggestions for improvement:

1. There has been substantial turnover, partly by our design---we needed to upgrade our team members in a number of areas---this process is largely but not totally complete. We have begun a much more robust training program which will continue to be upgraded going forward--I agree the training in the past has not been good enough.
2. Prospective Members currently can get a hard copy of our Agreement before signing up----we also have made a number of changes to our Agreement to make it better for our members.
3. Lying to a Member is beyond not OK and we will not tolerate it.
4. We do track conversations with Members digitally (not the actual conversation itself but notes on the substance of the conversation after the fact).
5. Our Agreement no longer has a "cancellation fee". Upon cancellation, a Member under our current Agreement has to pay only any outstanding charges and an amount designed to allow us to recover part, and not all, of the costs we have incurred in either acquiring and placing a pet with the Member or in examining a previously owned pet who has come on to our program.
6. We have two full service health care facilities--one each in Eastern and Western Portland. We are planning to open a clinic next year in Vancouver and also will be expanding to 24 hours in our full service health centers in 2016.

Fast growth is not a satisfactory excuse for less than great customer service--we are dealing with a member of the family when we care for a pet and nothing short of extraordinary customer service is good enough--we are committed to getting there and we will do so quickly.

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(5-Star Filtered HEC1 Review)



[Luke R.](#)

**Portland, OR**

0 friends

2 reviews

11/7/2015

Worked with Dr. Roland Tripp to finally figure out our dogs skin issues. While I will admit my wife and I had been frustrated in the past, Hannah has seemed to be stepping up its service. Dr. Tripp took the time to work with me and create a plan to help with my puppies skin. After he worked with me he checked in personally (not through their receptionist) to see how things were going. Finally being able to have a conversation and have all our dogs needs met has been fantastic. Instead of seeing a different doc each time we finally have someone working with us and developing a doc/patient relationship. I hope these changes continue at Hannah because it has been fantastic working with Dr. Tripp.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

1/7/2016 Luke R.--a belated thank you for taking the time to write this and for the shout out to Dr. Tripp. Like many new concept fast growth companies, we have had our share of growing pains but we are working very hard to fix any shortcomings and your review lets us know that we are making some progress.

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(1-Star Unfiltered HEC1 Review)



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[Amber C.](#)

**Portland, OR**

9 friends

11 reviews

11/6/2015

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A terrible company. We have had so many negative experiences with Hannah, and only stayed as long as we did (about one year) because of the expensive cancellation fee.

From the beginning, we were lied to about the details of our membership. When we first spoke to a representative on the phone about plan options, we were very concerned about having easy access to flea medication. The rep assured us it could be mailed or picked up close to home. At that point in time, we came to find out, having flea medication mailed was not an option. I would need to drive to a Hannah location to pick it up. And they did not want to provide more than one months worth at a time. Oftentimes, as well, I would call ahead to make sure it was available for pick up, and they didn't have it ready, or worse- actually had none at all at that location (although telling us it would be there waiting for us!). When we spoke to someone from management about what we were originally told was promised to us, they apologized and said "that representative is no longer with us". The fact is: we were locked into a contract under false pretenses, and they ought to be held accountable for hiring staff that were blatantly misleading!

Every appointment I made for my kitties, they were late seeing me. I would arrive early, and wouldn't be seen until at LEAST 30 minutes AFTER my appointment. I once waited an hour after my scheduled time to be seen - with two stressed and angry cats. They do not care about being accommodating and respecting the busy schedules of their clients. They have no problem making you wait, and wait, and wait.

Their staff turn over is ridiculously high. I almost never saw the same people at the front desk. This is a problem for many reasons. There is no continuity of care, even among vets. I one time had a positive experience with a vet, only to find out he had moved on the next time I wanted to make an appointment for my cats. If they can't keep staff - that is very telling.

When you join Hannah- you sign over rights to your pet. The rights to make decisions for them. They refused to do an annual dental cleaning until determining if they "needed it". Yep- there is tartar on their teeth- they need it! But they have the ability to refuse service or choose a different route if it will be more cost effective for the company.

We decided to cancel and just pay the fee. We are thinking of it as the cost of not having to deal with this lunacy any longer.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

11/17/2015 Amber C--our records indicate that you and David C above are both pet parents for the same pet. Consequently---my response to David's review is equally applicable to your review.

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(5-Star Filtered HEC2 Review)



**Deborah M.**

**Portland, OR**

0 friends

3 reviews

11/5/2015

I received my first dog in my adult life from Hannah. I had thought for 50 years that I was a cat person. I've gone over to the other side. Flyer, my Golden Retriever, was only 2 months when Hannah found him for our family. They have guided us every step of the way. Tory, the trainer and class instructor, is truly amazing! She has taught Flyer through puppy kindergarten and puppy grad school the essentials of puppy life, but possibly more importantly, we have learned what it means to raise a dog. I never thought I could love a dog so much!

Hannah has guided us every step of the way, including how to deal with the cats' displeasure with having a dog invade their territory. We also give exceptionally high marks for the vet team and services. Flyer is a healthy, happy dog. Hannah is a 6+ star operation. If you have been thinking about a pet, don't hesitate, go to Hannah Pet Society.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

11/6/2015 Deborah M.---On behalf of our entire team, I wanted to thank you for taking the time and making the effort to post this review. Like many fast growing companies, we have had our share of growing pains and made our share of mistakes but getting getting feedback from our members like yours lets me know we are on the right track.



(4-Star Filtered HEC1 Review)



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**[Robin E.](#)**

**Portland, OR**

1 friend

6 reviews

11/5/2015

We are very pleased with Hannah. It's been 3 years already since we got our corgi with their help. What I've loved the most with this program is the training we got out of it. We were placed with a trainer, Erin who we were able to spend over a year with. She taught us many things among handling behavioral problems, fun tricks, everyday manners and our dog was eventually trained to become a good canine citizen with the AKC.

With all this help we were able to raise one of the most well behaved dogs I've ever had in my whole life. Take your pets to school, both will learn new tricks.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

12/14/2015 Robin E--thanks for taking the time to write this and give yourself a pat on the back for also taking the time to bring your pet to our training programs ---training is an integral part of our service offering and an important component for making the relationship between a pet and pet parent as strong as it can be.



(5-Star Filtered HEC1 Review)



**Marita C.**

**Portland, OR**

0 friends

2 reviews

11/3/2015

Just spoke with Whitney Jewett. She was professional and friendly. All of my questions and concerns were answered. I appreciated payment options offered. Each document with explanation was e-mailed during our conversation. If the rest of the company is as good as Whitney I'm confident we will be happy.



(5-Star Filtered HEC2 Review)



[Nick J.](#)

**Beaverton, OR**

0 friends

4 reviews

10/31/2015

They found me a dog to surprise my wife for Christmas and worked with me, and we ended up not being able to get the dog due to our property management's rules. They were nothing but great, and worked around my schedule. A few months later my wife and I came to a joint decision on the next puppy.

We got our best decision of our lives around 6 months ago. Our Pomeranian Chewbacca. He is so adorable and just a wonderful puppy, very quiet and clean. He has become the light of our lives. I had a dog growing up and wasn't looking forward to the mandatory training classes for the puppies. He was old enough for the loose leash class. After going to our first class at Washington Square with Cindy, I am glad that we went. Cindy has been a great help, and has helped Chewbacca with his very few issues.

We are now in the intermediate class, and are working towards getting him a certificate, we are so happy and proud to be apart of the Hannah family. We recommend anyone and everyone to Hannah, and hope this review is found useful for anyone curious about joining the Hannah family.

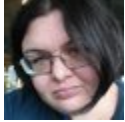
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**Comment from Fred W. of Hannah the Pet Society**

Business Owner

11/3/2015 Nick J--on behalf of our team I wanted to thank you for taking the time to post this review. Nothing makes us feel better than placing the right pet in the right forever home. Also it is great to hear that the training classes are working the way they are supposed to---training is an important part of our overall program and a key ingredient in what makes our program unique.



(5-Star Filtered HEC2 Review)



[S.W.](#)

**Beaverton, OR**

0 friends

1 review

10/24/2015

Whitney Jewett is amazing. I lost my best friend last year, my 14yr old cat Luna I had since she was a kitten. I didn't think I was ready for a new friend yet but Whitney knew the perfect cat for me. Casey, now Shadow had been with Hannah for a month! I found it hard to believe that such a precious cuddle bug kitten still didn't have a home. I've had her for 2 weeks now and I couldn't be happier.

She got comfortable quickly in our home. She's great with my kids and even Bobby my mom's 6yr old male cat only took 2-3 days to warm up to her! Now they play all the time. Here we thought Bobby was just lazy, he just needed a buddy to play with.

Whitney made the process of adopting my new baby seamless, and now if anything happens to her I don't have to worry about expensive vet bills!

Thank you Whitney for my new best friend!!!

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

10/28/2015 SW--We very much appreciate your taking the time and making the effort to give Whitney a shout out. Nothing makes us feel better than to match the right pet with the right home and pet parent and here we get a bonus because we helped improve Bobby's life too (so give yourself a pat on the back for that!!)



(5-Star Filtered HEC1 Review)



[Heidi C.](#)

**Happy Valley, OR**

5 friends

1 review

10/24/2015

I got my dog from Hannah almost a year ago and cannot be happier! They found a specific rare bread dog that I was looking for within a week! At the delivery of my dog, Ann Wood, a placement coordinator, gave us a step by step what to do and what to expect list, and she was available when we needed her throughout the year.

So far, they have been on top of everything. Food, any concerns I have addressed on prior visits, vaccines, etc.

If you are looking for a furry companion, this is the place to come!!!



(5-Star Filtered HEC2 Review)



[Alicia B.](#)

**Beaverton, OR**

0 friends

2 reviews

10/22/2015

jody and hannah have literally saved my dog. Jody signed me up, though i was skeptical, when my dog had a very infected leg wound. I thought she may have to get it amputated, But she didn't. Hannah got her all better with in just a few weeks. She has allergy flare ups every now and then but all i do is take her in, and get her on the meds, and she is better in a week, and i didn't pay an extra dime other than my monthly bill. I cant imagine how i would afford a vet every few months to help her, so hannah has quite literally saved my dogs life, and my pocket book. Thanks jody for helping me make one of the best decisions i could have, for my bandit.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

10/22/2015 Alicia B--we really appreciate your sending this note and the "shout out" to Jody. Affordability is the number one barrier to pet ownership in this country and helping remove that barrier is at the core of our company. Our team members all are pet lovers and we are thrilled that we have been able to make Bandit's life happier and healthier.



(4-Star Filtered HEC1 Review)



**Richard C.**

**Clackamas, OR**

0 friends

2 reviews

10/22/2015

Best thing to do for your pet is to join Hannah!

We joined Hannah approx 2 years ago for the 2 pugs we have (one elderly). The younger pug had previous surgeries and an existing chronic ear infection problem at the time of joining. We pay slightly more for her due to having a pre-existing condition but it has been well worth it. One of the vets made it his personal mission (for approx 12 month) to try and get her ear infections under control.. eventually another Hannah vet (Dr Hughes... super nice guy) did surgery on her ear to increase the air flow to allow it to dry out which made a huge difference. The other ear just had the same surgery too and we expect similar results. I must say we did not pay "anything" extra than our monthly fee (nothing for medicine, office visit, or surgeries)!! This is amazing. A prior vet said that surgery (for one ear) would cost \$2500 - \$3500. In addition, I'm sure there would have been another \$500 in medication costs too.

Prior to joining Hannah it seemed like every time we went to the vet (with 2 pugs is often) it was \$250 - \$350. Then when they gave a prescription they want a return visit to recheck or refill a prescription. So, often we would not go back knowing another big bill we would get hit with. A little ashamed to say it, but true. Having Hannah has been the best thing for our dogs. We take them in as often as they need it (even nail clippings and anal cleaning) because we know it is covered under the monthly fee. We feel like better pet owners because the dogs are taken care of immediately at the sign of an issue and we take them back for all rechecks, shots, etc (no extra charge).

I must say I'm a little blown away by some of the negative reviews I've read. The only reason I'm not giving them 5 stars is they recently changed their policy to requiring a 1 week advance notice for medication refills. Also, often you will not get placed in a room at your scheduled appointment time. I would say 15 - 20 minutes late is common in my experience. To be fair though, they do not rush when they are with our dogs... if they need to be in the room for 40 minutes with us they are! So I can overlook having to wait an extra 20 minutes to get in to a room.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

1/7/2016 Richard C--a belated thank you for taking the time to write this review. We are working on the waiting room issue although, to be honest, it is hard to be perfect there because we cannot always predict

emergencies or treatment times. Please give yourself a pat on the back also for taking the time to do the preventative and proactive things that are so important to your pet's overall health!



(5-Star Unfiltered HEC2 Review)



**Michael L.**

**Beaverton, OR**

0 friends

10 reviews

10/21/2015

My wife and I have wanted to get a dog for awhile. We were finally able to agree on what we wanted in a dog - neutered male, not a young puppy at least 1 year old, 10 to 15 pounds, house broken, likes children and other dogs, and have a lot of terrier in him. While out shopping at Washington Square in Tigard, we stopped in at Hannah the Pet Society and met Rebecca. We explained what we were looking for and she smiled and told us she thought that they had exactly what we wanted. Two minutes later we met Harpo, who pretty much decided to adopt us. Rebecca then introduced us to Leah, who explained in very specific detail how obtaining a pet through Hanna worked. She assisted us with all of the necessary paperwork. One week later Harpo, after a meeting with Linda, came home with us and quickly became a member of our family.

We could not be happier with Hannah the Pet Society and their introducing us to Harpo. He is everything we wanted in a [dog.Michael.f.lerner@gmail.com](mailto:dog.Michael.f.lerner@gmail.com)

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

10/22/2015 Michael L---Who could resist that face?!! Thanks for taking the time to send this and the great picture and for singling out the members of our team that help make this perfect match happen. We look forward to a lifetime relationship with both you and Harpo.



(5-Star Filtered HEC1 Review)



[Heather W.](#)

**Portland, OR**

1 friend

6 reviews

10/21/2015

We have had nothing but great service for our dog. Started using Hannah when our dog needed stomach surgery to remove a blockage. They got us in ASAP and while they prepped him we signed all the papers. Even though our premium was higher for coming in with a dog with a large expense they were still cheaper than the care credit program and since it included all the meds, food, hospital stay post op visits and all the x-ray's done before surgery we were actually saving money. With out Hannah we would not have been able to afford to save our new 4 month old baby. The Drs were great as were the whole team and sensitive to our emotions and feelings. They were never bothered by my constant calls over any new mom questions after surgery and the the last year and a half since his surgery. We have been back for lots of things and have always had good help and advise in every changing aspect of our pups life. Even though he is 2 we plan to stay for his life since they take great care of him and his premium is lower now cause they surgery costs are gone and we have already paid the "puppy" fees that covers spay and neutering. We are still paying less that we would for office vista, flea meds, vaccines and food combined! And we have a picky eater when it comes to kibble and he loves their food. Have tried other brands and they make him sick :( or he just won't eat it.

Last week they called to remind us of some vaccines that needed to be updated and scheduled me right then and there and then today we took him in and Joannie took great care of a squirmy 130lb "puppy" and was a champ! They work quickly and efficiently and he barely had time to figure out what's going on.

We have also used their training services and every one we know from our dog parks we frequent uses and loves Hannah as well. Most of them have adopted from Hannah as well and enjoyed their experiences. I haven't heard any negative words from people I meet. We like to share our thoughts of Hannah with friends and have referred many people to Hannah. Thanks Hannah Team! Also another shout out to Dr Tripp who had also taken time to have one on one behavioral counseling during our pups "terrible twos"!

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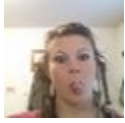


**Comment from Fred W. of Hannah the Pet Society**

Business Owner

10/22/2015 Heather W.--on behalf of the entire Hannah Team, I wanted to thank you for taking the time to write this and share your experience with us. Our mission is to help pets live the longest, healthiest, happiest life possible with one loving family at a reasonable and sustainable cost and to remove the

primary barriers to pet ownership because we know having a pet enriches the pet owner's life. It is gratifying that we have been able to deliver on that mission with you and your pet!



(5-Star Filtered HEC1 Review)



**Tia B.**

**Portland, OR**

0 friends

1 review

10/21/2015

I absolutely love Hannah. The staff is great. The care my dog gets is great. The food is great quality and it is shipped to our door. He got hepatitis from another dog in our neighborhood a year ago and if we did not have Hannah the vet bills would have been at least a few thousand dollars. He was in the hospital for a week. But with Hannah we never paid any more than our regular monthly bill. I know many families that have to choose what to do about the expenses of vet care due to income. Hannah offers great care, food, and so much more. We signed our dog up for their total lifetime care package over a year ago and I have not seen any reason to cancel our membership with Hannah. My dog Diesel loves the staff. Joannie at the mall 205 location is his favorite. She understands the crazy hound spirit he has. I encourage everyone to sign up. It is the best thing to cover all those "what if's" being a pet parent.

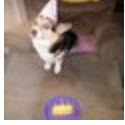
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**Comment from Fred W. of Hannah the Pet Society**

Business Owner

10/22/2015 Tia B--we really appreciate your taking the time to post this. Our food really is a fantastic bargain--it is totally organic; gluten free, and it is baked rather than extruded, which allows us to retain more nutrients, .Also it is substantially fresher than the food found in stores because it is made here locally in Portland and has no preservatives--its at your door within about two weeks of being made. Store brands typically are made to have a shelf life of three years---lots and lots of preservatives---who wants that chemical junk in their pets?! Not us. Best of all our food is priced at about one- third the cost of "comparable" quality products (we actually believe our food is better than anyone else's out there).



(5-Star Filtered HEC1 Review)



**Gloria S.**

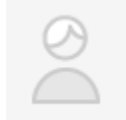
**Portland, OR**

28 friends

2 reviews

10/20/2015

We are so lucky to have our trainer Erin on a weekly basis. We (Sasha,corgi) and I have benefited in learning how to be a canine good citizen. Thanks Erin.



(5-Star Filtered HEC2 Review)



[Katharine L.](#)

**Portland, OR**

0 friends

1 review

10/18/2015

I rarely comment online, but my experience with Hannah this weekend has inspired me. Our one-year-old tiny rescue poodle was attacked at the dog park Saturday. I immediately called Hannah, someone answered right away who told me she'd alert the Washington Square office that I was on my way. When I walked in they were expecting me, greeted me kindly and put us right in an exam room. A tech came in a minute later, examined the dog and took her back to be fixed up. A couple of hours later they called with a report and invited me to collect her. They'd x-rayed her (all ok) and stapled her biggest wound. The tech had even given her a bath to wash off all the mud and dog slobber. It was a very scary event, but knowing I could get help from Hannah, and actually getting emergency help for the first time, with such quick and efficient service, gave me a great sense of relief.

I'd like to add that we've we've enjoyed many hours of classes with the knowledgeable trainers Cindi and Chris -- very instructive and useful.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

10/19/2015 Katherine L--Thank you for taking the time to send this note. It is good to know that we took great care of you and your poodle in an emergency situation the way we are supposed to and also that we were responsive and proactive in our communications with you, which is something we are striving for.



(5-Star Filtered HEC1 Review)



**Jamie C.**

**Portland, OR**

0 friends

1 review

10/18/2015

I just signed up the Total Lifetime care program for my dog, and it was just a good experience. The sales staff at the mall were patient even though I was rude (my daughter told me after that). They fixed me up with an appointment the next day for the dog exam. My sweet girl had pre-existing condition, and I needed to get a quote and see if I could reduce the high surgery cost quoted from another vet hospital. Doctor Anderson and assistant Nataliya were friendly and gave me a quote within 45 mins. They reduced the surgery cost, and allowed me to pay half of it over a year and the other half only when I cancelled; reduced by \$50 for every year of membership, till \$200. I was thankful I didn't have to borrow from my credit card or sign up for any credit care plan. The monthly membership was reasonable considering I could bring my pet to the doctor anytime and have yearly checkups, without worrying paying extra. My dog went home with required vaccines (didn't give any her for past 3 years. oops) and microchip. I finally feel like a responsible pet mom.

I hope I will be happy with Hannah for as long as my pet is alive. I will not be shy to give objective feedback later if I have complaints.

For now, thanks so much Hannah staff!

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

10/19/2015 Jamie C.---I can't tell you how great it is to receive a message like this. We are trying to change a lot of things at Hannah to be more consistent with the company's mission and the way we handled your situation is a perfect example of the direction we are going. Also thanks for recognizing Dr.Anderson and Nataliya for showing how much they care about you and your pet!



(5-Star Unfiltered HEC2 Review)



[Cheryl Q.](#)

**Portland, OR**

0 friends

2 reviews

10/17/2015

The crew at the Washington Square location are just great! Our sweet pup is almost 13, has a heart issue, going deaf, breaking out with allergies, adjusting to a baby at home, & dealing with arthritis in his hips... Dr. Kramer & Dr. Anderson have been patient, thorough, & very available whenever we've needed help for our fur baby ;) They helped us get him back to feeling comfortable & even playful again! And the rest of the staff... nice on the phone, greet you when you arrive, helpful, professional... At my last visit Miranda & Anthony were great! Had a nice time talking pup-parenting while I waited for an RX. Just really nice, helpful people who love pets & pet people :) Thanks, everyone!

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

10/19/2015 Cheryl Q--thanks for sending this and I hope your pup is feeling like a puppy again. It is gratifying to hear that everyone you touched in our organization treated you with the warmth and caring that every one of our Members (and their Pets) deserves



(5-Star Filtered HEC1 Review)



[Caitlin K.](#)

**Portland, OR**

23 friends

11 reviews

10/15/2015

I love Hannah. Without Hannah I would not be able to afford to manage my dog's allergies, and the end of life situation I was in earlier this year with my cat would have been drastically different. When my last dog passed away over 5 years ago, my savings account was drained, and ultimately the money I spent was for not, because I could not afford the larger surgery my girl needed to live out her remaining senior years in comfort. With a heavy heart I decided that I would not be able to have another dog until I was in a financial situation that would allow me to care for my pets as they should be, and not just provide care as I could afford it. Six months later I stumbled upon Hannah, and the answer was obvious; Owning a pet any other way would be irresponsible. This place has kept each of my pets comfortable in all situations, they've trained ME on dog training, and the preventative care I have access to will give me more time with each of my furry kids in the long run. This is the value of Hannah. I never knew pet ownership could be so well handled, and aren't we lucky that this place started in our very own city?! Hannah is the answer to so many questions, and is the future of pet care. I have been employed with Hannah basically since the day that I walked in to their mall location, and I'm just as convinced now as I was then that my pets could not be in better hands than those of the Hannah training and medical staff. My dog enthusiastically agrees!



(5-Star Filtered HEC1 Review)



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[Stacy C.](#)

**Portland, OR**

0 friends

1 review

10/15/2015

My husband and I have had a pet through Hannah for over 3 years now and have always been happy with the service. What we've been most happy with is our dog trainer Erin Keleher. We had Roscoe in her class once a week for 2 years. She works great with the dogs and pet parents. She has a great knowledge and understanding of what she's doing. Not only did we go over the basics, but we also got to do an agility class with her that was super fun.

Roscoe is the first dog my husband and I have owned together and neither of us had ever taken a dog through training classes before. Thanks to Erin's guidance and training Roscoe is a very well trained dog. We get compliments on his behavior all the time and if we ever get another dog from Hannah we would not hesitate to join one of Erin's classes again.



(5-Star Filtered HEC2 Review)



[Chris J.](#)

**Lake Oswego, OR**

0 friends

1 review

10/14/2015

We called for a Boston terrier and was called by Whitney the next day. She was warm and welcoming threw out the whole process. I would recommend her to others.



(5-Star Unfiltered HEC2 Review)



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[Rachel R.](#)

**Gresham, OR**

0 friends

9 reviews

10/12/2015

I absolutely love this company and the way they've handled everything for me. I recently had to put down my dog that I had with them for a couple years and they did it with dignity and kindness.

Their placement center staff is amazing too. I highly recommend Whitney to help you find your new best friend. She walked me through the process of finding a new pet, all the fees, and helped above and beyond to find the dog we clicked with. I'm picking up our new friend today and I couldn't be happier!

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

10/13/2015 Rachel--It means a lot to us to receive a review like this one from one of our Members--thanks for taking the time to send it. It means even more to us to be able to help you find the newest member of your family!!



(5-Star Filtered HEC1 Review)



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[Dani N.](#)

**Hillsboro, OR**

0 friends

1 review

10/12/2015

We are members with Hannah and could not appreciate the ease of pet ownership and care more than with them! Their Member Services team is great; Amber B. was especially helpful when it came to changing our address, obtaining our pup's health records, and answering all of my questions. She was quick and comprehensive with her assistance!

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

10/13/2015 Dani--thanks for taking the time to write this review and complimenting one of our Team Members. We look forward to continuing to deliver great service to you!



(4-Star Filtered HEC2 Review)



**[Steve J.](#)**

**Hillsboro, OR**

18 friends

1 review

10/12/2015

Whitney helped me and my friend. The phone conversation was pleasant and got everything squared away ;) 3 happy cats ;)

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

10/13/2015 Steve---your taking the time and caring enough to send this review has made me one happy CEO! Thanks...



(5-Star Filtered HEC2 Review)



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**Linda P.**

**Ridgefield, WA**

0 friends

3 reviews

10/11/2015

We went to Hannah for our dog Butters. I'd read several bad reviews so I was nervous about it but thought Hannah would be the best option for my husband and me. We have been very pleased with their service and especially the training classes. The trainer, Tori, is top notch and her classes are awesome!! She is always willing and eager to help and answer questions. After working with Hannah I can't imagine going anywhere else for training and vet care. Thanks to everyone at Hannah and especially to Tori. We look forward to working with Hannah for the lifetime of our wonderful Butters!!

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**Comment from Fred W. of Hannah the Pet Society**

Business Owner

10/13/2015 Linda--thanks for taking the time to send this. Training is a critical part of our overall program and it is great to here that we are taking good care of you in that area



(5-Star Filtered HEC1 Review)



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[Christine D.](#)

**Portland, OR**

0 friends

1 review

10/11/2015

Hannah is a great idea for pet lovers, especially new owners. They match you with the right dog for you. No matter how long it takes. They provide food, training, medical and all kinds of support for an affordable monthly fee. It's better than pet insurance.



(5-Star Filtered HEC1 Review)



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[Rachel W.](#)

**Portland, OR**

43 friends

2 reviews

10/10/2015

I love Hannah Pet Society. I have a chihuahua who is constantly having a variety of issues with his knees and his health and Hannah has helped me every step of the way. I just pay a monthly fee and Bruno gets all the care he needs, including classes and food delivery. There aren't any hidden down sides, which I thought there must be once the vet bills start adding up, but there aren't. Everything is covered. It's great. I know Bruno can get 100% of the care he needs and it won't be a huge event that breaks the bank.

My boyfriend and I got a Boston terrier as our second dog and decided to adopt him through Hannah. The process was easy and smooth and we love him. It seems a little expensive but it's really not, the service and peace of mind are worth it! Plus **EBERYYYHING** is covered- from puppy school to getting him fixed and all his shots.

I love them!



(5-Star Filtered HEC1 Review)



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**Nico B.**

**Portland, OR**

56 friends

4 reviews

10/10/2015

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All these people I see complaining should realize how ridiculous they sound. I have two pets signed on with Hannah pet society, after multiple trips to the ER, one in the middle of the night, costs covered 100% by Hannah pet society I couldn't be happier. Hannah pet society has saved me over 1000 dollars and has ensured of my pets well-being.

Another huge perk is the included dog training classes, Cindy is an amazing dog trainer and I couldn't be happier with Hannah pet society in general.



(5-Star Filtered HEC1 Review)



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**Deb V.**

**Portland, OR**

0 friends

1 review

10/10/2015

Everyone at the southeast site is amazing! We feel the love every time we walk in. Erin has helped us so much with our energetic dog. Her training classes are very supportive and each dog gets individual attention. Everyone from Sherrel at the front desk to Sabrina who works in the back are so amazing. Tori has also been a super resource. When we first got our dog I would walk in with lots of questions and Tori was so helpful! We Hannah!



(4-Star Filtered HEC1 Review)



**Jeff G.**

**Portland, OR**

0 friends

4 reviews

10/9/2015

We have two dogs, both found through Hannah. We've been very happy with Hannah - we've had a number of emergency vet visits, we received terrific guidance and consultation when our first doggie was having some behavior problems, and best of all, we've had the opportunity to have our dogs trained by Erin at the 205 location. Erin's a "dog whisperer" in the best definition of the term - we learned so much about our dogs and about how to train them, and we really owe all of our skill and knowledge to Erin's patient and experienced instruction. I understand that Hannah isn't a good fit for everyone, but what is? We are definitely happy customers and we continue to recommend Hannah.



(4-Star Filtered HEC1 Review)



**Adam F.**

**Vancouver, WA**

0 friends

1 review

10/8/2015

Hannah is really good deal IF YOU USE the program for all it's worth, most of the people that complain about the company have never looked at the value of all the opportunity's you get to do with your pet.

The idea of there contract you sign with your pet is new, but Hannah is truly concerned with placing the animal for life with you, they will not take away your family member just because you don't have the money to pay one month, ect.. Yes you sign a contract that states you "release interest" of your bet but you still make every choice about there heath care and again they want you to have the animal for life.

The training department in a whole is AMAZING and will work with you on any issue you are having or even just want to teach your dog.Erin and Tori are both excellent with working with you and your pet. and they both absolutely love the dogs they help you train, thanks to them I have the the best mannered dog in the neighborhood.Erin is really helping me get to my goal of making my sweet little Norma Jean a therapy pet(which all the train for it is included in your plan).Agility training with Tori was a blast!

The front end staff truly love animals and are a joy to see and work with, Christina is another outstanding employee they have on staff at the mall 205 location.The medical staff are very through every time you need to see them and they love your pet as much as you do.

So give them a very good look and i hope to see you in training class some day.The one thing i wish they would do is open a office in Vancouver and bring Christina, Erin, and Tori to that office.



(5-Star Filtered HEC1 Review)



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**Jennie G.**

**Portland, OR**

0 friends

1 review

10/8/2015

Hannah The Pet Society is great. Amber Barker helped me and my friend Bill on the phone as well as in person on several occasions. My friend Bill Wooman is a Hannah parent. Hannah makes Bill's dog Tinkerbelle feel right at home when she is getting her nails trimmed and also during a routine checkup. Amber Barker helped my friend Bill reset his Hannah dues. My cat Katie is also a Hannah Pet. She's been on Hannah for 2 years now and is very healthy. There is also Mittens and Bubbles on Hannah. They are also healthy. Thanks Hannah. Keep up the good work.



(5-Star Filtered HEC1 Review)



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[Jamie C.](#)

**Fairview, OR**

0 friends

1 review

10/8/2015

I've been a member for the past few years and have been impressed by the kindness and knowledge that the Mall 205 location shows towards my pets. I recently had to say goodbye to one of my elderly dogs and was beyond devastated. Tammy Goodwin knew I would be out of town when my pets ashes arrived from the crematorium and I was distraught thinking he'd be "sitting on the shelf"...she called me the moment he arrived so I could make arrangements for his ashes to be picked up. Her kindness, calming demeanor and compassion towards my family and my pets has always been beyond amazing!



(5-Star Filtered HEC1 Review)



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[Don S.](#)

**Portland, OR**

0 friends

3 reviews

10/7/2015

I love Hannah Pet Society. They worked with me in getting Tinkerbelle set up with pet care that I normally would not be able to afford otherwise as I am disabled and on a fixed income. I spoke with Amber Barker today and she was so friendly and extremely helpful. Tinkerbelle and I thank you so much for all your hard work and dedication in making pet care available to those who need it.

Don Smith



(5-Star Filtered HEC1 Review)



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**William E.**

**Portland, OR**

0 friends

1 review

10/5/2015

I had to take my Dog Milo into Hannah at mall 205 location today. Tiffani and Dr. Peltz were a great help they Always treat Both my pets like there own. The front Receptionist are the same.

On Sunday's when I take Milo into his on leach training class, Tori is a sweet and great Teacher/Trainer.

Thank you Hannah Staff



(5-Star Unfiltered HEC2 Review)



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[C.J.S.](#)

**Portland, OR**

18 friends

1 review

10/4/2015

We had only heard about Hannah, but with a new pup, we wanted to see what it was like. We called on our way in and Leah was very warm and welcoming from the start. Telling us to please bring the puppy (into the mall where they are located), because she would love to meet him; you could tell she had true love for animals and she was genuinely excited to meet him. She was very pleasant and helpful the entire time we were there, answering all questions we had. Beyond our visit, she remains easy to get a hold of for any further inquiries, which is very comforting. I recommend that you check out Hannah the Pet Society, and ask for Leah!



(1-Star Unfiltered HEC1 Review)



**Devon J.**

**Portland, OR**

2 friends

12 reviews

9/30/2015

Worst. Experience. Of. My. Life.

These people spent months finding me one of four breeds I placed as an option for me. They charged me extra for the "difficulty," and then ultimately brought me a dog only mixed with one of the breeds I'd ask for (or at least that's what they said). Ultimately I had three months with my puppy, during that time the dog was agitated and had multiple episodes where it would yelp and scream and scratch at itself.

I called their 24 hour emergency line multiple times, on one occasion placing the phone up to the animals crate so the Hannah rep could hear the animal in pain. Only on the 3rd one of these calls did they finally offer to take my dog in for a check up.

At this check up, I learned that my dog had ear mites and had them for the entirety of the time I'd owned him. The vet did not know how Hannah had missed this on the previous two check ups (at the time Hannah was using a loop hole in the law to provide in house health care for their animals). The dog now had permanently damaged and would need to go through treatment to get rid of the ear mites the vets weren't able to scrape out. You might think this would be the most distressing news I received at that visit, it wasn't.

I was told the dog I received was Klee kai/keeshond mix, I occasionally had mild allergies to short haired dog breeds so I needed at least a non-short haired breed. At the same visit that I found out my dog has ear mites, I also learned it was actually a German Shepherd. The vet assured me multiple times he was a German Shepherd and the blowing coat that I had thought was skin problems (which is what I thought was the reason the dog was scratching at itself, I thought this because that's what the Hannah rep I talked to on the phone told me, leading me to buy hundreds of dollars in over the counter products to treat skin issues) was totally normal, if you are a German Shepherd. Needless to say I was super angry and immediately contacted the Hannah rep they assigned me. She was very sweet (and honestly through this whole thing she was the best part of it) and immediately got in contact with the search team leader (the one who found my dog for me) and he told her the vet was wrong. When I said the vet was very sure, my rep told me to wait and she would call me with more information.

The phone call I received next was not from my representative, it was from her boss. She called a few days later to tell me that they had fire to the vet and the vet tech who had dared to tell me my dog was a German Shepherd. She also told me they were wrong, that they would not accept genetic testing, that I had agreed to the program and I need to stick with it. I didn't accepted that. Over the next few weeks I went through multiple phone calls eventually being on a conference call with my representatives boss, her boss, and the head of the search teams.

Over the course of 90 minutes, I dealt with their attacks and personal questions by listing my grievances

with their mishandling of the search and the veterany care of my dog. After lecturing me on my choices my representatives boss, hung up on me. She called me back five minutes later saying it was an accident and asked me what I wanted, I said I'd already told them what I wanted and she agreed to a full refund. That might sound like a victory, but with the hassle they put me through, the rude and attacking treatment it didn't feel like one. Although, I would have to say the worst part was giving back my dog. I'd had just enough time to fall in love with him. It was hard.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

10/13/2015 Devon---I am going to reach out to you privately as well to see if we can have a conversation. We have spent a lot of time looking for you in our system and we cannot find you. We are puzzled because while certain sections of your review appear to reflect an experience we had with one Member, it occurred over a year ago, that Member's name was not Devon and we resolved everything to the Member's satisfaction. It is important to me to address any fact based issues that are raised by our Members and I certainly would like to do that here. Consequently, I would greatly appreciate it if you would respond to my private message



(5-Star Filtered HEC1 Review)



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**Trish G.**

**Rhododendron, OR**

31 friends

1 review

9/29/2015

I have a different view on this company I ended up with one of the dogs from hannah because her owner abandoned her. I have not had anything but support of the animal they gave me information about her and thanked me for taking care of her. They don't take the animal from you if you fail to keep your contract current like the girl who left her dog with me for a year. Amber one of the staff has gone above and beyond to make sure the dog that was left with me is taken care of and holding the contract signer responsible. They are about the animals not the money. Thanks again Amber you have been a great representative for the Hannah Society read what you sign they are not tricking anyone. They love the animal's.



(5-Star Filtered HEC1 Review)



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**Cassidy O.**

**Happy Valley, OR**

107 friends

1 review

9/23/2015

Amber B, from the customer service line was very helpful with all my questions about taking my puppy going away out of the country. she sent me all the forms online and information that i needed for my pup to even be excepted thru customs in this particular country.

they are very easy to work with and are just the most friendly people.

thank you for my baby!

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

9/25/2015 Cassidy--thanks for taking the time to send this feedback--we are delighted that we were able to address your needs so effectively



(4-Star Filtered HEC1 Review)



[Amber J.](#)

**Portland, OR**

0 friends

4 reviews

9/23/2015

I've had my 70 lbs Pitbull in the Hannah program for almost a year, and overall I'm thrilled with their level of service and care. Like anything, there are pros and cons. The biggest pro (which negates all the cons in my book) is that my dog is happy, healthier than when I adopted him for a local shelter, and has thrived under Hannah's care. He gets the medicine he needs and educated health professionals tending to him.

I'll list two of my biggest cons:

1) Long wait times even with an appointment.

I assume this is because they have so many patients and not enough staff to get to them all in a timely fashion. I love that Hannah is busy, I would love it even more if I could get in on-time, and leave within a reasonable timeframe. If they offered Wi-Fi in the lobby this wouldn't be as big a deal.

2) Not having an option to get out of the contract.

The whole signing your pet over to Hannah thing doesn't bother me at all. I've read a lot of reviews and criticism from people who freak out about that. Seriously, people? You think Hannah wants to own your pet? Take them away from you? You have far too high an opinion of yourself (and your pet) to think anyone wants to own them out from under you. That contract agreement is the only way Hannah can provide your pet with the kind of socialized vet care it provides. Never has Hannah ever tried to exert any kind of authority over my pet or my decisions about his care. The people who give Hannah 1 star reviews because of it are doing so unjustly. They have nothing to do with the care experience and everything to do with unknowledgeable folks freaking out.

My problem with the contract is that I can't get out of it until the term is up. My spouse and I recently moved out of state. When we contacted Hannah to inform them that we would no longer be able to use their services, they said we were still responsible for paying the monthly fee for the duration of our contract (4 more months). There's no early termination policy. I think that's a miss and I'm not happy that I have to pay \$121 x 4 months for care and food I can't receive.

Amber B. is often the person I speak to when I call with questions or need to make an appointment, and she's always a fantastic resource for support and information. If I still lived in Portland, I would be proud to call my dog a Hannah pet. I wish Hannah was in Minneapolis! They love animals and take good care of them. Period.

-Amber

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(5-Star Filtered HEC1 Review)



**Patricia T.**

**Portland, OR**

18 friends

2 reviews

9/22/2015

We have had our Hannah pet with us for almost 2 years now. We are very happy with all of the services we have received from Hannah, especially all of the training classes. Chris is an amazing trainer; a true dog whisperer! I love the fact that we can bring Diablo to as many classes as we want. I'll admit that we have not always been pleased with every grooming he has received, but all in all, they are good. I love Cristina at the front desk at the Mall 205 location. She always remembers our dog's name, even if we just pop in without an appointment. She always is cheerful and gives excellent customer service. She truly loves animals and it shows. Speaking of that, I love that we can just walk in and have them apply Diablo's flea treatment.

I just spoke with Amber B. who set up a convenient grooming appointment for us. She was friendly, professional and helpful. I recommend Hannah to people all the time. I think it is worth the cost of being a pet parent.



(5-Star Filtered HEC2 Review)



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**Rich G.**

**Camas, WA**

52 friends

10 reviews

9/21/2015

After reading many of the reviews, I just wanted to throw in my experience and thoughts about Hannah. It's not a super cheap monthly service but pets aren't cheap. Anyone that has had a pet need something they know it's expensive. Relatives just paid near \$5K for a big health challenge their dog had not on Hannah... Most people will complain before they send a compliment.. I want to share my experiences...

We have had a few dogs and even two Guinea Pigs with them. Yes a Guinea Pig. We bought them for our boys. It included everything.. Anyhow.. He started to have an issue with his Jaw.. (His name was "Bit", as in Bacon Bit, pulling from he was a Guinea PIG.. Kids thought it was so funny... anyhow) We took him in a few times and they concluded he needed oral surgery. Yes for a Guinea Pig. They sent their surgeon to another facility so he would be trained on small animal surgery as well. So they paid to have 2 surgeons working on this guy at that same time. Our son waited in the waiting room the whole time during the surgery. Probably took about 2 hours. The longest 2 hours for a 10 year old. It was awesome how they were and handled everything. The monthly cost isn't bad when you look at the reality if something goes wrong with your pet... are you prepared for the whole vet bill.. I wasn't in the case of "Bit". This was a great experience and think they went above and beyond in handling it....

Now to my experiences with our dogs. They have been great.. We have few Yorkies and a Pom.. On the visits that we have with them, they are prompt and fast in handling things for the most part. Periodically there will be a wait but most of the time it's pretty good. I happen to go to the Mall 205 location and it's been good. Just like seeing my local doctor, most of the time there's no real long wait and every once in awhile you have to wait when their end gets backed up. Emergencies and such. And if you are in a serious rush they have the drop off option available most of the time.

Now.. Where they are a savior... I have a Yorkie that got sick when he was young. Taking him out to dog parks he contracted Parvo. I never heard of this and found out it kills many dogs. He was in real bad shape.. He was admitted and was put in isolation and was treated for 10-12 days. They were great.. I received calls from the Vet every other day with status updates and how he was doing.. They held great communication... We asked for them to keep in touch and they were great.... Im sure I was quite a nuisance when I called there a bunch asking his status as well... I followed up with some local Veterinary clinics with questions about Parvo and their treatment costs and policies.. I was told those situations can cost \$1500 to \$12,000 easily.. My situation would have been about \$5000.

The monthly costs aren't super cheap but they are reasonable for what you get. Just like my personal health care insurance. They have contracts to keep people accountable. And even with the costs it's something that they will consider and try to work with you if you come across a hardship. I came across a period where I was laid off and contacted them for help. I spoke with a great representative. Amber B.

Went above and beyond and out of her way to help me out and understood my challenge. If you come across a situation where you need a hand. Call them and explain the situation. They will work with you.. Amber was a lifesaver..

If you have questions about joining.. Go to an actual office and ask people in the waiting room..... Get real reviews....

They are upfront about all the costs and fee's believe me I am a stickler on all the small details. It's easy to glaze over them when you are getting a new pet. Only listening or watching what you want. Read the contracts, they give you plenty of time to do it and read it it all. They bring up all the important stuff..

Its a great service overall.. it's so much worth it.. If it becomes a hardship, because life happens to all of us.... Talk to them..

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

11/16/2015 Rich G.---On behalf of the entire team here I wanted to thank you for taking the time to put together this review. We really appreciate it and providing the great service you have received is what we are all about!

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(5-Star Filtered HEC1 Review)



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[Kimmmie S.](#)

**Sandy, OR**

4 friends

1 review

9/18/2015

I am so eternally grateful to Hannah the pet society for taking my older Pomchi when we had an unexpected move and could not keep her. We didn't know what we were going to do, as the social media sites and ads weren't helping to find her a new home... I reached out to them and the love and compassion that they have for animals is so heartfelt! They took her for me and took care of her much needed dental work, that she has been needing for quite sometime, before I had rescued her! Thank you so much Lisa Cooney for doing what you could to see the welfare of our little smoochie was put first! I believe in Karma and you have all good things heading your way! My family highly recommends donations or going to Hannah for your next pet!

Much affection

Thank you



(5-Star Filtered HEC1 Review)



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**Camas, WA**

52 friends

10 reviews

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Now.. Where they are a savior... I have a Yorkie that got sick when he was young. Taking him out to dog parks he contracted Parvo. I never heard of this and found out it kills many dogs. He was in real bad shape.. He was admitted and was put in isolation and was treated for 10-12 days. They were great.. I received calls from the Vet every other day with status updates and how he was doing.. They held great communication... We asked for them to keep in touch and they were great.... Im sure I was quite a nuisance when I called there a bunch asking his status as well... I followed up with some local Veterinary clinics with questions about Parvo and their treatment costs and policies.. I was told those situations can cost \$1500 to \$12,000 easily.. My situation would have been about \$5000.

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Its a great service overall.. it's so much worth it.. If it becomes a hardship, because life happens to all of us.... Talk to them..

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(3-Star Unfiltered HEC1 Review)



[Shelley S.](#)

**Portland, OR**

0 friends

28 reviews

9/1/2015

I have one pet on Hannah and my original plan was 80\$ a month with food and flea control included plus the vet care. (I have a 52 pound spayed female pitbull) After 2015 they made me sign a new contract This contract does not even include food I am now paying 115\$ a month for okay vet care. I dropped my dog off for an ear cleaning and anal gland expression. I dropped her off at 1:15 pm and no one came up and got my dog for 19 minutes. Their lobby was empty the entire time I was waiting. Yes it's a drop off appointment. You squeeze my dog in when you can. Called me at 615 saying she was ready for pickup. I came and got my baby and her ears were still full of sand that I had asked them to clean out. I had to go home and clean her ears myself. I pay way too much money I will be canceling in October to give my 30 day cancelation notice. Sorry Hannah.. Your turning into banfield..... I am very sad that dr Steve Kubelun no longer works for Hannah he treated my pets with compassion. Along with dr Hughes. Big shout out to the medical team there. . You guys have a lot on your plates keep it up.

\*updated response:

I was reflecting the cost without my employee discount. If I'm not mistaken I was paying \$64 with my employee discount at that time. After not being an employee the cost was \$84 then I had to resign my contract taking off food because it was unaffordable. Now I pay \$115 a month.

\*updated review:

Today I cancelled my Hannah plan. Mary Loyd helped me and she has always been extremely helpful and kind. She really knows how to do her job and talk to people respectfully.

I actually was overcharged for two months which I had no idea until I received a confirmation blue pay receipt for my cancelation. . . Stating I over paid for two months... The over pay was credited toward my cancelation fee. No hassle cancelation for me. I will miss seeing the medical team at the mall 205 location. Tiffani Daffern is an amazing technician and Cherelle the receptionist is always so helpful and always has a wonderful smile on her face just to add!

Thank you for all of your help Mary.

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

9/28/2015 Shelley--we are sorry your recent experience was not a good one. I agree it is not OK for our lobby to be empty or to wait 19 minutes to take your pet. Our reception procedures have been changed which address these issues. We appreciate your shout out to the medical team--we also were sorry to see Dr. Kubelun leave but are happy that Dr. Hughes remains an important part of our team and we are in the process of adding additional highly qualified veterinarians to our staff. Regarding your contract cost, I have been advised that the reason for the increase was that you left our team and, therefore, were no longer eligible for our team member discount. If this is incorrect, please reach out to us so we can address any issue.

Shelley--- have had a chance to dig deeper on the contract cost issue. Your original plan before team member discount was \$128 rather than \$80 (the \$64 after discount reflected a 50% reduction) so your new plan, which was \$115.70 before discount, actually was cheaper. However, I have been advised that in July you removed the food option which should have resulted in your charges going down to \$88---I understand that for the last two months our billing system did not properly reflect this and you were erroneously charged \$115. We apologize for that mistake and we are crediting your account for the overcharges



(3-Star Unfiltered HEC1 Review)



**Chantelle H.**

**Troutdale, OR**

2 friends

12 reviews

8/25/2015

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I started out as a Hannah lover, their vets were amazing, the food delivery was great, the flea & tick treatments were great.

Unfortunately, when it comes down to it, their prices are EXORBITANT! The only thing they're offering different from Banfield is food delivery & flea treatment, but if you factor that into your monthly cost of Banfield, you're still at about half the price!!!

Some might argue that "well they have better pet CARE" to which I would say, you haven't lost a pet while on Hannah's racquet. We lost our cat Benny to coyotes in March, and since then we've had to jump through every hoop to try to get him off of our plan, and nothing has worked. They wanted us to bring in his remains.....his

F%#&\$ng remains!!!?? He was EATEN by a coyote, then they wanted us to get something from animal control saying he was eaten by coyotes, who basically laughed at us, or are they going to say our cat was eaten by a coyote? It's been months of tears and grief because we have to keep opening that wound. I finally gave up, and now I'm waiting until our contract is up so I can get the hell out, because if I don't I have to pay a hefty fee.

Basically, Hannah is not worth the \$\$\$ and effort, spend your money on a more well known and reputable company! Don't get sucked in like I did!

**\*UPDATE\***

Apparently to get out of Hannah, regardless of if our contract is up or not, I'm gonna be paying OVER 700 DOLLARS!!!!

-



**Comment from Fred W. of Hannah the Pet Society**

Business Owner

9/25/2015 Chantelle---to request your pet's remains in the circumstances you describe goes against everything this company stands for and is absurd. It does NOT reflect the company's policy so you

certainly are owed an apology. We do require proof of death (in the form of pictures or a signed statement) in circumstances where the pet owner does not choose to have us handle the remains because, unfortunately, sometimes people lie about the death of their pet (which I also find absurd but it happens). Regarding the \$700 cost to leave our program, I have been advised that your plan covers four pets rather than one, which makes sense because our charges when a member leaves our program represent a partial (not even full) reimbursement of the costs we have incurred to bring the member into the program. If this information is incorrect, please reach out to us so we can address any issues.

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(1-Star Unfiltered HEC1 Review)



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[Emily E.](#)

**Portland, OR**

0 friends

21 reviews

8/19/2015

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Two different people at Hannah lied to me, telling me if I signed up for the insurance I would retain ownership of a dog I had bought from a breeder. I was told to disregard a portion of the contract as it only pertained to dogs adopted from Hannah. Months later I found that I had been lied to and had, in fact, transferred ownership of my dog to Hannah. If I wanted her back I would have to pay a fee of hundreds of dollars. I was furious and heartbroken! I had initially purchased the dog from a breeder for \$1,500, paid all of her food and vet expenses for years and now I would have to pay hundreds of dollars to become her proper owner again? I sincerely hope that these two people were simply misinformed themselves and did not mean to be so blatantly dishonest. Either Hannah does not train its staff or they encourage them to flat-out lie in order to gain more customers. I have since purchased my dog back. Please do not trust anything these people say.

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**Comment from Fred W. of Hannah the Pet Society**

Business Owner

9/27/2015 Emily---Clearly the two people you dealt with did not handle this correctly ---it is important to us that all of our members completely understand our contract and it is our job to make sure that happens. If you could please reach out to us, I would like to learn more about the situation so we can properly address it.

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(1-Star Unfiltered HEC1 Review)



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**[Amber T.](#)**

**Portland, OR**

25 friends

3 reviews

8/10/2015

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At first Hannah seemed great, I had 2 cats and one ended up very ill. I was able to get care for him and even though it was difficult to get appointments (very difficult at times) the vet's and people that worked at the clinic where nice and I could afford to get my cat taken care of. After being with Hannah for one years one of my cats went missing we had been looking for her for a week we had contacted Hannah and the human society. We sadly found our cat dead one night during the week it had been in the hight 90s, we buried her in the back yard. When we contactted hannah they said we had to bring our cat's remains in or be charged the cancelation fee of \$200. I told them there was no way we could do that. They actually suggest we dig up our dead cat and bring her in to confirm she was dead. I asked them if they could do it they said no! they argued it's in the contract, what sick heartless people! The girl on the phone keep giggling like it was funny that every time i said you really want me to dig up my dead cat in this hot weather and bring her there was amusing to her. Read the fine print and find a different vet!! These people are heartless

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**Comment from Fred W. of Hannah the Pet Society**

Business Owner

9/27/2015 Amber--I am sorry to hear about the loss of your cat and beyond unhappy to hear about how we apparently handled this situation, which is completely contrary to what we are about as a company. While we do have an evidence of death policy (because unfortunately sometimes folks have lied about this), it consists of sending us pictures or a signed statement in cases where we have not been asked to take care of the remains--not digging up a buried pet, which is an absurd request. On behalf of the company I want to apologize for how you were treated and to assure you that it was not representative of our mission or our culture

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(5-Star Unfiltered HEC2 Review)



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**Kathlene H.**

**Portland, OR**

23 friends

13 reviews

8/2/2015

This review is specifically for Amber who answer the phone calls. She is absolutely amazing. I recently moved down from Oregon to California and had to deal with switching the addresses and canceling the food being delivered to my apartment.

Now, before I was able to speak with Amber I went in 3 times to personally cancel and notify them that I was moving and each time they always told me that it was taken care of. However, two months after canceling I noticed I was still being charged.

I ended up calling the billing department and waited five minutes to only end up being disappointment because the lady who handles this never answers her phone.

I finally decided to call again a couple days later and Amber was not only able to answer all of my questions, but also made me feel like there was someone at Hannah the Pet society who actually cared. Don't get me wrong the vets are great but billing department is horrible and prior to Amber our email and phone numbers were incorrectly inputted two times.

Huge thank you to Amber for making this process so simple. If it wasn't for you I would have lost it with the other inconsiderate people working for Hannah.