



## **Pet Claim Notice Instruction Sheet**

Animal Services Division  
5001 Fred Wilson  
El Paso, TX 79906

If you received a yellow Pet Claim Notice at your residence, please follow the steps below:

1. Immediately contact Animal Services by calling (915) 842-1000.  
  
\*\*If you call Animal Services after hours, please leave a message with your name, phone number and the Animal ID listed on the notice.
2. Arrange a pick-up date with the Customer Service Representative (CSR). The CSR will discuss the process of claiming your pet.
3. If you are the owner and wish to surrender the animal, we must have your signature on file, along with surrender fee.
4. If you are not the owner of the animal, please provide Animal Services with the contact information for the new owner (name, phone number and address).