



## **Pet Owner Microchip Frequently Asked Questions**

### **I am moving, how do I change my pet's microchip information?**

Changing your information is easy and free when you use the 24PetWatch national registry. This registry also provides free updates to the national free pet microchip look up tool which animal welfare groups check in the event they find a stray or lost pet. You can reach that site by going here:

<https://microchip.24petwatch.com/> and signing up for a free account which provides access to the online portal to update information.

It is also recommended you share your information with your local shelters and animal welfare organizations so they are aware as well.

### **What information can I change on line?**

The free portal provides you the opportunity to update your personal contact info which includes your home phone, work phone and cell phone number, address, email and pet's name.

### **What if I want to add more information to my pet's profile?**

You can do this through a lost pet membership. Just call **1-866-597-2424** for more information.

### **How do I know if my pet's microchip is registered and with which company?**

If you adopted from the Hawaiian Humane Society your pet's microchip was automatically registered with 24PetWatch.com. The pet's information was registered to you with the information you provided at the time of adoption. The Society's system automatically sends the pet and owner information to the national 24PetWatch registry **and** to AAHA's universal pet microchip look up used by animal welfare organizations. If you have moved, changed your phone number or email since you adopted from Hawaiian Humane, you will want to go to the website to update your information:  
<https://microchip.24petwatch.com/>.

### **What if I am giving my pet to someone else, how do I change ownership?**

Change of ownership requires signature of both parties and the appropriate paperwork sent to 24PetWatch. In order to avoid parties who are not the rightful owners from transferring ownership proof of ownership is required and there is a fee associated with the change. You can get the change of ownership form here: <https://www.24petwatch.com/lost-pet-services/change-of-ownership>

**What if my pet does not have a 24PetWatch Microchip?**

Please contact your microchip company to inquire about transfers of ownership. This may include [AVID](#), [HomeAgain](#), [Found Animals](#) or others. If you're not sure what company your microchip is from, visit the [pet microchip lookup website](#), provided by the American Animal Hospital Association. A transfer of ownership via the microchip company must be done prior to updating information with the Hawaiian Humane Society.

**How do I update my microchip information with the Hawaiian Humane Society?**

Email, fax or mail in your updated registration form from your microchip company to the Hawaiian Humane Society to update our database.

Hawaiian Humane Society  
2700 Waiialae Avenue  
Honolulu, Hawaii 96826  
Fax: (808) 955-6034  
Email: [info@hawaiianhumane.org](mailto:info@hawaiianhumane.org)

**Is 24PetWatch a member of the AAHA national pet registry – [www.petmicrochiplookup.org](http://www.petmicrochiplookup.org)?**

Yes! 24PetWatch is a member of AAHA which means every chip registered with 24PetWatch is reported to AAHA's national database. Start here [www.petmicrochiplookup.org](http://www.petmicrochiplookup.org) for your initial search no matter the brand of chip and see who the last known company to register is listed then make the call to discover owner information.