



HOW TO MAKE A CLAIM



REGENCY
global assistance

FOLLOW THESE
4 SIMPLE STEPS...

IN-PATIENT

DIRECT PAYMENT

OUT-PATIENT

REIMBURSEMENT

1 Get your treatment



Inform our friendly claims team of your situation. You can do this yourself or someone can do this on your behalf. Regency will then contact your chosen hospital.

Receive your treatment at your chosen medical facility.

2 Gather your documents



Gather together all your medical reports, admission notes and any other information or documents that relate to your case.

Gather any medical reports, admission notes, receipts, invoices and letters associated with your case. If those documents don't show the medical diagnosis, your doctor must also complete part 3 of the claims form.

3 Complete claims form



Complete and sign the claims form, ensuring the attending doctor completes their section too.

Complete and sign the claims form. Giving us as much information as possible helps us to quickly understand the situation and assess your claim.

4 Email us



Email your completed claims form along with any medical reports and relevant documents to our claims team.

You can do this yourself or someone can email them on your behalf.

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IMPORTANT NOTE: All claims are subject to assessment in accordance with policy terms and conditions. Any indication as to eligibility given before such an assessment is issued subject to the final claim assessment.