HOW TO MAKE A CLAIM

REGENCY
global assistance

FOLLOW THESE 4 SIMPLE STEPS...

	INPATIENT ADMISSIONS & OUTPATIENT SURGERY DIRECT PAYMENT	OUTPATIENT CONSULTATIONS, DIAGNOSTICS & NON-SURGICAL TREATMENT REIMBURSEMENT
1 Your visit	For planned admissions, please let us know as soon as possible. We can then initiate the pre-authorisation process. In an emergency, you may not be able to notify us prior to admission; in this event, please contact us as soon as possible. Someone else, or the hospital, can do this for you.	Visit your chosen medical facility for consultations, diagnostics, and non-surgical treatment without the need for pre-authorisation.
2 Your documents	Gather any reports, test results, Doctor's notes, receipts, invoices, cost estimates and letters related to your case. You can also ask the hospital to send them to us directly.	Gather any reports, test results, Doctor's notes, receipts, invoices and letters related to your case. If those documents include a diagnosis, your Doctor does not need to complete part 3 of the claims form.
3 Your claim form	Complete and sign your claim form. Your Doctor should complete part 3 of the form too. Giving us as much information as possible helps us quickly understand your situation and assess the claim.	Complete and sign your claim form. Giving us as much information as possible helps us quickly understand your situation and assess the claim.
4 Email us claims@regency-ga.com	Email your completed claim form along with your supporting documents to the Global Assistance Centre. Someone else, or the hospital, can do this on your behalf. Your claim will then be registered and assessed.	Email your completed claim form along with your supporting documents and proof of payment to the Global Assistance Centre. Your claim will then be registered and assessed.

IMPORTANT NOTE: All claims are subject to assessment in accordance with your policy terms and conditions. Any indication as to eligibility given before such an assessment is subject to the final claim assessment. For more information about how to make a claim, please refer to the policy wording in your handbook.

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