

Regency for Expats is **rated 4.4** out of 5 on Trustpilot and classified as **Excellent**

**Trustpilot** is a globally recognized independent consumer review platform hosting over 330 million reviews.



**4.4**

**Excellent**



## Summary of Reviews

Reviewers overwhelmingly had a great experience. Customers consistently praise staff for their helpfulness and professionalism, noting excellent communication and responsive approach. People appreciate the personalised service and absence of high-pressure sales tactics, which makes the experience smooth and comfortable. Consumers highlight the outstanding service, emphasising quick response times and clear, straightforward explanations. The overall user experience is described as positive, with many feeling confident in the company's ability to support them.

## What people talk about most

### Customer service

Many reviewers praised the helpful, professional, and attentive staff, highlighting their quick responses and clear communication.

### Value

Customers often describe Regency's pricing as competitive, fair and good value compared with other international insurers.

### Response time

Customers praise the quick and responsive service, noting that their questions were answered promptly, often immediately.

### User experience

Reviewers found the process easy, smooth, and straightforward, highlighting clear and concise information and quick procedures.

## Reviews

**Ardijan Sefa**



**Client for 3 years!**

I am extremely satisfied. I am a traveller and in all the countries I used Regency, all my claims have been paid out (Turkey, UAE, Saudi, Belgium, Spain).

**Svien**



**It all went very well**

Easy to communicate and get the help needed. The insurance it self is well balanced, a lot included to a fair price.

**Nina Jahnke**

 ✓ Verified

## Professional and trustworthy

I had an amazing experience. Jenny Martin was super responsive... She made me feel immediately like I could trust her.

**Chris Smart**

 ✓ Verified

## Off to a promising start

Pricing felt competitive compared to other insurers, and the fully comprehensive option offers extensive healthcare coverage.

**Stephen McRae**

 ✓ Verified

## a case of full credit to the staff

Sincerely liked the processing of keeping me informed while I was busy juggling multiple work scenarios... I would 100% recommend this company.

**Mark Cole**

 ✓ Verified

## Professional approach

Excellent service with a professional approach... All questions answered promptly and in plain English. Excellent customer follow up.

**Stephen Greenham**

 ✓ Verified

## My renewal went smoothly

My renewal went smoothly, very helpful reminders from staff and everything went very smoothly. Very professional and personal communication.

**Nasrollah Azizeddin**

 ✓ Verified

## A Pleasant Experience

The procedure was very smooth and quick. I received all the info I needed and answers to my questions in a blink of an eye. A great experience!!

**Charlie S**

 ✓ Verified

## The best company out of the 6

Very fast responses, matched requirements with policies offered, providing options but not overselling. Very competitive pricing.

**Daren Lavell Dickson**

 ✓ Verified

## Great customer service team

Great customer service team! I was impressed with how fast I was welcomed to the Regency healthcare family. Highly recommend!!!

**Michaela Morgan**

 ✓ Verified

## Excellent customer service...

Excellent customer service and support with very affordable pricing. Lots of payment options and clear concise information.

**Uwe Fiedler**

 ✓ Verified

## Fast and professional

A trusted acquaintance recommended Regency... So far, a fantastic experience! Thank you, dear Regency team!

**sldenn**

 ✓ Verified

## Readily responsive

Readily responsive. Answered all my questions. Very helpful in guiding me. Able to easily navigate the time difference. Super appreciative.

**JJV The Storyteller**

 ✓ Verified

## Great Customer Service

Quick and responsive service to all questions and concerns. They seem to have genuine concern about providing quality customer care.