

# POLICY WORDING HOW TO MAKE A CLAIM



**Regency for Expats has appointed an independent claims adjudication company to process any claims fairly and efficiently.**

The claims team can ensure that any losses you incur during your period of cover receive a sensible and customer focused service experience.

**Please follow the procedure below for the completion of any claims.**



**Outpatient Consultation Claims**



**Inpatient & Outpatient Surgical Claims**



**Complaints**



## Outpatient Consultation Claims

Outpatient Pay and Claim: You may submit a claim for medical treatment received on an outpatient basis without having to advise Regency for Expats prior to your treatment or consultation and without the need for pre-authorisation.

You must take a claim form with you for completion by your medical professional and submit your completed claim form and receipts for your medical costs by email to: **claims@regency-ga.com**

Please note that in the event of an outpatient claim, we are able to process your claim by scanned copies of your claim form and receipts, however, you must retain the originals as we reserve the right to request them.



## Inpatient & Outpatient Surgical Claims

All planned inpatient and outpatient surgical care must be pre-authorised by us prior to receiving your treatment and if covered, Regency for Expats will advise the relevant medical provider to send your invoices to us for direct payment.

We reserve the right to decline any claim relating to inpatient and or outpatient surgical treatment that has not been pre-authorised by us.

During an emergency, you may not be in a position to notify us prior to your admission; in this event, please notify Regency for Expats as soon as it is possible so that we can arrange for your invoices to be settled directly where covered.

Contact information for general enquiries and the claims services can be found in the contact section of this document.



## Complaints

Our goal at Regency is to provide you with the highest levels of service and to ensure that your experience with Regency is second to none.

If in the unlikely event that you are not satisfied with the service or the coverage you have received, we have a robust appeals and complaints process in place.

Guided by customer-focused service professionals, Regency is with you every step of the way to ensure any concerns are responded to promptly, with clarity, and with the aim of resolving concerns to the highest standard.

Should you wish to discuss any aspect of Regency's service, please contact us directly by writing to: **[info@regencyforexpats.com](mailto:info@regencyforexpats.com)**



# CONTACT



## AFRICA



### SOUTH AFRICA

General: +27 87 5502 426  
Claims: +27 87 5518 359  
Email: [info@regencyforexpats.com](mailto:info@regencyforexpats.com)

## AMERICAS



### BRAZIL

General: +55 21 3500 8882  
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### UNITED STATES

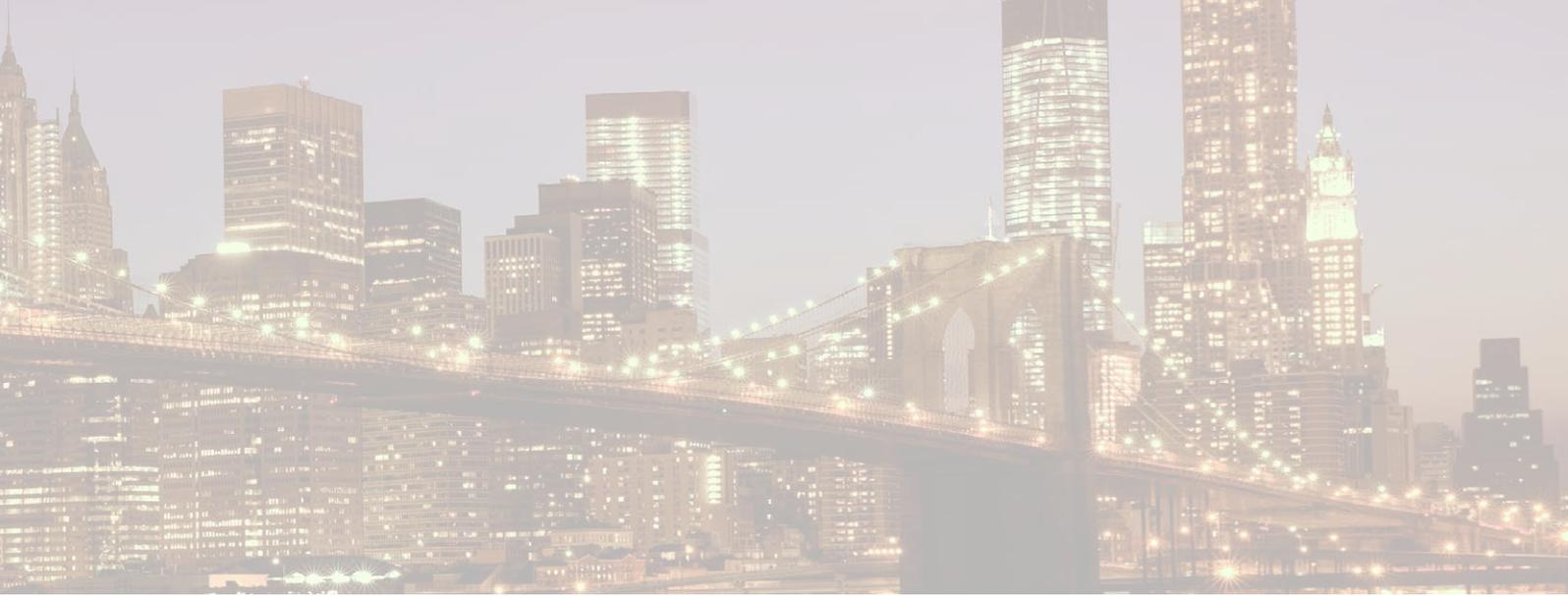
General: +1 347 875 3156  
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## EUROPE



### UNITED KINGDOM

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## ASIA



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