

# Reviews



REGENCY  
assurance

## Regency Assurance Reviews



4.19 Rating 346 Reviews

Reviews.io is a Google Licensed Review Partner, trusted with authentic customer feedback by thousands of clients.



80%  
of reviewers recommend  
**Regency Assurance**

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**Angela Molyneux** ★ ★ ★ ★ ★

A big thank you to everyone at Regency who helped me during my recent visit to the Bangkok hospital. The overall care and customer service provided by the claims department was first rate and i am grateful. Keep up the great work, you have a customer for life.

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**Roger Brice** ★ ★ ★ ★ ★

Amazing service! These guys seriously went out their way to get my claim organized. They understand your needs completely and make sure that they can do everything in their power and then some and get the best results. Would recommend to everyone!

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**Stephen Mulligan** ★ ★ ★ ★ ★

Honestly couldn't be happier with the service that I had from Regency. I have unfortunately had to make a few claims with them and they have always been so nice every single occasion and try to make sure everything is settled quickly. Nice and friendly staff and great attention to your needs.

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**Jack Foyer** ★ ★ ★ ★ ★

Am grateful to the claims team for their attention, support and professionalism.

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**Maggie Chow** ★ ★ ★ ★ ★

Worth every penny. Best claiming experience with the health insurance plan. Great with the Thailand hospitals. All bills settled directly so i dont need to pay out of pocket. I recommend.

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**Amanda Spencer** ★ ★ ★ ★ ★

My daughter has been having health complications since she was little, and it breaks our hearts seeing her going through all the medical procedures at such a young age. We are thankful for Regency's support in processing all the claims. Their team knows their work and has empathy for our situation.

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# Reviews



REGENCY  
a s s u r a n c e

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**Zach Terry** ★ ★ ★ ★ ★

I felt confident with Regency since the moment I received my first quotation. Everything was clear and detailed and they responded very quickly to my queries.

They provided me with different options for my wife and kids as well. Excellent value for money, with many inclusions I wasn't able to find elsewhere and very good service!

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**Robin Norris** ★ ★ ★ ★ ★

Helpful is an understatement. The person who was dealing with my claim went out of her way to ensure that all the correct documents that I needed were collected so that I could reclaim my money.

The reason I wanted to leave this review is because they could have easily just said no like most insurance companies but Regency really made sure that everything was ok for me.

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**Emma Blake** ★ ★ ★ ★ ★

Simply brilliant!

Not only do they check in from time to time to make sure that I am happy with everything but they provide personal trainers, nutritionists, counsellors and more. Did not expect this from an insurance company and I am amazed. I've only made one claim with them so far and it was so simple and fast

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**Isabella Perez** ★ ★ ★ ★ ★

Very fast response to what I needed. Supportive staff who care about what has happened and want to make it better as quick as they can

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**Jolene Kennedy** ★ ★ ★ ★ ★

Great health insurance, especially good if you living overseas for long period.

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**Ben Stewart** ★ ★ ★ ★ ★

I bought my policy with Regency a year ago and I am planning to increase my plan upon my renewal. Great benefits and worth it. Thank you for the good service.

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**Richard Blake** ★ ★ ★ ★ ★

Am very happy with the plans. Have both health and life insurance cover with Regency. Never used the life, obviously... used the health a few times.

Claims settled quickly with no issues or problema. Professional and friendly people.

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**Pierre Ricaud** ★ ★ ★ ★ ★

Good health insurance policy backed up by a friendly and professional team. Questions are answered quickly and they are quite helpful when using the cover.

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**Charlotte Barthes** ★ ★ ★ ★ ★

I am very happy with the support the medical staff at Regency have given over the last couple of year. Their knowledge and experience is really good and being able to access them whenever i need to has been great. 100% recommend!

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# Reviews



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**Eric Dawes** ★ ★ ★ ★ ★

Living in Asia for the last 20 years, this has been the best health insurance cover and the best experience i have had with an insurance company. ”

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**David Lee** ★ ★ ★ ★ ★

My experience with Regency has been very positive so far. Trustful and very supportive. They helped me gather all the necessary documents for my claim to be fully covered. Calm and friendly team. ”

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**Chelsea McCarthy** ★ ★ ★ ★ ★

Regency have been so helpful. I was involved in a bike accident and rushed to the hospital. My partner had called them to tell them what happened and they sorted everything out, even calling the hospital to let them know I was on the way. Their friendly service, match with the added benefits are so good and (in my opinion) great value for money! ”

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**Silvia Esteban** ★ ★ ★ ★ ★

I am impressed that during my first few months with regency, they constantly give me updates about my policy status. Whenever I have questions, they are able to answer and give solutions fast. This shows they really care about they're customers. Very recommendable. ”

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**Andrew Bole** ★ ★ ★ ★ ★

Surprisingly good for an insurance company. Regency have been able to change my mind about the industry. ”

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**Poppy Woods** ★ ★ ★ ★ ★

I have just got off the phone with Barb, she is a nutritionist at Regency. She was so nice and helpful and I now have my very own nutrition plan. I didn't think you could get this from an insurance company. I am very happy with everything that is being given to me from them. They deserve all the praise! ”

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**Georgie Robertson** ★ ★ ★ ★ ★

I made a claim a couple of weeks ago and it couldn't have been smoother. The customer service lady was so nice and super helpful. She also told me about a nutrition program that they have, which is so good! I think these guys are great! ”

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**Yolanda Gates** ★ ★ ★ ★ ★

I have just finished a fitness consultation with them and it's so good and detailed. Looking forward to getting it going! Great little addition to my health insurance, been with them for 2 years now and only have good things to say. ”

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**Nathan McBride** ★ ★ ★ ★ ★

Just made a claim and the service was fantastic. Everything was handled perfectly and it was so quick! Huge thanks to the team and I highly recommend! ”

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**Anna Tilbury** ★ ★ ★ ★ ★

Very happy with the service that I received. The claims team handled everything for me and it was so fast. ”

# Reviews



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**Alex Lim** ★ ★ ★ ★ ★

Really great service, loads of additional benefits provided and an extremely professional team. Definate recommend. Have made a few claims so far, all just for GP visits but they have been paid quickly.

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**Willem Nel** ★ ★ ★ ★ ★

Quick and super friendly, not to mention on the ball when it comes to claims. The few times I had issues these folks sorted it out immediately. Brilliant customer service too. Don't really get where all the negative reviews are coming from too?

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**Hilarie Gutoskie** ★ ★ ★ ★ ★

Good experience with Regency, they are surprisingly attentive. I get a call every now and then from my account exec there asking how it is going and if there is anything he can help with. The team are completely in the zone. Whoever does the customer service training deserves a pay rise!!!!!!

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**David Capriolo** ★ ★ ★ ★ ★

Well priced, good benefits, easy to apply. Have found Regency to be an overall good experience. Have only submitted one claim to date and it was paid quickly. Making a claim isnt too difficult and they did a bank transfer within a couple of days.

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**Sandra Evans** ★ ★ ★ ★ ★

Never experienced as much ease when making a claim. Everything in the process was explained in detail and I was kept up to date constantly. Thanks Regency!

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**Sophie Turner** ★ ★ ★ ★ ★

Thank you Regency! Everything organized for me and all done very speedy. The lady that dealt with my claim was so polite and extremely detailed.

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**Rebecca Wright** ★ ★ ★ ★ ★

Very nice people who helped me get my claim. They make everything so simple. Thank you!

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**Oliver Stevens** ★ ★ ★ ★ ★

Best service from an insurance company. Quick to respond and professional.

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**Stephanie Gray** ★ ★ ★ ★ ★

These guys were brilliant! I don't know what they could have done better. Nice people to talk to over the phone and easy to claim. I've been using them for a number of years and their benefits are incredible. Doing the fitness one right now and it's showing results already.

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**Alison Stubbs** ★ ★ ★ ★ ★

Recently used the fitness and nutrition benefits they include on the international health insurance. Very very good, the consultants are fantastic. Friendly, knowledgeable and give fantastic info. Am completely happy with the service.

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# Reviews

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**James Mitchell** ★ ★ ★ ★ ★

All round good service. Prompt replies and no problems when making a claim. One of my better insurance experiences.

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**Daniel White** ★ ★ ★ ★ ★

Very responsive Great customer service, settled claim within a day, money in my bank account the next day. Friendly, helpful and professional staff.

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**Peter Feige** ★ ★ ★ ★ ★

A massive thank you to all the medical staff at Regency for your support. You have helped me and my family through a stressful time and your professionalism is appreciated.

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**Chris Houston** ★ ★ ★ ★ ★

Great benefits and service from regency expat health insurance. Now in my 6th year being covered by regency and am very happy with them. The price has been consistent and the response to claims always quick and painless.

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**Vlad Petrov** ★ ★ ★ ★ ★

I want to say thank you to regency for the added benefits included in my health insurance plan. I am using the nutrition, fitness and counselling benefit frequently. The consultants are very knowledgeable and experienced. I can already see the difference.

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**Anika Seles** ★ ★ ★ ★ ★

This is very excellent health cover. I am thanking the claims staff at regency for good support for my husband whilst he needs in hospital. Thank you.

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**Grant King** ★ ★ ★ ★ ★

Regency health insurance have simplified everything. The whole process went smoothly and getting reimbursed was easy. Well done to the team.

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**Stephen Hall** ★ ★ ★ ★ ★

Good company, great service, pay claims and are professional and courteous. I find the staff at regency health insurance to be helpful.

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**Kenneth Chan** ★ ★ ★ ★ ★

I write to say thank you to the medical claims doctors at Regency. Your service is fantastic and your guidance and assistance over the last few months essential to my recovery. Thank you.

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**Brigitte McCarthy** ★ ★ ★ ★ ★

They are very supportive, keep me updated with information and have lots of extra benefits. Needed coronavirus cover for my thailand visa which it has but also includes loads of great stuff.

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# Reviews



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**Jose Perez** ★ ★ ★ ★ ★

This is an excellent company for health insurance. The insurance cover is very comprehensive and it is supported with a great service. My hospital claim was submitted to regency on the 2nd of December, they were contacting the doctor that same day and paying the costs directly. I was having my operation on the 3rd and discharged on the 4th. The hospital was very good and so were the regency claims doctors.

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**Brendan Metcalfe** ★ ★ ★ ★ ★

Have been covered through Regency health insurance here in Hong Kong for over 5 years and they have always been extremely attentive to mine and my family's needs. The price has been very good value each year and you don't get any surprises at renewal time. The claims service is helpful and never tries to get out of paying claims. I am very pleased with Regency and will continue to use them whilst I live in Hong Kong.

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**Emma Young** ★ ★ ★ ★ ★

Thank you for all of your support during a very scary time. Your medical people were friendly and helped me through the entire process. I am a customer for life.

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**Tim Short** ★ ★ ★ ★ ★

I have made some claims and they were reimbursed to me within just a couple of days. The process is quite easy, all done through email and there is just a few questions to answer. No problems.

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**Ben Williams** ★ ★ ★ ★ ★

I am lucky enough to have Regency health insurance cover for myself and my wife through my work. It is the best of all the employee benefits they provide. Both of us have had cause to use the cover and there has never been any dispute or problem. The customer service agents are all extremely friendly and reassuring and make sure that you understand the process and everything you need to know. I would recommend Regency without a moment's hesitation, they are outstanding in my view.

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**Alan Tyler** ★ ★ ★ ★ ★

Excellent care and treatment. Well organised and follow up care second to none. The Regency doctors are available whenever I need them and they deal directly with the hospital so no much admin for me to do. They also organise all of the payments with the hospital too. I don't have to pay out of my own pocket.

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**Jessica Barnes** ★ ★ ★ ★ ★

Not cheap but quite good value. Lots of additional benefits, but not sure if I will need to use them. Haven't made a claim yet which will be the real test. The application was quite simple and the documents were sent to me same day.

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**Toby Atwell** ★ ★ ★ ★ ★

Having been with Regency Assurance for over 5 years I can say that they are a professional and customer friendly company. The prices have been good the entire time, the cover comprehensive and they have paid claims promptly and without any obstacles. Overall I have found them to be good value.

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**Susie Park** ★ ★ ★ ★ ★

I am very happy with regency as my insurance carrier. The cover is good value and offers high levels of cover.

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**Gillian Nixon** ★ ★ ★ ★ ★

Very good at paying claims quickly. Comprehensive benefits with lots of free add on services. Overall good value.

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