

CASE STUDY

Fast Track Claim Resolution



Urgent GOP Issuance for Child Emergency in Cambodia

► Background

In this case, Jack, a 5-year-old British child living in Cambodia with his parents, fell critically ill. He experienced a high fever exceeding 40°C, which posed a severe risk of febrile convulsions or worse. In this highly stressful situation, Jack's parents immediately contacted the Regency Global Assistance Centre (GAC) for support.

► Response

Upon receiving the call from Jack's parents, GAC immediately stepped into action. The parents had already arranged for an ambulance and intended to take Jack to a specific hospital they trusted. Regency's Global Assistance Centre confirmed that this hospital was part of their Guarantee of Payment network, allowing the issuance of a GOP for Jack's treatment.

► Fast Track Service in Action

GAC proactively contacted the hospital ahead of Jack's arrival, alerting them to the situation and instructing them to send all necessary admission documents upon the child's arrival. This preemptive coordination allowed the hospital to be fully prepared for Jack, streamlining his admission.

Upon Jack's arrival at the emergency room, the GAC received the required documents and issued a GOP in real time. This ensured Jack received immediate medical attention, followed by a seamless transfer to a private room for further treatment.

► Support During Admission

As Jack's condition worsened, he was transferred to the Intensive Care Unit (ICU). Regency's GAC swiftly increased the GOP to cover the additional costs associated with intensive care, ensuring that the family's focus remained solely on Jack's recovery.

► Smooth Recovery and Discharge

After several days of care, Jack made a full recovery from his acute infection. The final GOP was promptly issued upon his discharge, allowing the family to leave the hospital without the burden of medical bills or paperwork delays. The entire process was managed swiftly, efficiently, and with the highest degree of professionalism by the Regency Global Assistance Centre.

REGENCY ASSURANCE OVERVIEW

Regency Assurance is an internationally regulated insurance provider, specializing in expatriate insurance products through its brands Regency for Expats and Regency Employee Benefits. A key element of Regency's exceptional service is the Regency Global Assistance Centre (GAC), which operates 24/7, offering critical support to members around the world. The GAC facilitates quick and efficient claims processing through its Fast Track Claims Service and Guarantee of Payment (GOP) Service, ensuring that members receive the best possible care without delay in times of emergency.