

University of Tsukuba

Overseas Risk Management Seminar

OSSMA

(Overseas Student Safety Management Assistance)

Reference Materials for OSSMA Service



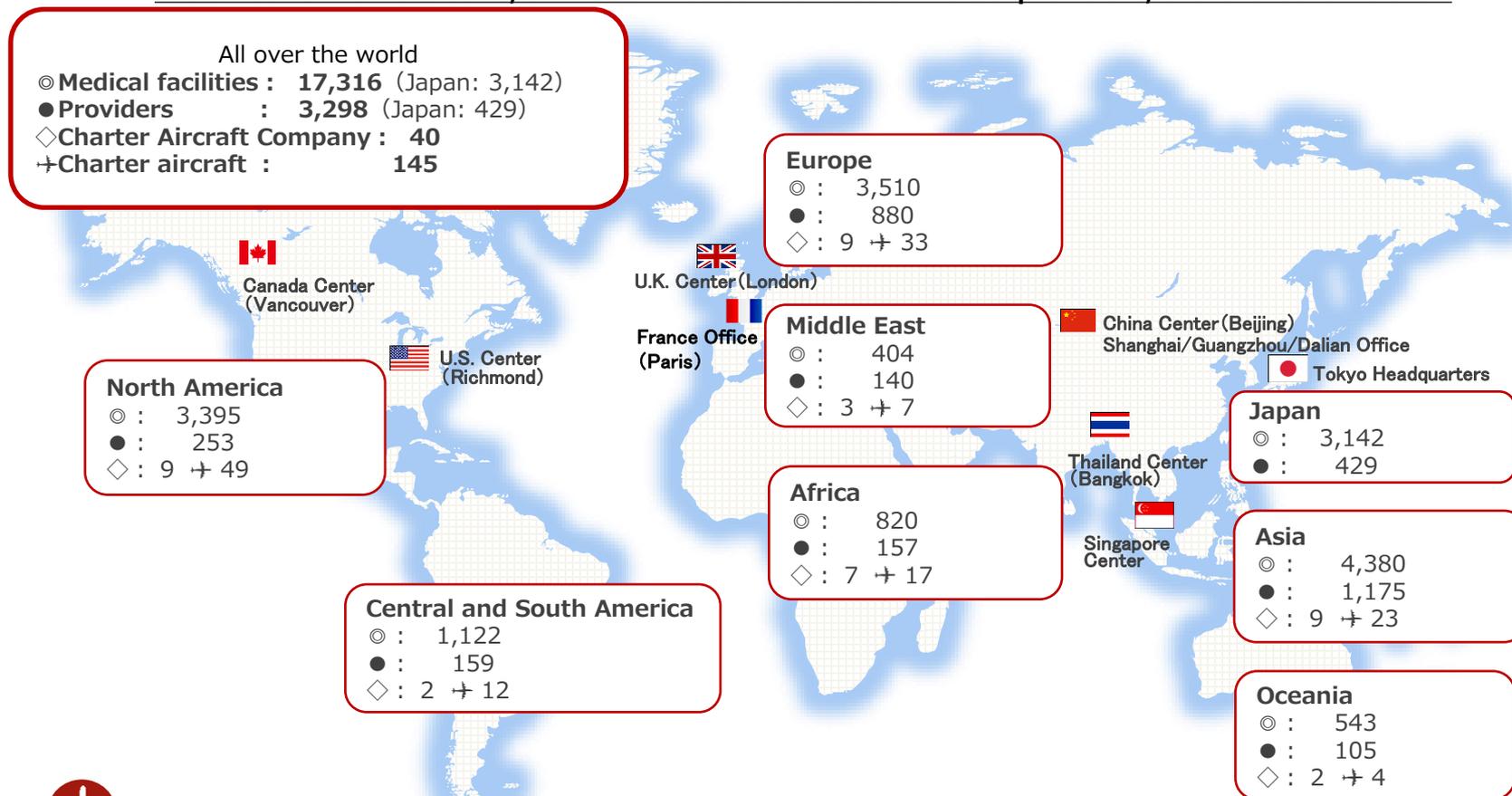
Emergency Assistance Japan Co., Ltd.

<http://www.emergency.co.jp>

1. EAJ Assistance Network

We have a global network of medical assistance providers and employ local agencies and providers to provide a broader and more diverse range of support.

EAJ's network of locations, affiliated medical facilities affiliated providers, and charter aircraft ※



Utilizing our extensive network of charter aircraft, we offer the best means of transportation from a wide range of options. We can also combine commercial flights to reduce the physical and financial burden of transportation.

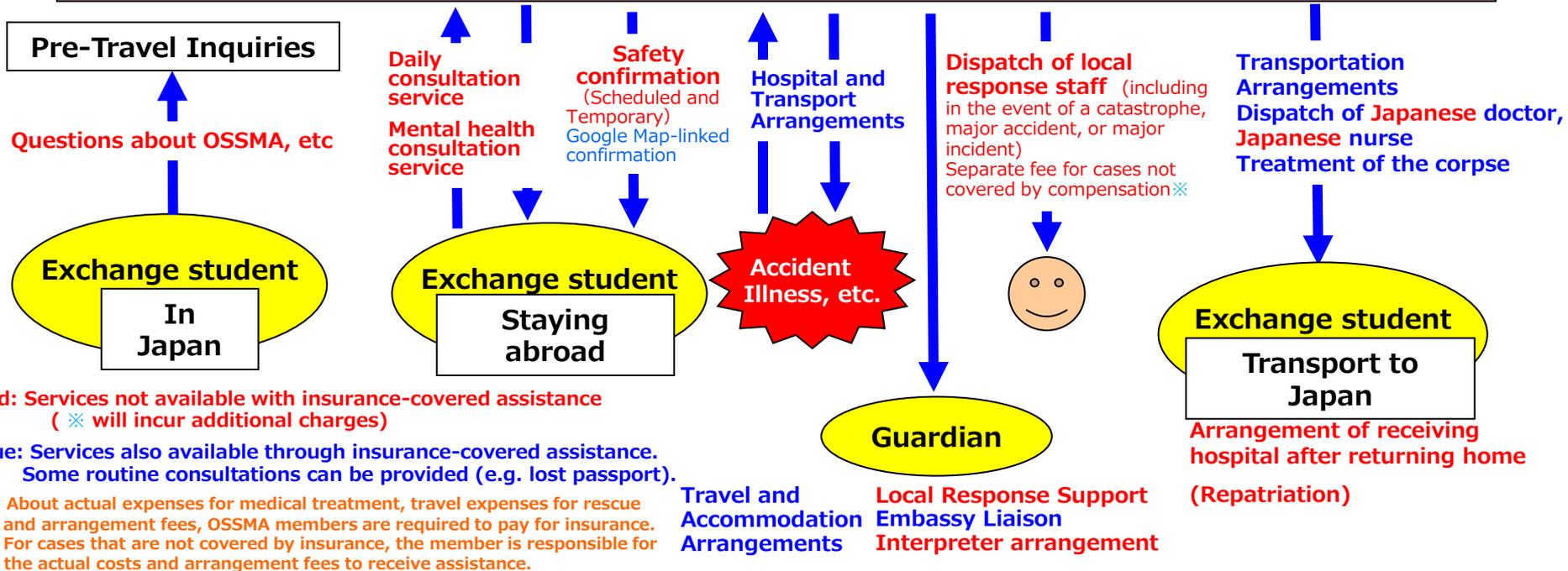
※As of January 2024

1. About OSSMA services

OSSMA is enrolled in conjunction with overseas travel insurance for the dispatch of international students, provides assistance not covered by overseas travel insurance. OSSMA can also provide assistance in cases where insurance assistance is not available (e.g., treatment of pre-existing disorder).

E A J (OSSMA Help line)

24 / 365 Japanese/English call center



Red: Services not available with insurance-covered assistance (※ will incur additional charges)

Blue: Services also available through insurance-covered assistance. Some routine consultations can be provided (e.g. lost passport).

※ About actual expenses for medical treatment, travel expenses for rescue and arrangement fees, OSSMA members are required to pay for insurance. For cases that are not covered by insurance, the member is responsible for the actual costs and arrangement fees to receive assistance.

1. Overseas Travel Insurance

Cases in Which Insurance Money Will Not Be Paid

1. Even if you get insured, the insurance company will not pay you insurance money in some cases.
2. **In situations not covered by insurance, OSSMA can still provide assistance through its own overseas network of affiliated medical institutions and providers.**



- Offices and Japanese-language call centers in seven countries
- 17,316 medical institutions and 3,298 providers worldwide
- Emergency medical and air medical transport specialists are available
- Network of 145 dedicated aircraft with 40 companies worldwide

Major Examples of Non-Payment Cases

**Injury/disease due to noncompliance with local laws and regulations
(use of cannabis and driving without a driver's license)**

Injury sustained due to a fight

**Disease suffered since before departure from Japan
(pre-existing disorder)**

**Injury/disease caused by attempted suicide
(often caused by mental disorder)**

Death/injury due to war/riots (excluding terrorism)

"Grey zone" cases for the insurance company

Treatment of dental diseases (for insurance without a dental rider)

Loss of belongings (not by theft)

Cash and contact lenses

In cases not covered by insurance, the member will be responsible for the actual cost of medical treatment and arrangement fees.

2. How to use the OSSMA app

1. Download the OSSMA app

Use the QR code to download the app from the App Store or Google Play

2. Log into the app and register the required information

After downloading the app (**Step 1**), edit and register personal information and other items required for the service application and information related to your itinerary

* If the person paying is a member, you will not be able to use some app functions until the payment in **Step 4** is completed

3. Application completion e-mail

You will receive an e-mail confirming that your application has been completed

4. Payment notification e-mail (if the person paying is a member)

Members make payments via e-mail or the "Pay" button in the app

5. Payment confirmation e-mail (if the person paying is a member)

At this point, the member will be able to use all the features of the app

6. Click the "Apply for Service" button to register details such as insurance information and additional itineraries

2. OSSMA member registration and application procedure

Downloading the OSSMA app

Download the OSSMA app from the App Store or Google Play

QR codes for app download

Note: If you search and download from the apps list, **please do not download an older version of the app**



New app icon



 This one

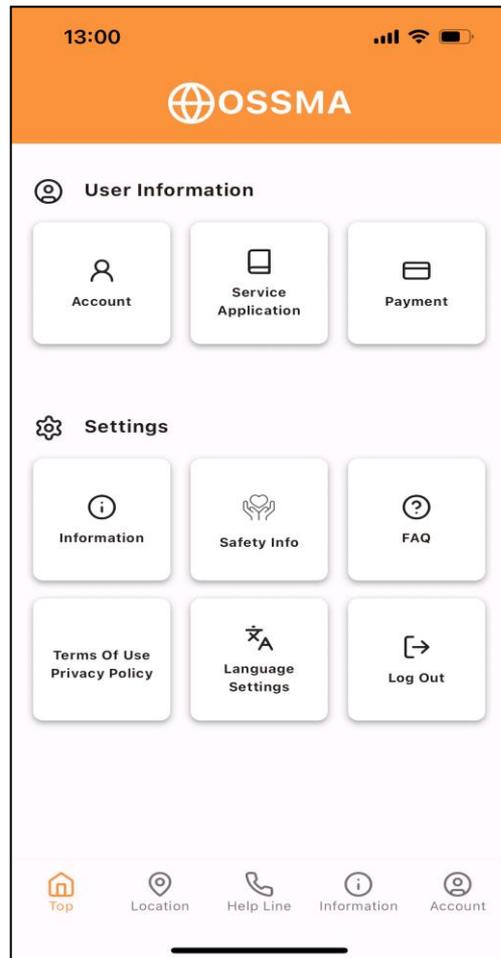
 Old app icon



Don't download this one



2. About the OSSMA app: Top page

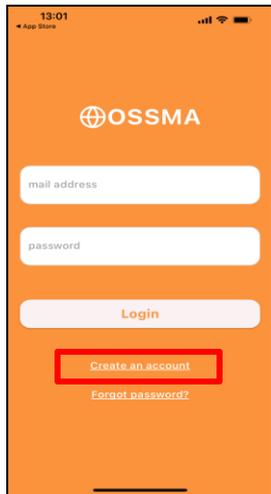


Tap the icons at bottom of screen depending on what you need

- 
Top ... This screen is always displayed when app starts
- 
Location ... Safety Confirmation
- 
Help Line ... Search/call helpline numbers
- 
Information ... Notifications from OSSMA or your school
- 
Account ... Display user information

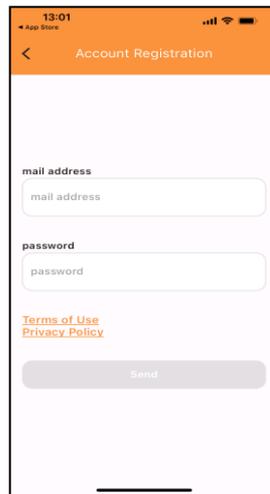
2. About the OSSMA app: Member registration and application procedure

① New member registration How to register a new member via the app



1. New member registration

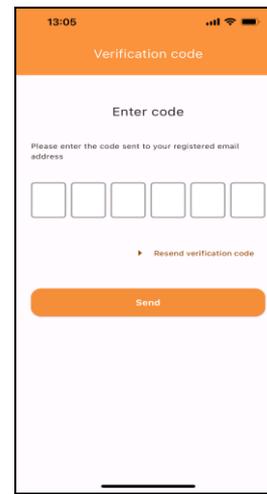
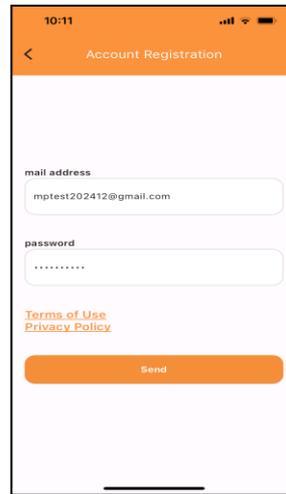
Download app, click "New member registration" then proceed to register



2. Enter e-mail address and password

You will be redirected to the e-mail address and password input screen. Type a password (at least 8 characters including upper- and lower-case letters and numbers), open and confirm "Terms of use" and "Privacy Policy" links, then tap the send button.

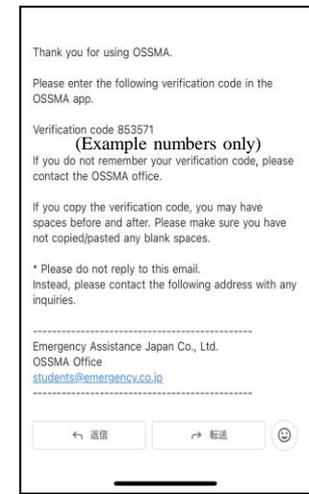
Note: You can only proceed after confirming the "Terms of use" and "Privacy Policy."



3. Enter the verification code

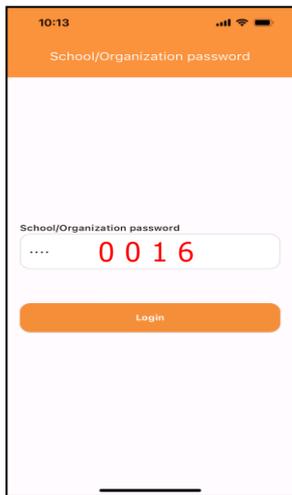
After tapping "Send" you will be redirected to the code input screen. The e-mail address will receive an e-mail with the details shown above right. Copy and enter the verification code.

Note: The code does not fill automatically, so please be sure to check your e-mail then enter the code.



2. About the OSSMA app: Member registration and application procedure

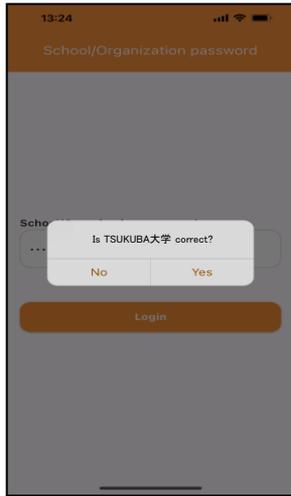
① New member registration How to register a new member via the app



4. Enter school/organization password

You will be redirected to the school/organization password **0016** input screen.

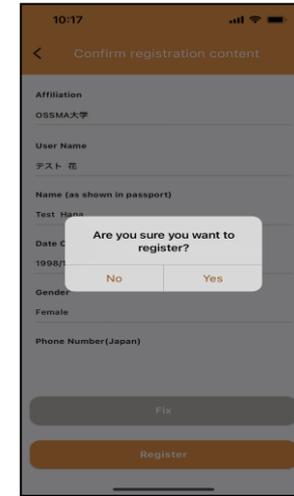
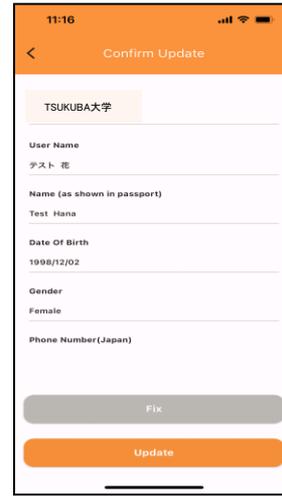
After you enter your school/organization password, the screen will indicate "University of Tsukuba" "Is this correct?" If correct, tap "Yes."



5. Enter user information

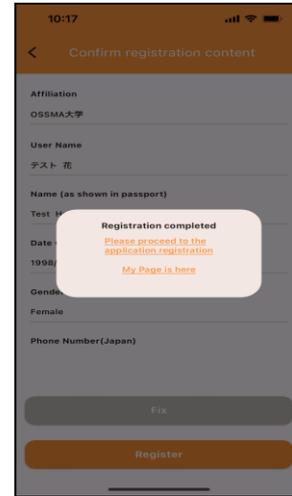
You will be redirected to the user information input screen. E-mail address cannot be changed. If you want to use a different address, please restart registration.

After you enter details, a confirmation screen will be displayed. When you see "Are you sure you want to register?" tap "Yes" to complete registration. If you close the app during registration, you will need to start again by entering your school/organization password.



6. Registration completion

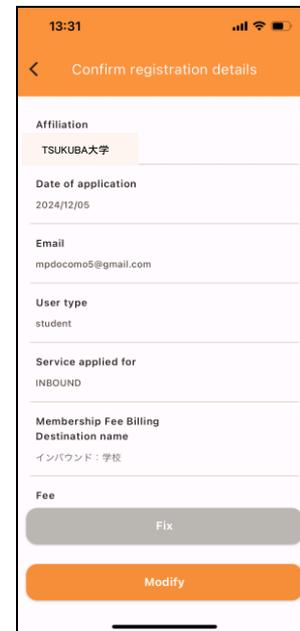
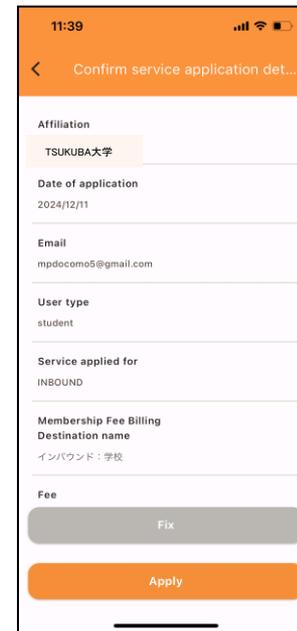
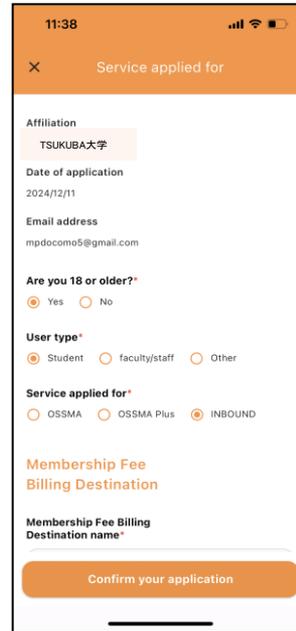
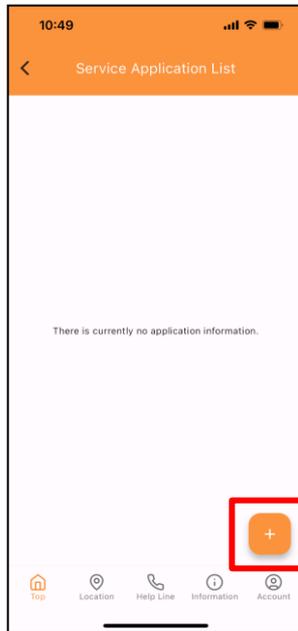
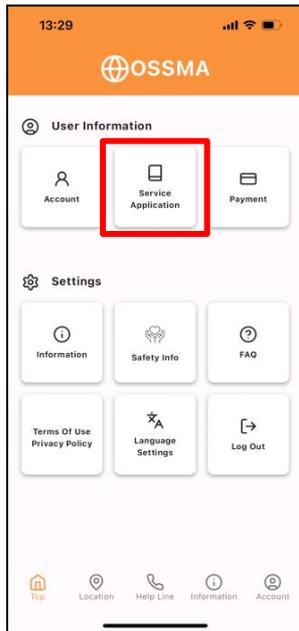
After registration is complete, you will be prompted to proceed to the application or return to the top screen.



After completing the New member registration, continue with the "Service Application" registration.

2. About the OSSMA app: Member registration and application procedure

② Service application How to do a service application via the app



1. Application registration

Tap "Service application" on top screen of the app. When redirected **Tap "+" at the bottom right of the service application list.**

Note: If the "+" button is gray, you cannot make an application because payment has not been completed for another application, etc.

2. Enter application details

Select the service you are applying for and who is paying the membership fee, etc. Enter destination information, etc.

Note: If the user type is faculty/staff, you can only select OSSMA.

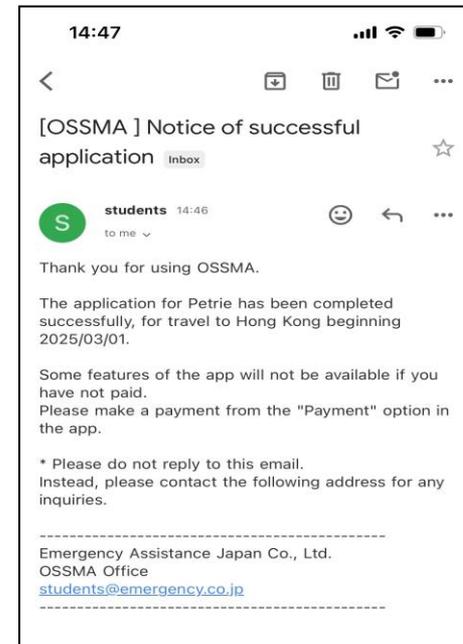
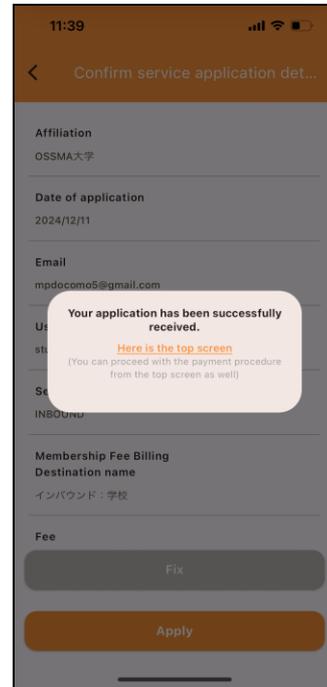
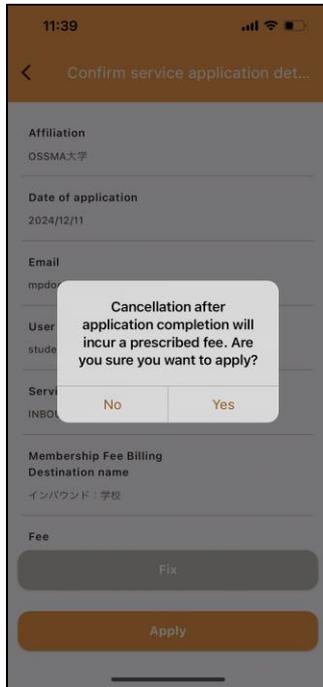
3. Confirm registration details

Confirmation screen for details entered in **Step 2.** will display. Check to ensure details are correct. Fees will be calculated automatically based on duration of travel.

Note: Amount will include an administrative fee.

2. About the OSSMA app: Member registration and application procedure

② Service application How to do a service application via the app



Registration completion e-mail

When your registration is complete, you will receive an e-mail like the one above.

Note: When your registration is complete, a notification like the above e-mail will also be sent to the account of your school/organization.

4. Registration completion

After confirming the details in **Step3.**, tap "Apply."
The details will be displayed. Tap "Yes."
After the application is completed, you can either return to the top screen or proceed to pay.

2. About the OSSMA app: Member registration and application procedure

② Service application How to make a member payment via the app



Make a payment from the app
Tap "Pay" to display the payment list screen.

If more than one option is shown,
tap your selection from the list.

Payment by credit card is recommended.
If payment is done via a convenience store there could be delays in completing payment. This could occur for example if the payment deadline has passed or if the required customer number is not known at the time of payment.

Pay from Payment screen

After selecting the appropriate payment option, you will be redirected to the Payment screen. Select credit card or convenience store to complete the payment.

After payment is completed
After payment is completed, tap the corresponding service from "Service Application" to activate it and enable use.

2. About the OSSMA app: Member registration and application procedure

② Service application How to make a member payment via e-mail

姓名様
このたびは弊社サービスにお申込みいただきまして、ありがとうございます。
下記お申し込みを受け付けましたのでご確認の上、お支払い手続きをお願い致します。

■お申込内容

店舗名 : OSSMA-TEST
金額 : 0,000
税込送料 : 100
決済総額 : 0,100
オーダーID : bd1c4426a1d781dfc393330bad
メールアドレス : dummy@emergency.co.jp

***** お支払い手続きの手順について

下記リンク先にアクセスして、ご注文内容・お支払い金額等をご確認ください。
確認後、ご利用される決済手段を選択し、必要事項のご入力をお願いします。

<https://stg.link.mul-pay.jp/v2/plus/tshop00065745/checkout/1fc8af66b2e9fe89e8efd0609090eabc94723bf7e29d7f024744957c9fd0c786>
(上記URLの有効期限 : XXXXXX)

※本メールは送信専用アドレスより送信しております。
本メールへ返信頂いても回答致しかねますのでご了承下さい。
※商品に対するお問合せは恐れ入りますがご購入された店舗までご連絡ください。
※本メールにお心当たりがない場合、破棄願います。

/////////
お問合せ先 : OSSMA事務局カスタマーサービス
メールアドレス : eaj
電話番号 : 09000000000
受付時間 : 10:00-17:00
/////////

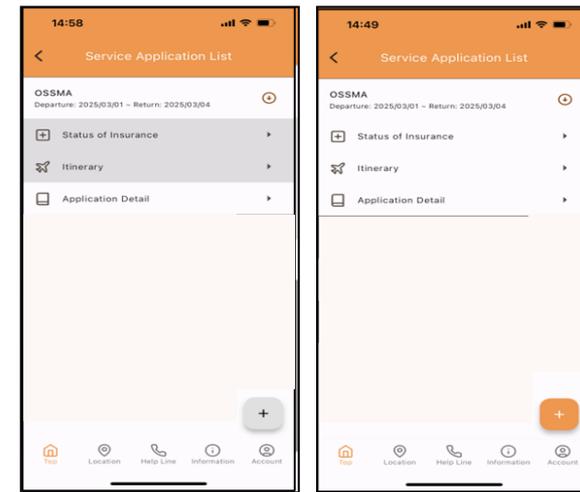


Payment by credit card is recommended.

If payment is done via a convenience store there could be delays in completing payment. This could occur for example if the payment deadline has passed or if the required customer number is not known at the time of payment.

Pay via e-mail

After completing the application, you will receive an e-mail like the one on the left. Please click on the link to be redirected to the Payment screen. Select credit card or convenience store to complete the payment.



After payment is completed

After payment is completed, tap the corresponding service from "Service Application" to activate it and enable use.

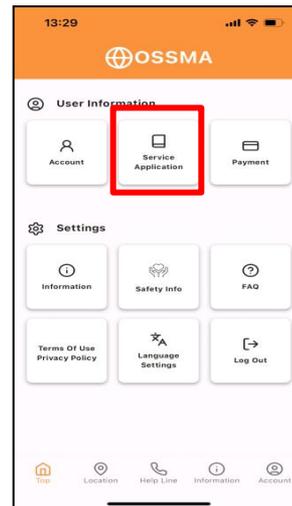
2. About the OSSMA app: Member registration and application procedure

③ Paying the membership fee Credit card payment

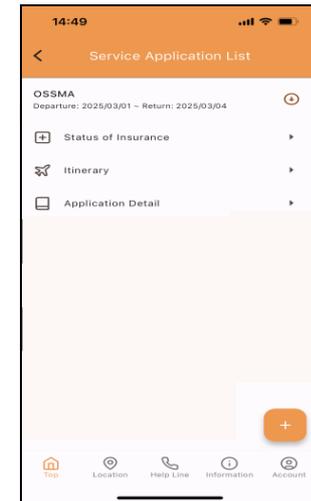



Enter your credit card information on the same screen and complete the payment.

■ How to confirm payment has been completed ■
After completing payment, tap "Service application" again after waiting about 5 minutes. The insurance status and itinerary items should no longer be grayed out, allowing you to enter those items. However, if those items are still grayed out after a few hours, please contact the OSSMA service desk.



>



Items are grayed out until the system recognizes the payment as being completed.

2. About the OSSMA app: Member registration and application procedure

③ Paying the membership fee convenience store payment



お支払い手続き

コンビニ

ご利用するコンビニ **必須**

ローソン

氏名 **必須**

オスマ たちし

フリガナ **必須**

オスマ たちし

電話番号 **必須**

08012345678

メールアドレス **任意**

メールアドレス (確認用)



お支払い手続き

コンビニ

ご利用するコンビニ

ローソン

氏名

オスマ たちし

フリガナ

オスマ たちし

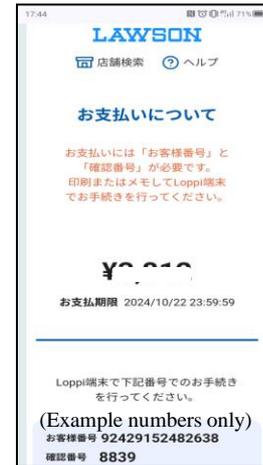
電話番号

08012345678

メールアドレス

osmahav@email.com

再入力 確定



LAWSON

店舗検索 ヘルプ

お支払いについて

お支払いには「お客様番号」と「確認番号」が必要です。
印刷またはメモしてLoppi端末でお手続きを行ってください。

¥2,000

お支払期限 2024/10/22 23:59:59

Loppi端末で下記番号でのお手続きを行ってください。

(Example numbers only)
お客様番号 92429152482638
確認番号 8839



お客様番号 92429152482638
確認番号 8839

お支払いの流れ

- お支払いは現金のみとなります。

- Loppi端末のトップ画面にて「各種番号をお待ちの方」を選択してください。
- 「お客様番号」を入力し、「次へ」を選択してください。
- 「確認番号」を入力し、「次へ」を選択してください。
- 表示された内容を確認後、よろしければ「はい」を選択してください。
- 印刷された申込券をレジにて提示し、30分以内にお支払いください。

代金と引き換えに「払込受領証」を必ず

① Select “Convenience store” payment and choose the convenience store where you will pay (options include Lawson, Family Mart, Ministop, Seicomart).

② Check the details and if everything is correct, tap “Confirm.”

③ Follow the on-screen instructions to pay at the convenience store. If the payment deadline has already passed, please contact the OSSMA service desk.

2. About the OSSMA app: Member registration and application procedure

③ Paying the membership fee convenience store payment

For a convenience store payment, details of the payment method will also be sent to the e-mail you have registered with the app.

コンビニ決済お支払番号のお知らせ 受信トレイ

決済サービス送信専用アドレス <system@p01.mul-pay.com>
To
オスマただし様

この度はご注文ありがとうございます。
下記の内容にてお申し込みを受け付けましたのでご確認のうえ、お支払期限までにお近くのコンビニにてお支払いください。

■ご指定のコンビニ
ローソン

■ご注文内容

店舗(サイト)名: OSSMA E.A.J
受付日時: 2024/10/22 14:44:13
価格: 3,812円
お支払期限: 2024/10/22 23:59

※お支払いには「お客様番号」と「確認番号」が必要です。
メモを取るか、このメールを印刷して、コンビニまでお持ちください。
※お支払いは現金のみとなります。

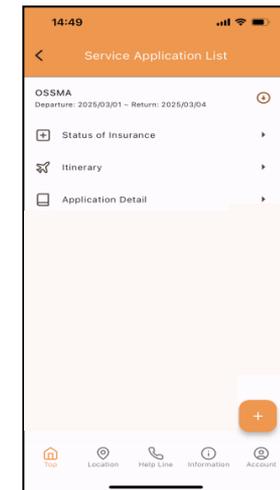
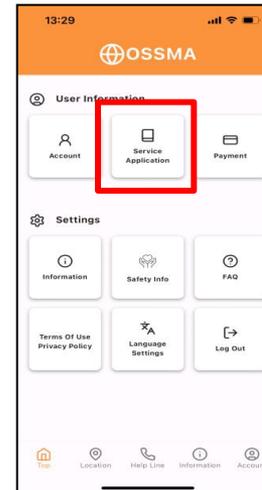
■Loppiでのお支払い方法

お客様番号: 92429152482638
確認番号: 8839

1. Loppi端末のトップ画面にて「各種番号をお持ちの方」を選択してください。
2. 「お客様番号」を入力し、「次へ」を選択してください。
3. 「確認番号」を入力し、「次へ」を選択してください。
4. 表示された内容を確認後、よろしければ「はい」を選択してください。
5. 印刷された申込券をレジにて提示し、30分以内に現金でお支払いください。
6. 代金と引き換えに「払込受領証」を必ずお受け取りください。

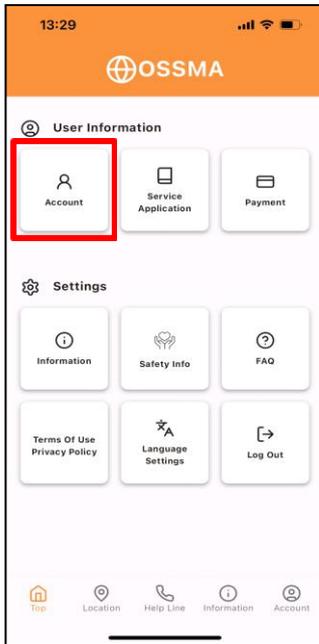
※本メールは送信専用アドレスより送信しております。
本メールへ返信頂いても回答致しかねますのでご了承ください。

■ How to confirm payment has been completed ■
After completing payment, tap "Service application" again after waiting about 15 minutes. The insurance status and itinerary items should no longer be grayed out, allowing you to enter those items. However, a convenience store payment could be delayed by a few hours before being recognized by the system. Please contact the OSSMA service desk if the situation does not change even after several hours.



Items are grayed out until the system recognizes the payment as being completed.

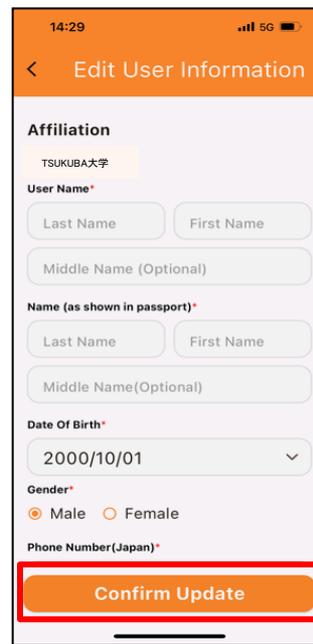
2. About the OSSMA app: How to change your user information



① Tap "User information."



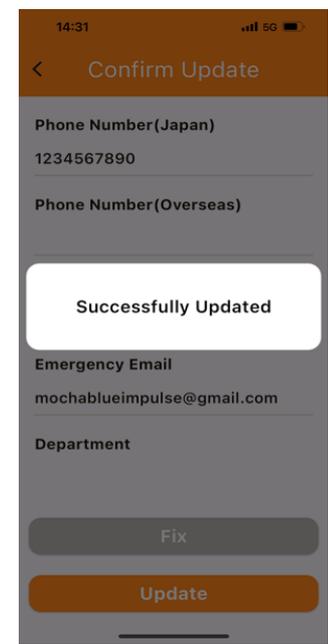
② Tap "Edit" in the upper right corner.



③ Enter the items you want to change, then tap "Confirm update."



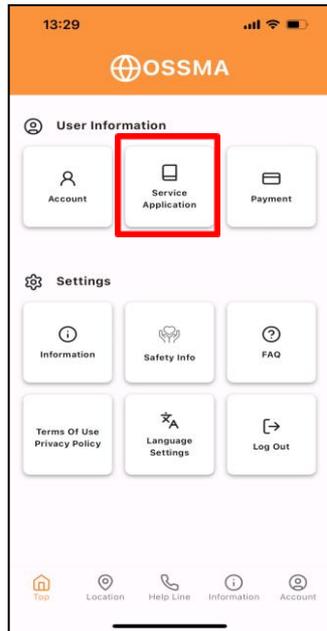
④ Confirm the changes and if all is correct, tap "Update."



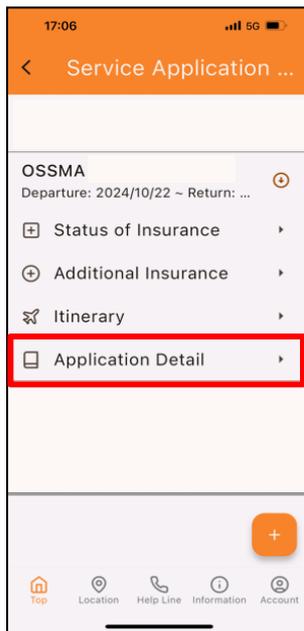
⑤ You are done when the screen displays "Update complete."

To make another change, tap "Modify" to return to the input screen.

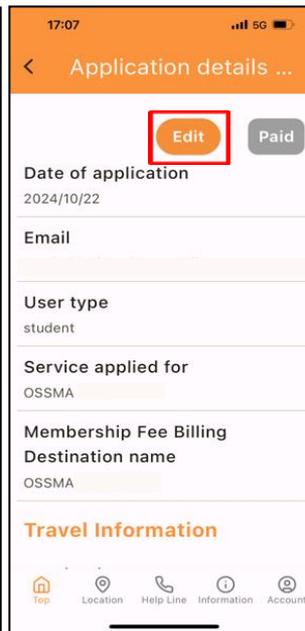
2. About the OSSMA app: If you want to change your travel period



① Tap "Service application."



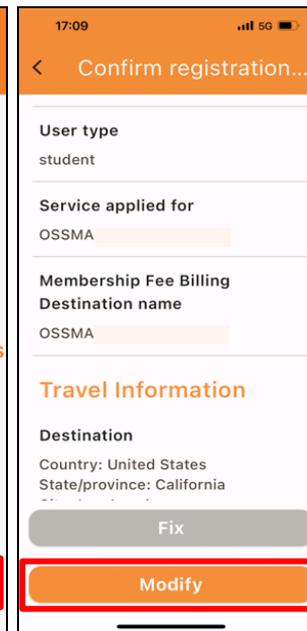
② Select the application you want to change and tap "Application details."



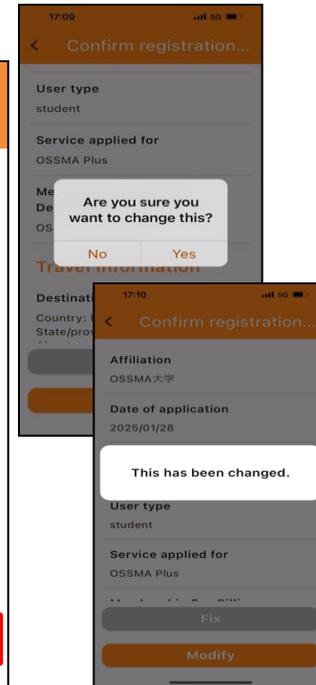
③ Tap "Edit" in the upper right corner.



④ Enter the period you want to change, then tap "Confirm details."



⑤ Tap Change. To make another change, tap "Modify" to return to the input screen.

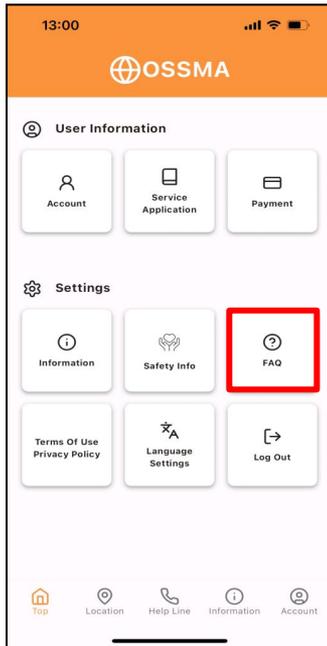


⑥ If you want to make the change, tap "Yes."

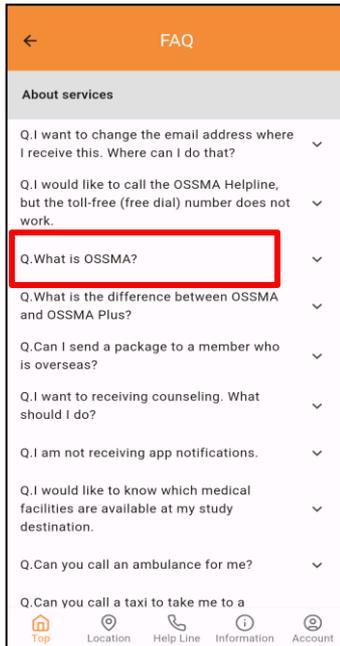
If you want to reconfirm the details, tap "No."

In the event of a change in duration, additional payment may be required depending on the duration of the modification.

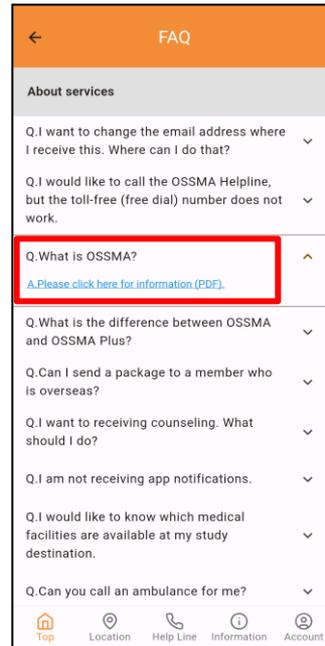
2. About the OSSMA app: Service details



① Tap FAQ.



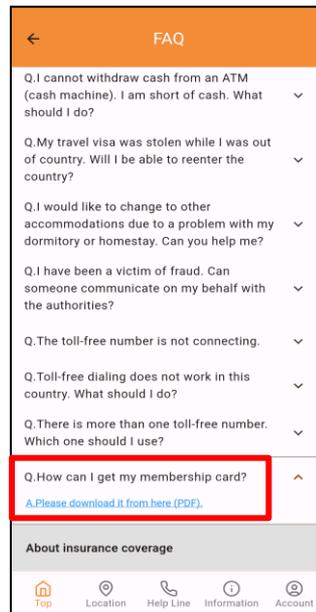
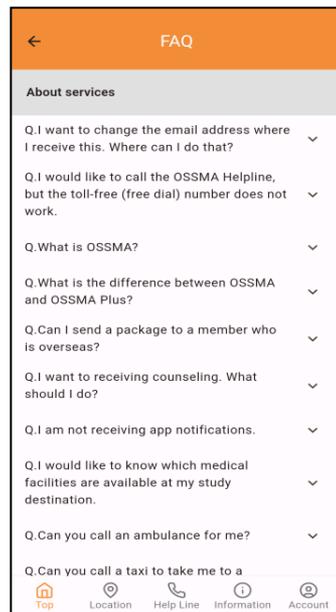
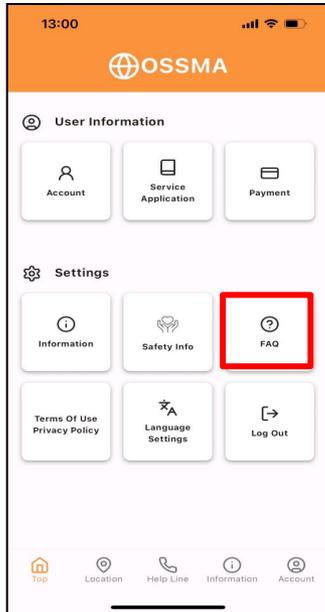
② "About the service" category
Click "What is OSSMA?"
then tap the link that appears to view the information in a PDF document.



1. OSSMA / OSSMA Plus Service Contents ⁴⁾	
※ The OSSMA / OSSMA Plus service is available to different schools and organizations. ⁴⁾ Please check with your school or organization. ⁴⁾	
24hrs / 7days ⁴⁾	
1. Personal Assistance ⁴⁾	In the event of loss of property or travel documents, such as passport, air tickets, or credit cards, OSSMA will assist you in reporting the loss to the necessary agencies and in the reissue of essential documents. ⁴⁾
2. Overseas Medical Assistance Service ⁴⁾	In case of illness or injury, the following services are available. ⁴⁾ ① Medical institution arrangements ② Transportation arrangements ⁴⁾ ③ Telephone interpretation when participating in overseas medical institutions, etc. ⁴⁾ ④ Arrangement for interpreter ⑤ Arrangement for transportation back home ⁴⁾ ⑥ Dispatch of doctors and nurses ⑦ Japanese hospital arrangements after returning home ⑧ Overseas travel insurance claim support ⁴⁾
3. Safety Confirmation ⁴⁾	In order to confirm your safety, OSSMA will periodically and temporarily send a Safety Confirmation Request by notifications and email. If a response is not received, then we may call one or more of the contact telephone numbers that you have provided in cooperation with the university. ⁴⁾
4. Mental Health Support ⁴⁾	OSSMA will arrange mental health consultations (counseling fees at member's expense). You may also consult anonymously with Japanese medical profession through the OSSMA Toll-Free Line. ⁴⁾
5. Family Travel Assistance ⁴⁾	If you are hospitalized, OSSMA will make a temporary payment for airline ticket and accommodation expenses for your family and university staff traveling to your bedside. ⁴⁾
6. Other inquiries about OSSMA ⁴⁾	We will answer any inquiries you may have about the app. ⁴⁾
※ OSSMA members are responsible for the following expenses: ⁴⁾ Medical expenses, translation/interpretation costs, medical evacuation and transportation costs, mental counseling	
coverage of 100 million yen for medical treatment and rescue expenses. All actual expenses such as medical expenses, translation/interpretation costs, medical evacuation and transportation costs, mental counseling fees, etc. are covered by OSSMA Plus. ⁴⁾	
Other compensation such as liability and baggage other than medical treatment and rescue expenses are covered by OSSMA Plus members-only additional overseas travel insurance (Additional insurance), so when using OSSMA Plus, please also buy OSSMA Plus members-only additional overseas travel insurance (Additional insurance). ⁴⁾	
The following is common to both OSSMA and OSSMA Plus services. ⁴⁾	
◆Eligibility for the service	The services are available only to OSSMA and OSSMA Plus members. ⁴⁾
◆Duration of OSSMA service	Members are entitled to the services only while residing abroad and within the contract term. ※ The services does not apply during temporary return to Japan. ⁴⁾
◆Force Majeure ⁴⁾	The services does not apply in circumstances of force majeure, including general strikes, transit strikes, ⁴⁾ acts of God, wars, civil strife, terrorism, mutinies, riots, curfews, quarantines, travel restrictions, or ⁴⁾ nuclear accidents. ⁴⁾

Note: If you have any other questions about how to use the app or the service, please use the FAQ.

2. About the OSSMA app: How to obtain a membership card



① Tap FAQ

② Tap "Where can I get my membership card?" in the last item of the "About services" category.

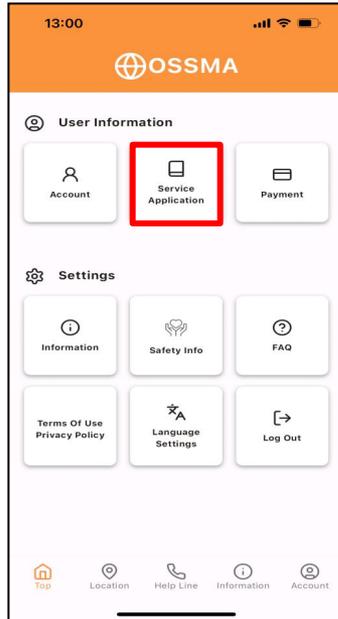
③ A PDF document will be displayed.
Tap to download.

A notice is printed in English on the back of the card for local medical and police personnel to reach us if you are unable to contact the helpline yourself due to illness or accident, etc.

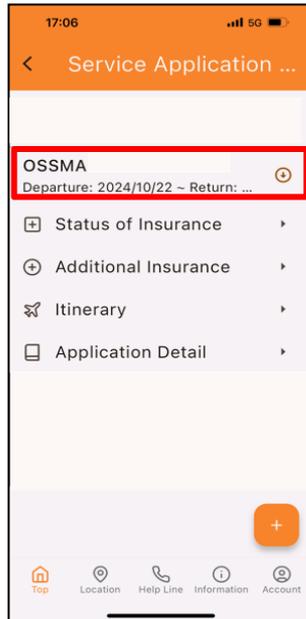
Please print and cut it out, write in the toll-free helpline number to be called from where you will be staying, and carry it with you at all times (in wallet, etc.).

2. About the OSSMA app: Linking to Tabi-Regi

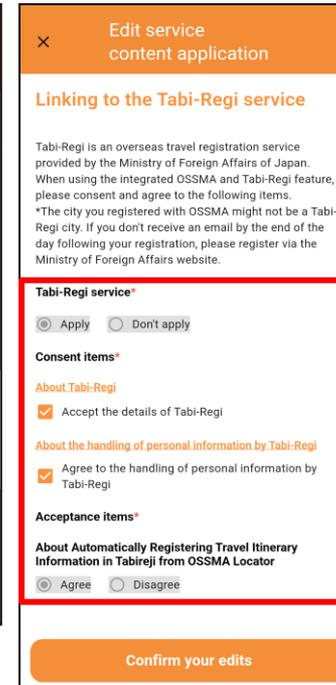
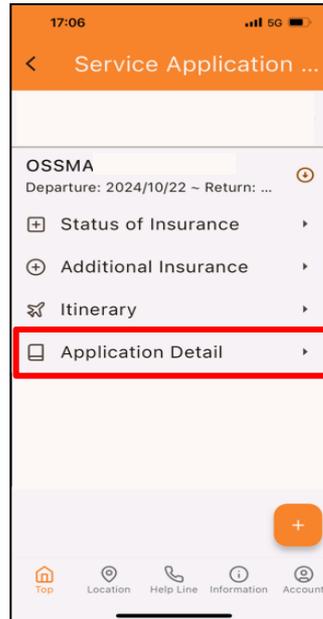
Tabi-Regi is a free overseas safety information distribution service that allows you to receive the latest safety information from the Ministry of Foreign Affairs in Japanese.



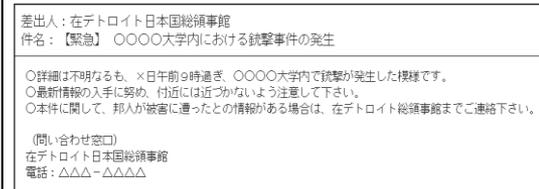
① Tap "Service application."



② Select the service you have applied for and tap "Application details."



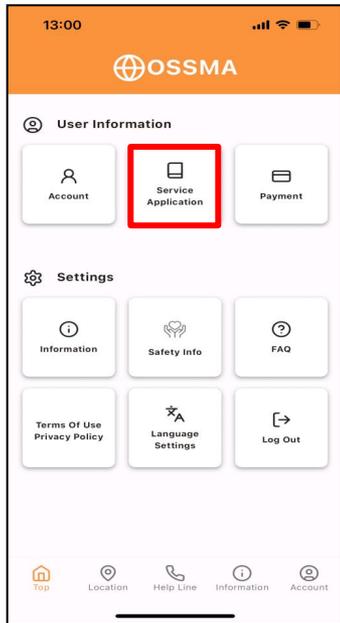
③ Click "Yes" to link to Tabi-Regi and check the consent items under "About linking to Tabi-Regi."



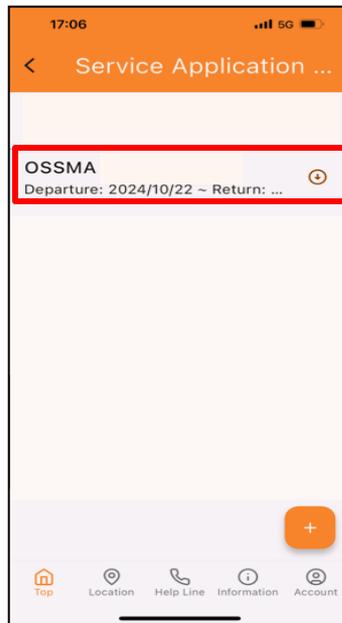
By checking and agreeing to each item, your app will automatically be linked with the Ministry of Foreign Affairs' Tabi-Regi service, with which the EAJ system is linked.

2. About the OSSMA app: Registering your overseas travel insurance

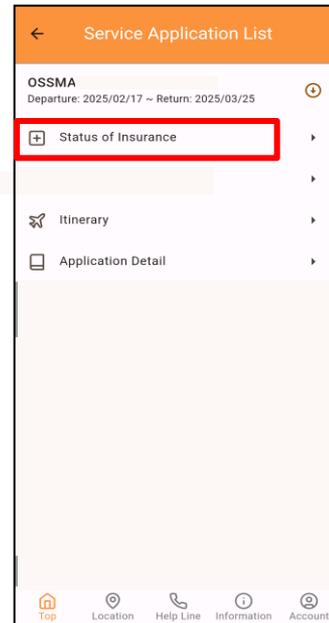
We need information to provide prompt support.



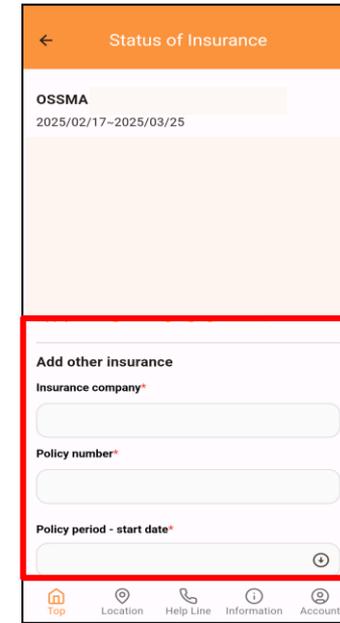
① Tap "Service application."



② Tap the relevant application.



③ Tap "Insurance status."



④ Enter your insurance information and tap "Register" at the bottom.

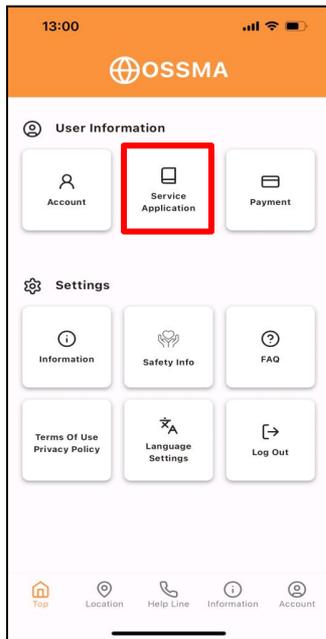


EAJ

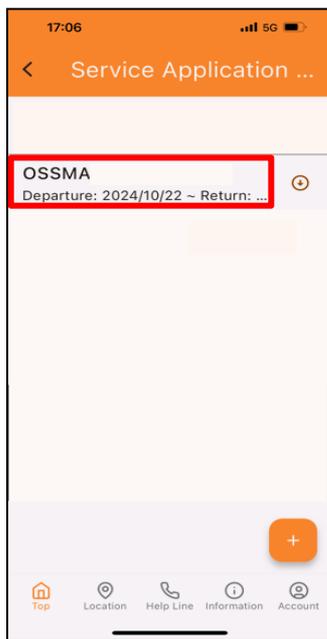
For smooth assistance when using the helpline, please register the name of the insurance company, the policy number, and the start and end dates of the insurance period for your overseas travel insurance.

2. About the OSSMA app: Registering additional itinerary information

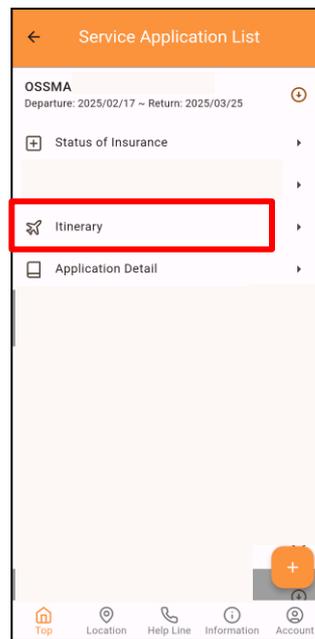
Dates, destination, local emergency contact information, ticket information, etc.



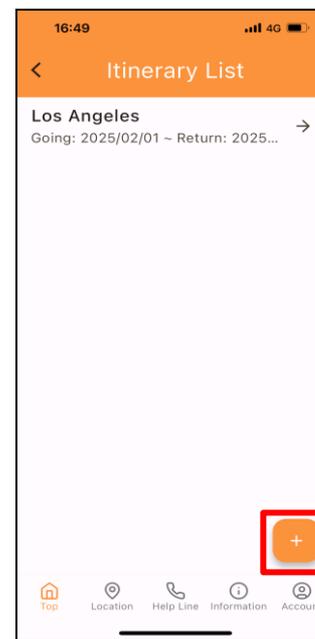
① Tap "Service application."



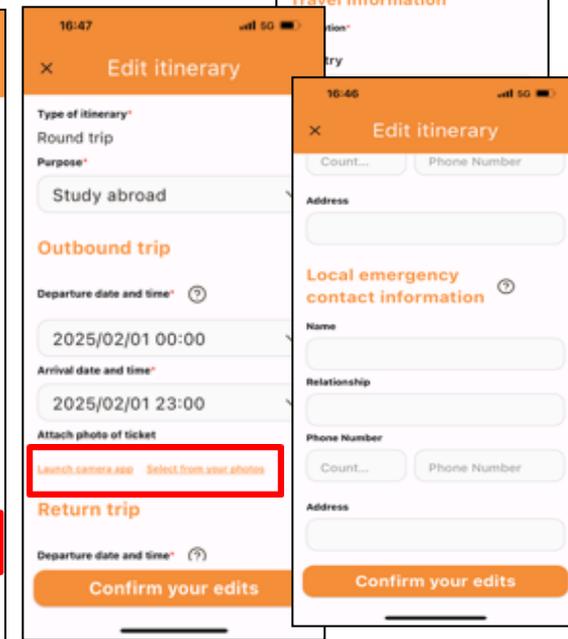
② Tap the relevant application.



③ Tap "Itinerary."



④ Tap the plus mark "+" to register your itinerary information.



Note: You can also attach images such as e-tickets. Choose "Launch camera" or "Select from photos" to upload an image.

EAJ will begin confirming your safety by narrowing down the areas where disasters, accidents, terrorist attacks, etc. have occurred. Please be sure to register your itinerary, even for "short-term trips" during your stay in the area.

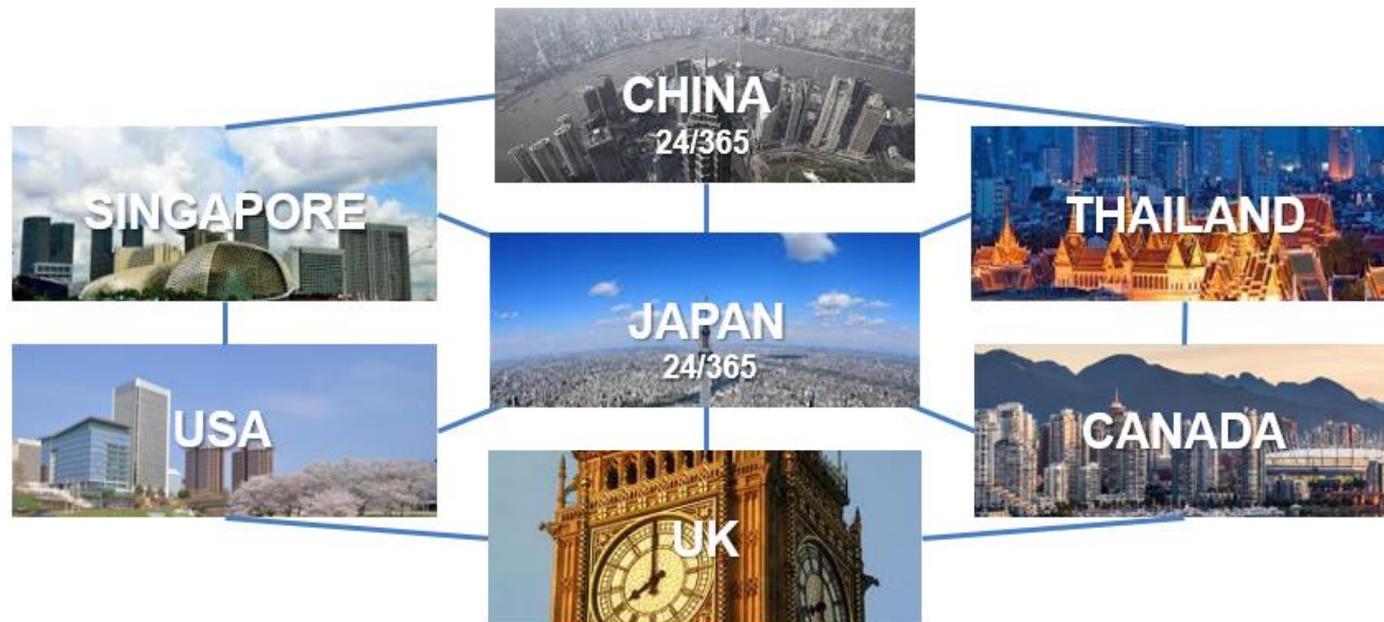
3. About the OSSMA app: OSSMA Helpline (24/365)

Seven locations, 24/365

• Assistance Center Network

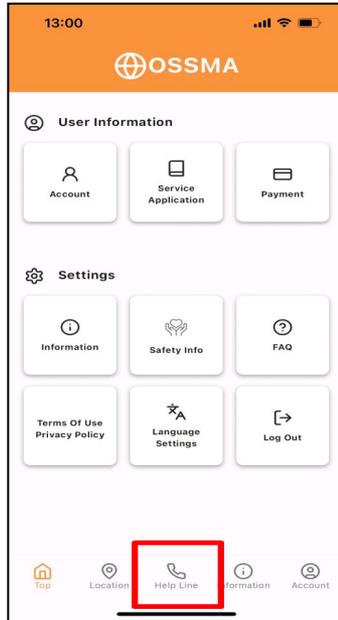


All information is shared in a database. Members will be contacted by the centers in each country. We will contact you **with a Japanese phone number displayed when a case occurs** so that you will know that the call is coming from EAJ.

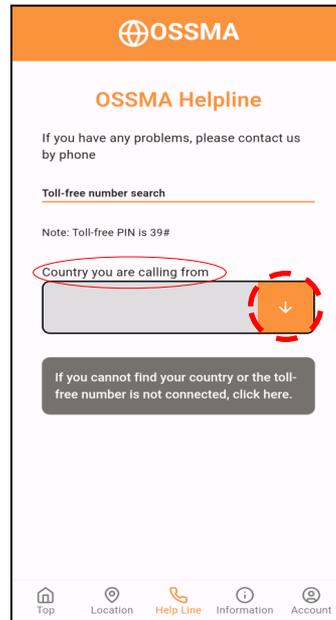


3. About the OSSMA app: Contacting the OSSMA Helpline (24/365)

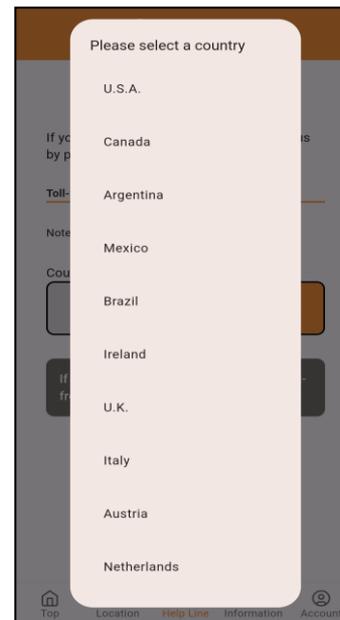
If you are staying in a country with a **toll-free number (to call Japan)**, please call with **the toll-free number**.
Tell the name of your university and your name.



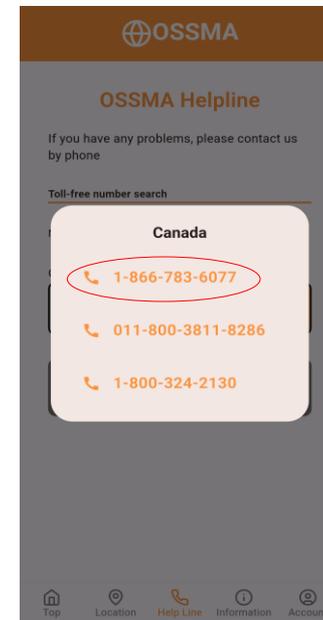
① Tap the "Helpline" phone icon



② Find the originating country.



③ Select country of origin (country of stay)

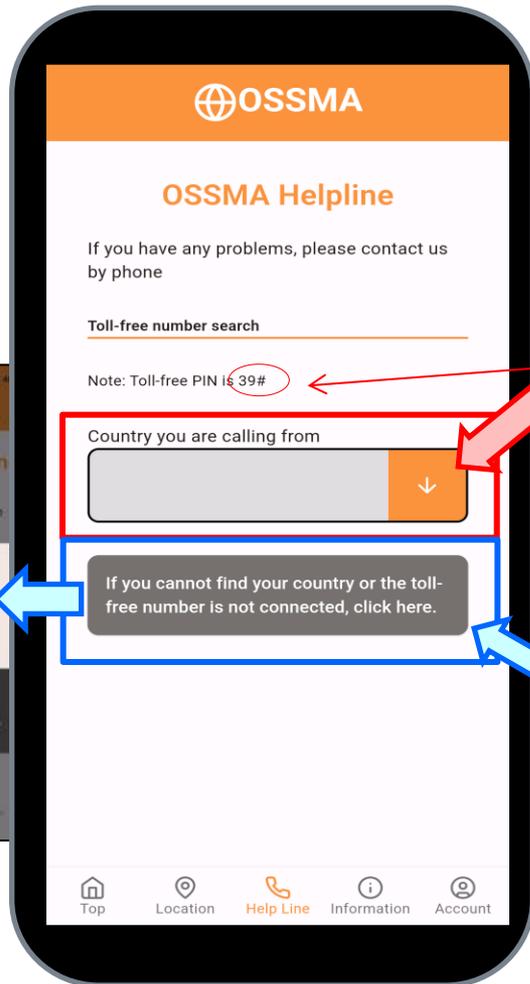


④ Tap to call
The helpline phone number can be displayed and the call made from the app.

Note: If you don't see your country in the list, tap "Can't find country."

- **International roaming charges will apply when using a Japanese mobile phone locally (overseas).**
Please use a mobile or landline phone **with a local SIM card that can also be used for calling.**

3. About the OSSMA app: Contacting the OSSMA Helpline (24/365)



24/365 Japanese staff available
English and Chinese are also acceptable



If you are staying in a country with a toll-free number, please call with the toll-free number.

Tap to connect, then press PIN 39# to call.

Please note the toll-free number from overseas by cell phone availability of connection depends on the connection requirements of the overseas local operator and your usage environment.

If you cannot reach a toll-free number, or if you are in a country where toll-free numbers are not available, please dial a paid call number.

If you tell us you are calling from a paid call number, operator will call you back.

3. About the OSSMA app: Help Line Consultation

In addition to support related to medical assistance, we also provide consultation in daily life. Please contact the OSSMA Helpline.

★ **Some expenses can be claimed by insurance, such as transportation to and from the local medical facility, hospitalization, and the purchase of medications prescribed by the doctor. Be sure to keep the original receipts for payment.**



I feel sick and need to go to the hospital. ★

While on the bus, my luggage with my passport were stolen.



I have not heard from my daughter for more than 5 days. I need you to find out if she is safe.

My son calls me asking me to wire him cash ASAP. I would like to know the fastest way to send money.



I broke the shower in the hotel. The manager wants me to pay for the repairs. But I have no money and I am in trouble.

I want to consult a Japanese nurse for medical advice by phone.

I sent a package from Japan to my daughter but it never arrived! When I asked the vendor, the answer was vague. Can you find out?



Cases that OSSMA cannot handle
Arrangement and change of homestay and dormitory/Documents related to visas and immigration /Problems related to classes, etc.



4. About the OSSMA app:

Safety Confirmation: Use the app's itinerary and registration information

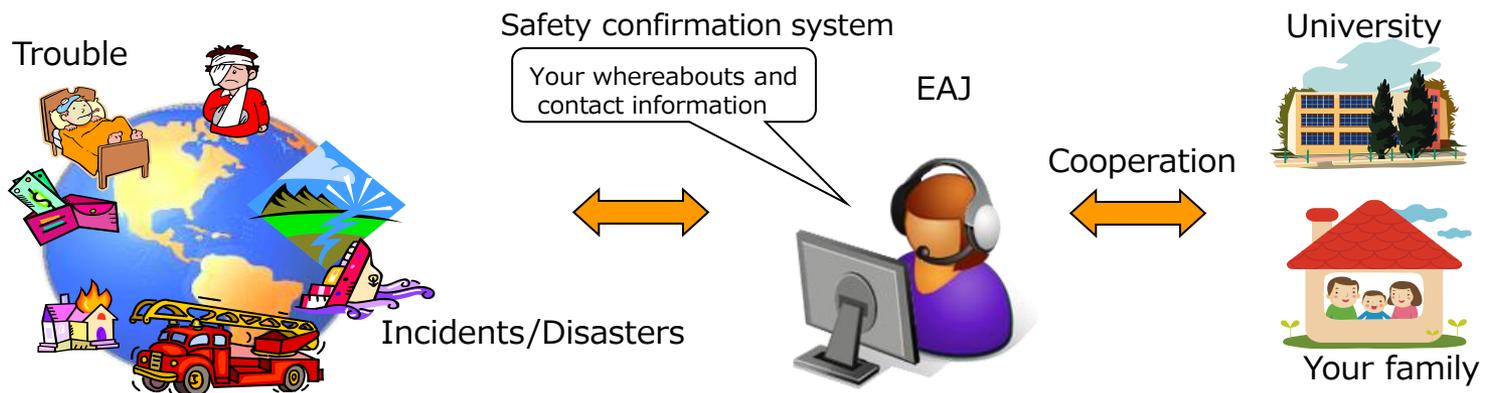
What is it used for? Why do you need it?

1. Confirming your safety while staying abroad
 2. Necessary to receive OSSMA services quickly in case of trouble overseas
- ~ Safety confirmation, itinerary and registration information system = A system to support you to lead a secure life abroad ~

What kind of information is in it?

Information on your local whereabouts, contact information in Japan and overseas, overseas travel insurance information, etc.

- We will send push notifications/emails to confirm the safety of OSSMA members on a regularly and when requested by your families or the responsible person of university.
- In the event of an incident, accident, disaster, etc., we will confirm the safety of members who are staying in the area.
- If there is no response to the safety confirmation, we will confirm the member's safety by e-mail or phone in cooperation with university. If the safety of the student cannot be confirmed, we will contact the local host family, coordinator, local embassy, local police, or dispatch a search party to the area to confirm the student's safety. If you are safe, be sure to tap the "I'm here!" button to respond to your safety.



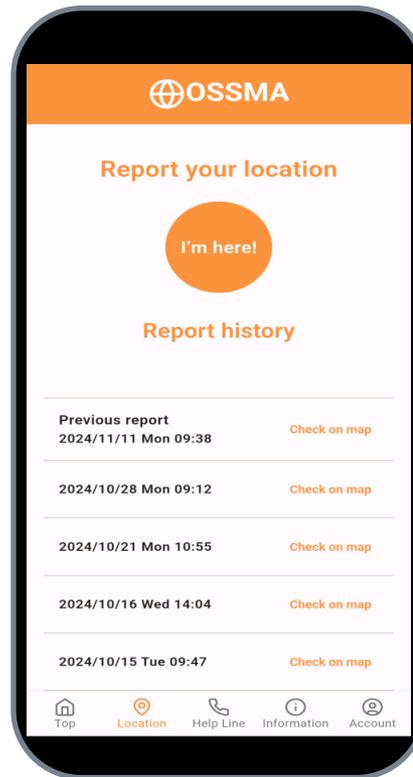
4. About the OSSMA app:



Emergency safety confirmation and Location management



Tap "OK" if you receive a regular or an emergency safety confirmation push notification or e-mail notification.

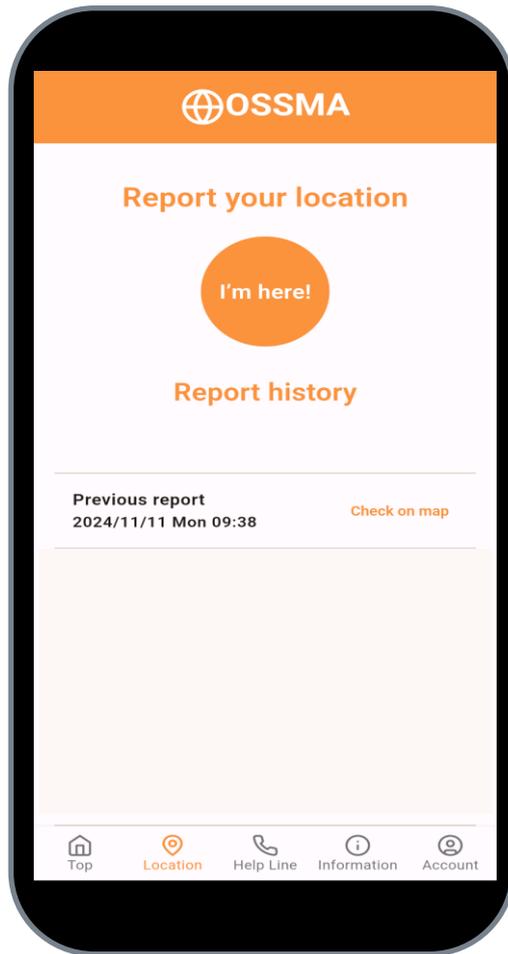


When the reporting screen is displayed, tap "I am here !"



When you respond, the location information will be registered in the OSSMA app.

4. About the OSSMA app: Voluntary safety confirmation report



In addition to safety confirmation by EAJ and university, you can also report your own safety by tapping the “**I'm here!**” button to report your safety.

For example...

- **Traveling to a country/region where security is insecure, so you are concerned about confirming your safety once a month.**
- **Even in the case of a major incident or disaster, there is a time lag before it is reported in Japan, so we want to report our safety as soon as possible.**
- **If you are currently in a different city than the one you registered in the app (e.g., on vacation), etc.**



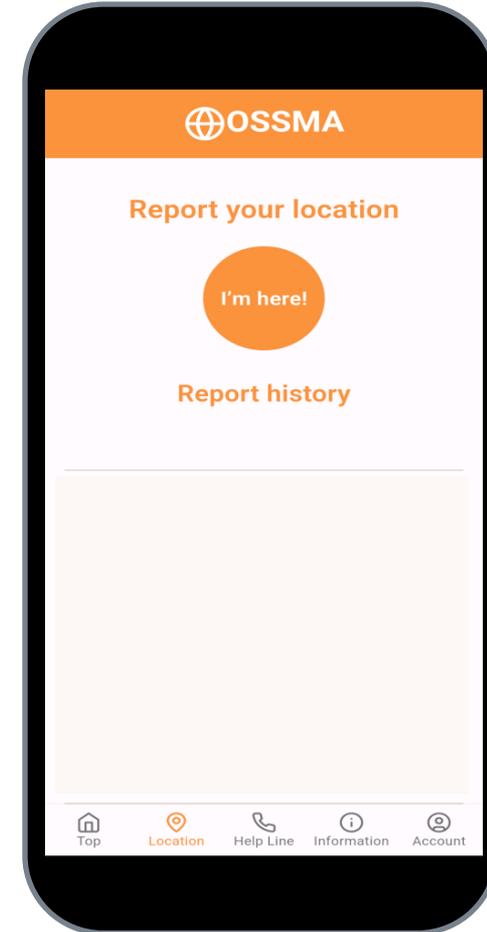
4. About the OSSMA app:

What we would like you to do during your stay abroad

● Response to Safety Confirmation

If there is no response to the safety confirmation, we will confirm the member's safety by e-mail or phone in cooperation with university. If the safety of the student cannot be confirmed, we will contact the local host family, coordinator, local embassy, local police, or dispatch a search party to the area to confirm the student's safety. If you are safe, be sure to tap the "I'm here !" button to respond to your safety.

- Use of the "I'm here " button (app)
- Register itinerary even for short trips
- If you log out, you will not be able to use the functions of the application, so please keep yourself logged in at all times during your travel period.



Inquiries

In case of illness, injury, or trouble while abroad

(Excludes OSSMA registration, application procedures, payment)

OSSMA Helpline (24/365) : Phone numbers can be found in the application.

Phone number that will be displayed when we call you back
03-3811-8286 / +81-3-3811-8286

E-mail : students@emergency.co.jp

Membership registration, application procedures, payment, and contract-related inquiries prior to departure from Japan

TEL: 03-3811-8310 (Mon-Fri, 10:00am-5:00pm, except for holidays)

E-mail : students@emergency.co.jp

***NOTE: For inquiries by email during weekends and holidays, we will send back to you on weekdays.**