

University of Tsukuba

Overseas Risk Management Seminar

OSSMA

(Overseas Student Safety Management Assistance)

Reference Materials for OSSMA Service



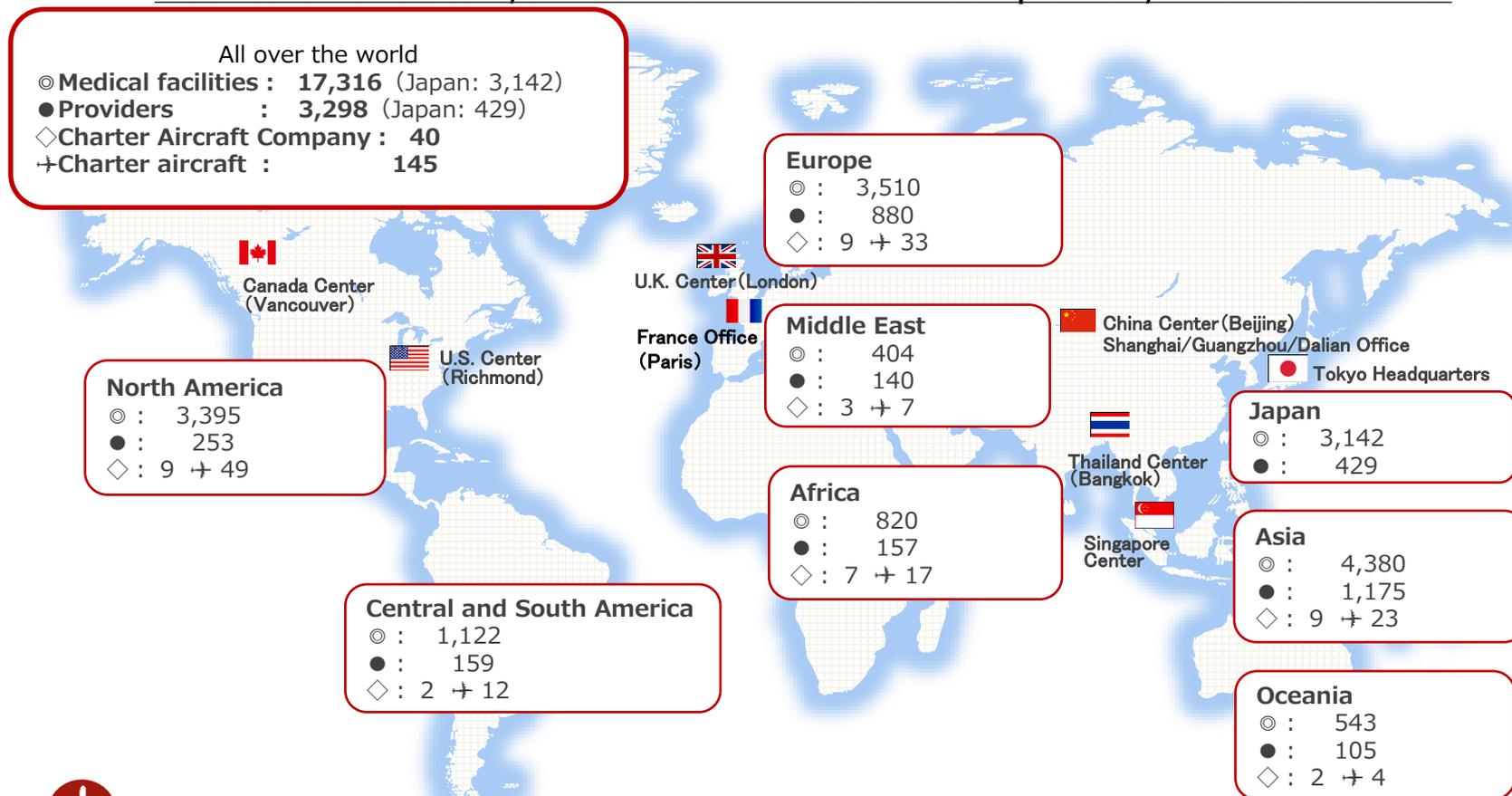
Emergency Assistance Japan Co., Ltd.

<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.

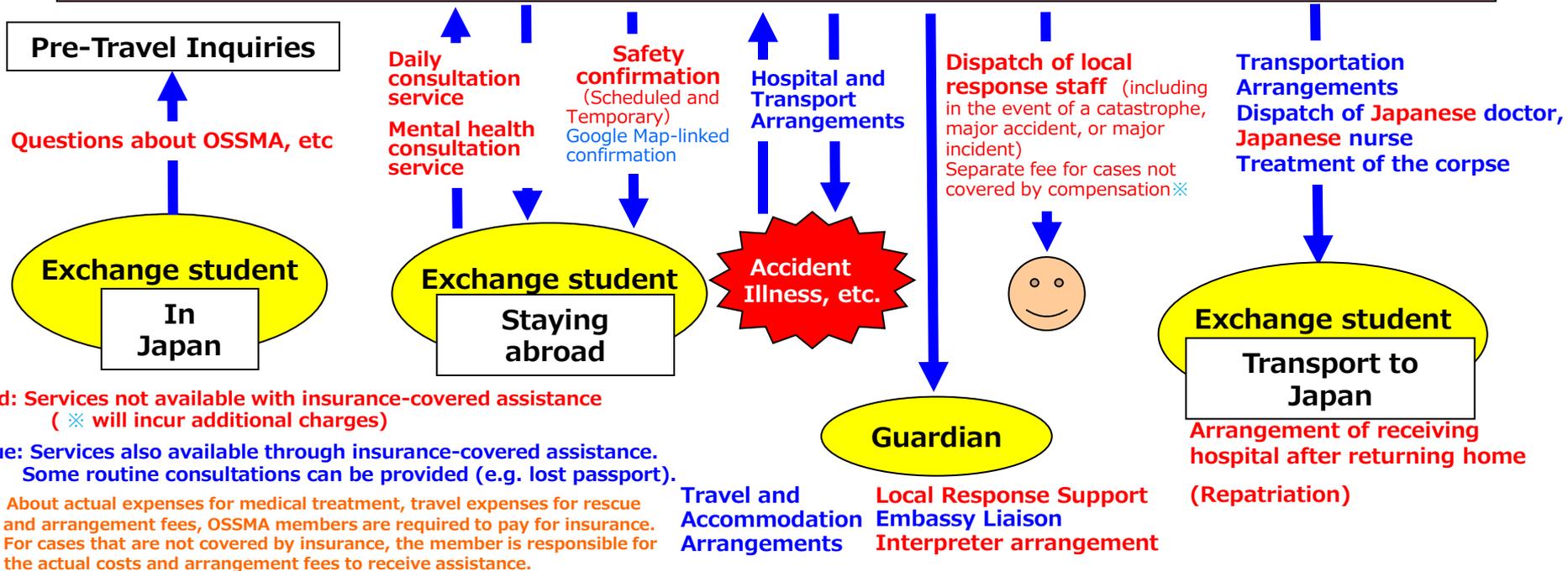
※As of January 2024

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



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



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

Seven locations, 24/365

• Assistance Center Network

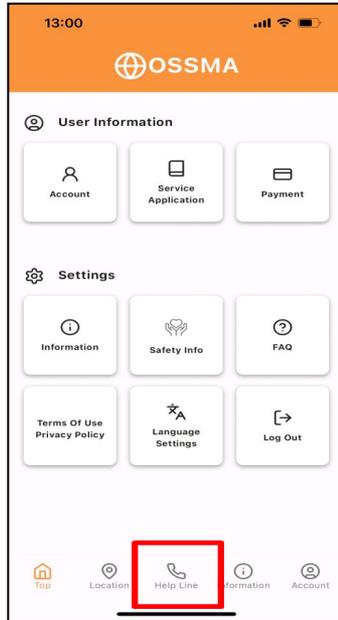


All information is shared in a database. Members will be contacted by the centers in each country. We will contact you **with a Japanese phone number displayed when a case occurs** so that you will know that the call is coming from EAJ.

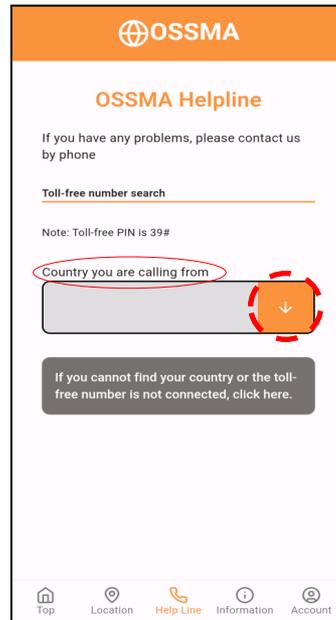


3. About the OSSMA app: Contacting the OSSMA Helpline (24/365)

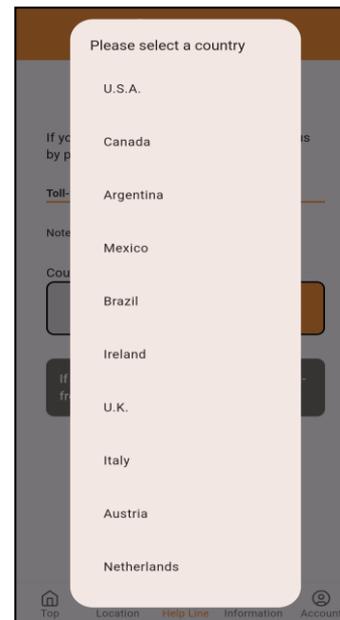
If you are staying in a country with a **toll-free number (to call Japan)**, please call with **the toll-free number**.
Tell the name of your university and your name.



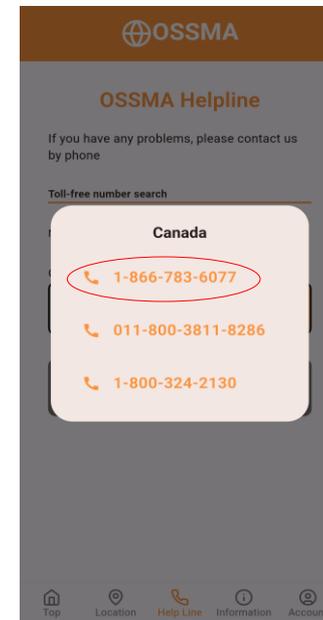
① Tap the "Helpline" phone icon



② Find the originating country.



③ Select country of origin (country of stay)

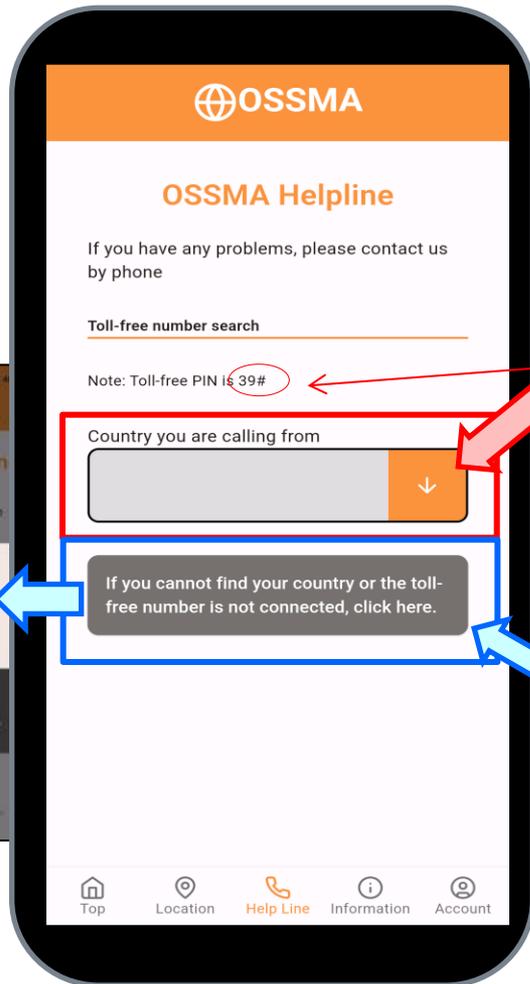


④ Tap to call
The helpline phone number can be displayed and the call made from the app.

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

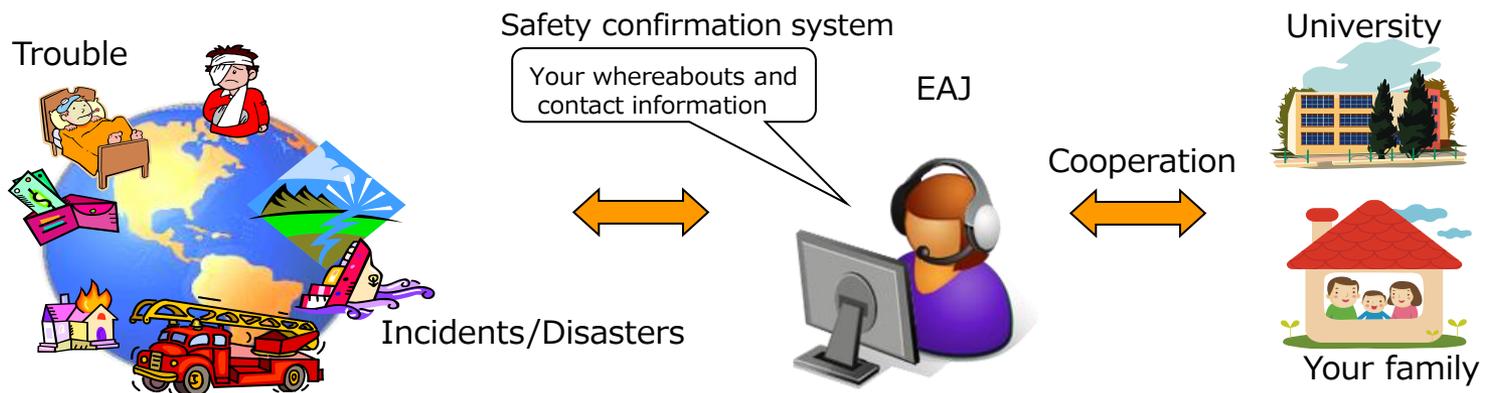
What is it used for? Why do you need it?

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.



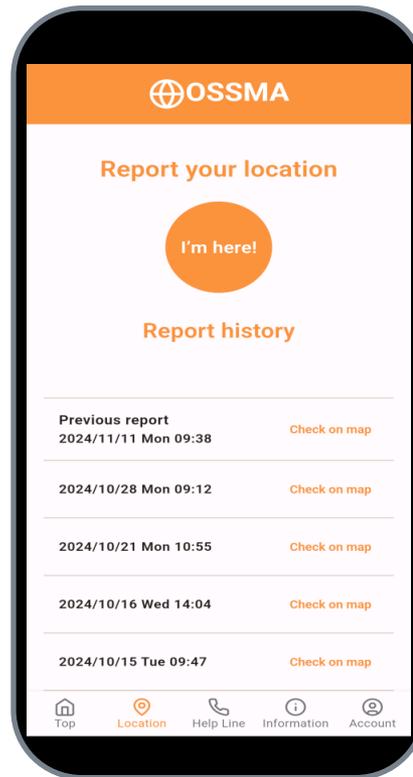
4. About the OSSMA app:



Emergency safety confirmation and Location management



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

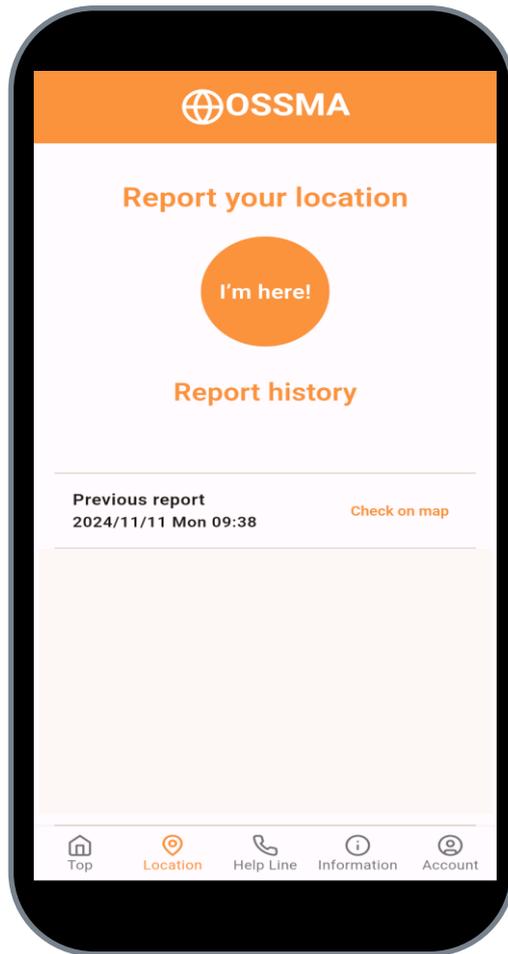


When the reporting screen is displayed, tap "I am here !"



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.**



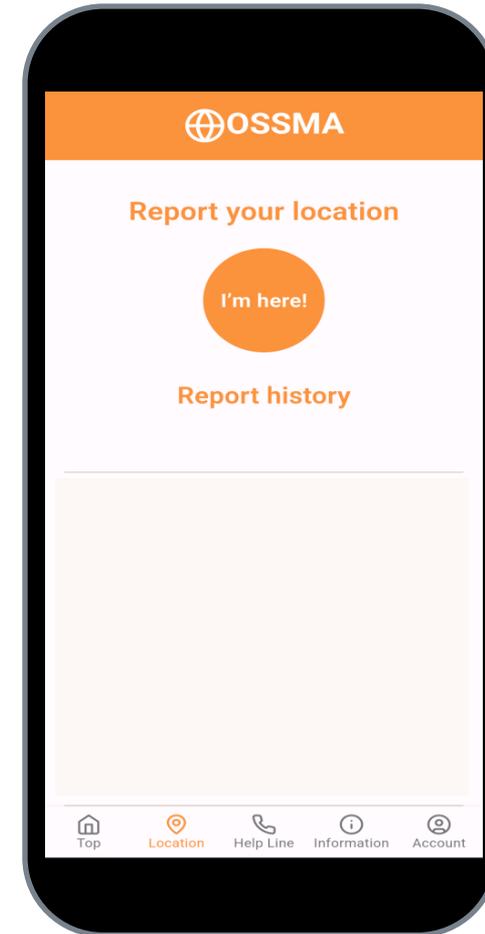
4. About the OSSMA app:

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.**