

- Overseas Students Safety Management Assistance -



OSSMA

OSSMA is a security management assistance system designed to enhance the safety of students studying abroad.

OSSMA Toll Free Line (24hrs/7days)

Call us if you have a trouble while residing abroad



Let me know about the latest situation of the city where I will visit, as I heard bomb explosion occurred there .



Let me know any medical provider near the place I will visit, so that I can buy Tamiflu, as an outbreak of bird flu is reported there .

I left carelessly my important documents in the plane . Please inquire the airline as to whereabouts of my documents on my behalf, as I do not have much time to contact the person in charge .

OSSMA is a membership service product. It is not a form of travel insurance and carries no insurance benefits. You will be responsible for all actual expenses such as medical expenses, translation/interpretation costs, medical evacuation, etc. Therefore you need to buy an overseas travel insurance in addition to your OSSMA membership. OSSMA provides services not included under your overseas travel insurance benefits, including assistance in obtaining care for medical issues excluded under the terms of the insurance policy (chronic disease, fight, coup, etc). It is probable that your overseas travel insurance may not cover the costs and expenses arising out of OSSMA due to the insurance conditions. If this is a case, you have to pay such costs and expenses. OSSMA will advise you in advance if such a case happens.

◆ Force Majeure

OSSMA does not apply in circumstances of force majeure, including general strikes, transit strikes, acts of God, wars, civil strife, terrorism, mutinies, riots, curfews, quarantines, travel restrictions, or nuclear accidents.

■ **OSSMA Membership Card**

After you login to OSSMA LOCATOR, please see 'Help' and use OSSMA Membership Card on OSSMA Service Guide p. 29 with writing your membership number and your name on the front of the card.

Please carry your OSSMA membership card with you when you go out so that you can contact OSSMA at any time. The card also carries a message to local police and other third parties in the event that the cardholder is unconscious or otherwise unable to contact us.

Please write the appropriate international toll-free number (see OSSMA Service Guide p. 31) on the back of the card before you travel.

Inquiries

Emergency Assistance Japan Co., Ltd. OSSMA Service Desk

〒112-0002

1-21-14 Koishikawa, Bunkyo-ku, Tokyo

TEL:03-3811-8310 FAX:03-3811-8183

Email: students@emergency.co.jp

Business hours: Mon - Fri (exc holiday) 10:00 - 17:00 (Japan time)



■ OSSMA Service Contents

1. Personal Assistance and Day-to-day consultation	In the event of aircraft delay, 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. Also giving advice about local risk information.
2. Overseas Medical Assistance Service	Call us in the event of injury or disease. OSSMA will provide the following services: ①Hospital arrangements ②Transport arrangements ③Telephone interpretation during your medical consultation ④Arrangements for interpretation ⑤Transport arrangements to return to Japan for medical treatment ⑥Dispatch a doctor and nurse ⑦Arrangements for an hospital in Japan after returning home ⑧Support in making an insurance claim
3. Safety Confirmation	To confirm your safety, OSSMA will send a Regular Safety Confirmation Request to the email address you provided to the OSSMA LOCATOR System. If no reply is received from you, then we will contact the overseas emergency contact person whose name you provided to this system. If a catastrophe or major disaster occurs in an area or country you have provided to our system as your current location, we send you an "Emergency Safety Confirmation Request" to confirm your safety and well-being.
4. Health and Mental care support	OSSMA will make arrangements of health and mental consultations by doctor (counseling fees at member's expense).
5. Family Travel Assistance	If you are hospitalized, OSSMA will make arrangements of travel and accommodation for your family.
6. Legal Referrals	In the event that you require either civil or criminal legal advice, OSSMA can introduce international lawyers as needed (legal fees at member's expense).
7. Others	Regard to OSSMA LOCATOR system and use it (such as login, password, or usage questions).OSSMA will answer to your inquiries.

■ OSSMA Individual Service charge

Please take note of the
 « OSSMA Service Charge » as follows.
 Please pay your service charge by choosing either credit card payment, convenience store payment.

« OSSMA Service Charge »

(+¥182 in additional fees)

Duration of stay abroad	Charge (tax included)
1 month	JPY 3,300
2 months	JPY 5,500
3 months	JPY 11,000
4 months	JPY 14,850
5 months	JPY 18,700
6 months	JPY 22,000
7-9 months	JPY 26,400
10-12 months	JPY 29,700

Notes:

For individual Service Charge,
 in the case where the dispatch period is more than 10 days plus the number of months of dispatch, the number of months will be rounded out.

(Example)

Travel period: January 1 to February 9 (1 month fee)

Travel period: January 1 to February 10 (2 month fee)

■ The case of extension of your stay

You need to pay extra charge as follows;
 Add 1 month and 9days JPY 3,300 (tax included) ,
 Add 2 months and 9days JPY 5,500 (tax included)
 Please notify University and OSSMA soon after the extension of your stay has fixed.

■ Our rules for refund

- ① In the case when you reschedule/notify cancellation before your departure date, we will return the balance between the charge and the commission fee as below.
 Bank transfer fee shall be borne by OSSMA member.

Dates of information	Duration of stay abroad	
	Under 6 months	Over 6 months
By 25th previous month of departure	JPY 1,000	JPY 1,000
By previous day of departure	JPY 1,000	JPY 4,000

* Domestic tax excluded

- ② In the case when you reschedule/notify cancellation after your departure date, if the refund calculated is more than JPY 10,000(Domestic tax excluded), we will return the balance between the charge and the commission fee as below.

Bank transfer fee shall be borne by OSSMA member.

Dates of information	Duration of stay abroad	
	Under 6 months	Over 6 months
After your departure	JPY 1,000	JPY 4,000

* Domestic tax excluded