



# OSSMA

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

**OSSMA Toll Free Line (24hr/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 and transportation costs, psychological counseling fees, etc.**

**Therefore you need to buy travel insurance in addition to your OSSMA membership. OSSMA provides services not included under Overseas Travel Insurance benefits, including assistance in obtaining care for medical issues excluded under the terms of the insurance policy (pre-existing conditions, fight, coup, etc).**

## ■ OSSMA Service Contents

<b>1. Personal Assistance</b>	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.
<b>2. Overseas Medical Assistance Service</b>	<p>Call us in the event of injury or illness. OSSMA will provide the following services:</p> <ul style="list-style-type: none"><li>① Doctor and healthcare provider referrals in your area. OSSMA applies the accident case which the insurance doesn't work like beyond protection, and out of protection.</li><li>② Telephone interpretation during your medical consultation.</li><li>③ Advice regarding filing of travel insurance claims.</li><li>④ Dispatch of doctors, emergency transportation to hospital, medical transport back to the home country and recipient hospital arrangements in the home country.</li></ul>
<b>3. Safety Confirmation</b>	<p>In order to confirm your safety, OSSMA will periodically send a Safety Confirmation Request by email to the email address that you enter in the OSSMA LOCATOR. If a response is not received, then we may call one or more of the contact telephone numbers that you have provided.</p> <p>If, after exhausting the methods above, we are unable to confirm of your safety, or should we be so requested by your guarantor, then OSSMA, in coordination with the center for international studies at your school or sponsoring organization, will initiate a search based upon the information that you have provided in the OSSMA LOCATOR. We will coordinate efforts with the university that you are attending overseas, as well as with local police, your home country's embassy, and other authorities, in order to determine your whereabouts and your disposition. If necessary, we will dispatch a search party.</p> <p>Consequently, in the event that an emergency or disaster should occur in the area or country that you have given as a current location in OSSMA LOCATOR, then we will send you an email to confirm your safety.</p>
<b>4. Health and Mental care support</b>	OSSMA will arrange health and mental consultations by doctor (counseling fees at member's expense).
<b>5. Family Travel Assistance</b>	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.
<b>6. Legal Referrals</b>	In the event that you require either civil or criminal legal advice, OSSMA will provide a referral to a qualified law firm (legal fees at member's expense).
<b>7. Others</b>	Regard to OSSMA LOCATOR system and use it (such as login, password, or usage questions).OSSMA will answer to your inquiries.

## ■ OSSMA Service Limitations

### ◆ Eligibility for OSSMA service

OSSMA services are available only to OSSMA members and their families.

### ◆ Duration of OSSMA service

Members are entitled to OSSMA services only while residing abroad and within the contract term.

※ OSSMA does not apply during temporary returns to the home country.

### ◆ 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.

### ◆ Privacy Policy

EAJ acts in strict accordance with protection of privacy of personal information laws as well as other applicable laws and ordinances. EAJ's use of personal information is strictly limited to the purpose of providing the services described in this manual.

## **【Attention!】**

**Before your travel,**

### **① Please Login OSSMA Locator**

**Register personal information with your travel itinerary**

<https://ossma.eaj.ne.jp/login>

**Pass ward: student I.D.**

### **② Please download OSSMA APP at your mobile**

**Login with OSSMA Locator I.D. and pass word.**

## **Inquiries**

Emergency Assistance Japan Co., Ltd. OSSMA Center

〒112-0002

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

TEL:03-3811-8310

FAX:03-3811-8183

Email: [students@emergency.co.jp](mailto:students@emergency.co.jp)

Business hours: Mon ~ Fri (ex holiday) 9:00 ~ 18:00 (Japan time)

