



OSSMA

- Overseas Students Safety Management Assistance -

SERVICE GUIDE

**OSSMA TOLL- FREE LINE
24HRS / 7 DAYS**



+81-3-3811-8286

Ver. 4.0 (JULY 2020)

Thank you for choosing OSSMA . OSSMA (Overseas Students Safety Management Assistance) is a security management assistance system designed to enhance the safety of students studying abroad. This brochure will explain OSSMA's services and show you how to set up your account in the OSSMA LOCATOR system—a necessary first step in order for OSSMA to function properly.

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1. OSSMA Service Contents

24hrs / 7days

1. Personal Assistance	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.
2. Overseas Medical Assistance Service	OSSMA will provide the following services: ① Doctor and healthcare provider referrals in your area ② Telephone interpretation during your medical consultation ③ Advice regarding filing of travel insurance claims ④ Dispatch of doctors, emergency transportation to hospital, medical transport back to Japan and recipient hospital arrangements in Japan
3. Safety Confirmation	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.
4. Mental Health Support	OSSMA will arrange mental health consultations (counseling fees at member's expense). You may also consult anonymously with Japanese doctors through the OSSMA Toll-Free Line.
5. Family Travel Assistance	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.
6. Legal Referrals	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).
7. OSSMA LOCATOR	OSSMA will help you to login and record your travel itinerary to OSSMA LOCATOR.

※ Members are responsible for the following expenses:
Mental counseling fees, legal fees, and other direct, out-of-pocket expenses.

2. OSSMA Service Limitations

The OSSMA Plus service's significant policy is "Respect for human life" and is the assistance service to minimize damage in your crisis.

Main Categories of Expense Paid by OSSMA Plus

- Medical expenses
- Medical interpretation expenses
- Miscellaneous hospitalization expenses
- Trip interruption expenses
- Rescuer's transportation (up to 5 persons) and lodging (up to 14 days) expenses
- Rescuer's expenses related to travel arrangements, local public transportation, and telecommunications (up to JPY 200,000)
- Emergency medical expenses for treatment of acute symptoms related to chronic and/or preexisting conditions
- Emergency dental expenses (Until twice times)
- Search and rescue (initial search expenses at beaches, rivers and mountains, up to JPY 2 million)
- Emergency medical evacuation expenses

- Postmortem expenses and repatriation of remains to Japan (up to JPY 4 million, including up to JPY 2 million for postmortem processing)

Main Categories of Expense not Covered by OSSMA Plus (OSSMA Plus will Advance Payments of Medical Expenses up to USD 5,000 on Your Behalf)

- Damages or expenses related to intentional or grossly negligent actions by a member
- Comprehensive treatment of chronic or dental conditions
- Expenses related to criminal acts, violent acts of aggression, or suicidal actions by a member
- Expenses incurred as a result of war, riots, civil unrest and other similar disturbances (excluding terrorism)
- Expenses resulting from radioactive, explosive, or otherwise hazardous nuclear fuel materials (including spent fuel), nuclear contaminated materials (including products yielded in the process of nuclear fission), or any accidents arising from such materials
- Expenses related to emergency evacuations initiated unilaterally by a member
- Expenses incurred as a result of driving an automobile without a license or while under the influence of alcohol or illicit drugs
- Expenses related to treatment of cervical syndrome or back pain without objective symptoms
- Expenses resulting from accidents related to those activities identified as disallowed elsewhere in our rules (including altitude sickness)

◆ Eligibility for OSSMA service

OSSMA services are available only to OSSMA members.

◆ 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 return to Japan.

◆ 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.

◆ OSSMA Toll-free Telephone Numbers

While no international long distance charges apply to calls made using OSSMA international toll-free telephone numbers, you may be charged for facility fees (such as hotel fees) or other local calling charges. These charges are at member's expense and are not reimbursable by OSSMA.

Also, be forewarned that when using a Japanese mobile phone abroad, you will be charged an international roaming fee by your telephone service provider.

◆ Other

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, mental counseling fees, legal fees, etc. We strongly recommend that you buy travel insurance in addition to your OSSMA membership.

3. About OSSMA LOCATOR

OSSMA LOCATOR is a web-based security tracking system designed for students studying abroad. To use OSSMA LOCATOR, access the OSSMA website <<https://ossma.eaj.ne.jp>>.

How to Record Information in OSSMA LOCATOR

LOGIN

Access OSSMA LOCATOR using the user ID (OSSMA Plus membership ID) provided by EAJ and password. The password is your student ID.

See P.5 for details

Record Basic Information

«※First time only»

Confirm accuracy of pre-recorded information and enter additional information.

See P.7 for details

How to Record your Travel Itinerary

Departure date and name of the university are pre-recorded. Edit your information after you know your flight schedule and living arrangements.

※Please add an itinerary each time you travel, as for example on holiday.

See P.9-16 for details

Entering Return Itinerary

When you know your plans for your return to Japan, add a new itinerary and enter the flight schedule and destination.

See P.17 for details

Please take care to enter this information promptly and correctly, as it is necessary in order for OSSMA LOCATOR to function properly and for you to have access to OSSMA services. Also, should your information change, please be sure to modify it promptly.



※The website is VeriSign certified and SSL encryption compliant.

■How to LOGIN

Please sign-in at the following URL using your user ID and password. Your user ID (OSSMA Plus membership ID) is provided by EAJ and password is your student ID provided by your university.

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



USER ID : eaj02 PASSWORD : ●●●● Login

USER ID PASSWORD → ログインできない時は...



LOGIN

- USER ID for OSSMA LOCATOR is OSSMA Plus membership ID number provided by EAJ. Passwords are in lower case (or small) letters only.
- Enter USER ID, PASSWORD, and click the LOGIN button.
 - **Note:** If Adobe Flash Player is not installed on your computer, a message instructing you to install Adobe Flash Player will pop up on the screen. **However**, installation of Flash Player is not required; you may continue to log in to access the OSSMA LOCATOR website.

※Please note that the MEMBER SAFETY MONITORING password is not valid for login.

■ If You Cannot Login to OSSMA LOCATOR

If you cannot log in to OSSMA LOCATOR, please check the following:

Do you enter the correct ID?

Your USER ID is OSSMA Plus membership ID provided to you by EAJ.

Do you enter correct password?

Please check your password and re-enter it. If you change your password, you must use this new password in order to log in.

※ Passwords are case-sensitive.

※ The pass code for MEMBER SAFETY MONITORING is NOT valid for logging in to the OSSMA LOCATOR.

Browser software

If you have trouble viewing or using OSSMA LOCATOR, you may need to upgrade your browser. The following browser versions are recommended.

- Windows Internet Explorer 6.x, 7.x or higher
- Firefox 2.x, 3.x or higher
- Opera 9.x or higher
- Macintosh Safari 3.x or higher

If you still have problems, please inform us by e-mail. We will reply within one business day to the e-mail address registered in OSSMA LOCATOR.

If you forget your password or lose your membership card, please inform us by e-mail. We will provide you with a temporary password.

※ If you have any other questions regarding OSSMA LOCATOR, please contact us by email at the address below.

students@emergency.co.jp

When contacting us by e-mail, please provide the following information.

1. Your name
2. Your membership ID number
3. Description of the problem you are having (ex. Unable to log in, can not see login page, etc.)
4. Any error messages shown on your screen
5. The computer or location from where you attempted access (ex. your personal computer, a university computer, internet café, etc.)

■Recording Your Information



Log out

ようこそ EAJ 太郎さん！ 所属: モニターEAJ大学

TopGuestAccountStyleHelp

OSSMA専用ヘルプライン
+81-3-3811-8286

ご利用開始に先立ち、まずは必要事項を入力してください。

会員登録

EAJ 太郎さんの登録情報です。内容を変更するには下記の必要事項を入力してからページ下部のボタンを押します。

※情報の漏洩と安全をお守りするため、ここに記載された情報は、必要が生じた場合、医療機関、保険会社、警察等の公共機関、または所属大学に開示されることがあります。
予め、ご了承の上ご記入ください。
頂いた情報は、日本エマージェンシーアシスタンス株式会社の個人情報保護方針に基づいて適切に管理いたします。

この色の項目は必須入力です。

所属 : モニターEAJ大学

USER ID : eajtaro

お名前(日本語) : EAJ 太郎

お名前(ローマ字) : EAJ TARO
※パスポートと同じ表記で記入してください。

生年月日 : 西暦 年 月 日

性別 : 男

出発地(日本国内): 国 Japan 都市 Tokyo
※出発地が選択されていない場合は、同じ国・州の最寄の都市を選んでください。

日本での連絡先

電話番号 :

国 :

郵便番号 :

Your information is necessary in order for OSSMA LOCATOR to function properly and for you to have access to OSSMA services. Please enter this information promptly and correctly.

※Items in red are essential.

たびレジ連携機能について

たびレジとは、外務省が提供する海外渡航登録サービスです。
OSSMAロケーターとたびレジの連携機能をご利用いただく場合は、以下の事項についてご承諾、ご同意ください。

※OSSMAロケーターとたびレジとは異なる都市リストを使用しており、必ずしも相互に一致しません。
そのため、たびレジより送信される「登録完了のお知らせ」にはOSSMAロケーターの旅程入力で選択したものと異なる都市名が表示されることがあります。
あらかじめご了承ください。

承諾事項 : [たびレジとは](#)

I ACCEPT --->

☐ たびレジの内容について承諾する

[たびレジにおける個人情報の取り扱いについて](#)

☐ たびレジにおける個人情報の取り扱いについて承諾する

同意事項 : OSSMAロケーターに登録する旅程情報をたびレジに自動的に登録することについて

I AGREE --->

☐ 同意する ☒ 同意しない <--- I DO NOT AGREE

Please place a check mark if you agree to use Tabi Regi (たびレジ) function provided by Ministry of Foreign Affairs of Japan (MOFA).

Please note that default position of a check mark is placed as “NOT AGREE”, so you have to replace with “AGREE” if you want to use Tabi Regi (たびレジ).

■Top Page

- A** See P. 26 - 28 for details
B See P. 7 for details
C You can choose from 9 styles

Top

A
Guest

B
Account

C
Style

Help

S status

OSSMA 太郎 さん

旅程 2018/05/23 Wed 11:00 ~

滞在地 東京

前回ログイン 2018/05/16 Wed 13:43

前回の応答 2018/04/24 Tue 09:10 (メール)

2 件のお知らせがあります

2018/6

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

→ 今日の旅程をみる

Itinerary Memo Safety Info. Notice board

② ③ ④ ⑤

→ 新しい旅程を追加

✈ 2018/06/01 Fri 16:00 (現地時間) に出発
Tokyo → Toronto

✎ 変更 ✕ 削除

Tokyo 出発 6/1 Fri 16:00

✈ 発 Tokyo (Narita) 6/1 Fri 16:00

✈ 便 UA 804

✈ 着 Washington D.C. (Dulles) 6/1 Fri 15:00

● 乗り継ぎ

✈ 発 Washington D.C. (Dulles) 6/1 Fri 17:00

✈ 便 UA 6196

✈ 着 Toronto (Pearson Intl Airport) 6/1 Fri 19:00

Toronto 到着 6/1 Fri 19:00

🏠 2018/06/01 Fri 19:00 (現地時間) からの滞在先
Toronto

✎ 変更 ✕ 削除

連絡先 students@emergency.co.jp

滞在先 GHI Dormitory
未定, Canada
123-456-7890

留学先 ABC University

緊急時 Mr. Abc Def
123-456-7890

📍

カーサ・ローマ
Casa Loma

Google 地図データ ©2018 Google 利用規約

- ① Click on the date to show your schedule in the "Itinerary" column.
- ② Once you know your itinerary, enter the information here. Please enter when you will leave Japan to go overseas and when you will return to Japan. Also record any trips you plan while residing abroad. If you transfer to another institute or university while abroad, please enter that information here as well. See p. 9 - 19 for details.
- ③ It can be used to keep a diary, and to communicate with friends and family. See p. 29 - 30 for details.
- ④ Important safety information from the Japanese Ministry of Foreign Affairs.
- ⑤ Messages from your university and OSSMA.

■How to Record Your Travel Itinerary

It depends on the presence or absence of the itinerary when you login.

Please refer "Case 1" to "Case 3" to your situation and create one itinerary for each one-way journey.

Please make sure not to press the "back button" of the browser before saving your itinerary data.

【Case 1】Your outward itinerary has already been simple recorded

Itinerary Memo Safety Info. Notice board

→ 新しい旅程を追加

2018/04/07 Sat 00:00 (現地時間) に出発
Tokyo → Toronto

変更 削除

Tokyo 出発 4/7 Sat 00:00

Toronto 到着 4/7 Sat 23:00

2018/04/07 Sat 23:00 (現地時間) からの滞在先
Toronto

変更 削除

連絡先 students@emergency.co.jp

留学先 ABC University

Your departure date is being recorded, but the time is provisional. Please press the 「変更」button to edit.

Itinerary item

旅程

出発時刻 : 2018 年 4 月 7 日 4 pm 時ごろ出発

到着予定 : 2018 年 4 月 7 日 7 pm 時ごろ到着

行き先 : ☒ 留学先/Study abroad ☐ 旅行先/Travel

Country Canada

State Ontario

City Toronto

※到着地が選択されていない場合は、同じ国・州の最寄の都市を選んでください。

交通手段 : 2018/4/7
- トロント・ピアソン国際空港からトロント市内までバス乗車
- トロント市内から大学寮まで電車乗車

※航空便以外の交通手段について入力してください。

航空便の利用 : ☒ 利用する/Yes ☐ 利用しない/No

Departure time

Arrival time

Destination

Please note that destination means the location of school you will be attending and not your flight destination. You will enter your flight destination in the fields.

A means of transportation other than aircraft

If you use transportation other than aircraft, please enter in this field.

利用する航空便

出発 : Country Airport 2018 年 4 月 7 日 4 pm 時ごろ出発

到着 : Country State Airport 2018 年 4 月 7 日 3 am 時ごろ到着

便名 : UA 804 便

• 乗り継ぎ便 ① (乗り継ぎ便がある場合にのみ入力してください)

出発 : Country State Airport 2018 年 4 月 7 日 5 pm 時ごろ出発

到着 : Country State Airport 2018 年 4 月 7 日 7 pm 時ごろ到着

便名 : UA 6196 便

留学先大学情報
以下の項目はアルファベットで入力してください。

大学名 :

キャンパス名 :

滞在先情報 (宿舎、ホームステイ先、旅行の場合はホテル名など)
以下の項目はアルファベットで入力してください。

名称もしくはお名前 :
※宿泊施設等の場合は名称を、個人宅等の場合はお名前を入力してください。

電話番号 :

国 :

住所 :

滞在中の連絡方法 (安否確認メール受信先)
現地で着信可能な電子メールと携帯メールをお持ちの方は両方入力してください。片方しかお持ちでない方は、いずれかのお持ちの方を入力してください。

電子メール1 :

電子メール2 :

携帯電話番号 :
※現地で着信可能な携帯電話番号を入力してください。

現地での緊急連絡先 (寮の担当者、留学カウンセラー、ホストファミリーなど、留学先での緊急連絡先)
以下の項目はアルファベットで入力してください。

会員本人との関係 :

名称もしくはお名前 :

部署 :

電話番号 :

住所 :

Flight Information

You can find "Japan" in category "region's name", not in category "Asia".

If the state or city of arrival is not shown, enter your flight number and select the state and city that is closest.

You don't have to calculate time difference when you enter date and time of destination. Simply enter local time.

Connecting Flights

If you use a connecting flight, please record.

School Information

Accommodation (homestay, hotel, etc.)

Email Address and Phone Number

Emergency Contact (overseas)

Items in red are essential. If you are not able to supply all of the requested information prior to departure, as for example, host family or accommodations information, please enter 『000』. Unless you enter this information, your itinerary can not be saved.

Please confirm that the information you entered is correct and then click on the **上記の内容を保存する** button to save.

【Case 2】 The itinerary is empty and you want to record outward

Itinerary Memo Safety Info Notice board

→ 新しい旅程を追加

Click 「新しい旅程を追加」Button.

Itinerary item

この色の項目は必須入力です。

旅程の種類
往復・片道 : ☐ 往復/Round Trip ☒ 片道/One-way

旅程
出発時刻 : 2018 年 4 月 7 日 4 pm 時ごろ出発
到着予定 : 2018 年 4 月 7 日 7 pm 時ごろ到着

行き先 : ☒ 留学先/Study abroad ☐ 旅行先/Travel
Country: Canada
State: Ontario
City: Toronto
※到着地が選択肢にない場合は、同じ国・州の最寄の都市を選んでください。

交通手段 : 2018/4/7
- トロント・ピアソン国際空港からトロント市内までバス乗車
- トロント市内から大学寮まで電車乗車
※航空便以外の交通手段について入力してください。

航空便の利用 : ☒ 利用する/Yes ☐ 利用しない/No

利用する航空便
出発 : Country: Japan
Airport: Tokyo (Narita)
2018 年 4 月 7 日 4 pm 時ごろ出発
到着 : Country: United States
State: District Of Columbia
Airport: Washington D.C. (Dulles)
2018 年 4 月 7 日 3 am 時ごろ到着
便名 : UA 804 便

● 乗り継ぎ便 ① (乗り継ぎ便がある場合にのみ入力してください)
出発 : Country: United States
State: District Of Columbia
Airport: Washington D.C. (Dulles)
2018 年 4 月 7 日 5 pm 時ごろ出発
到着 : Country: Canada
State: Ontario
Airport: Toronto (Pearson Intl Airport)
2018 年 4 月 7 日 7 pm 時ごろ到着
便名 : UA 6196 便

Round trip or One-way
Choose 「片道/One-way」

Departure time
Arrival time

Destination
Please note that destination means the location of school you will be attending and not your flight destination. You will enter your flight destination in the fields.

A means of transportation other than aircraft
If you use transportation other than aircraft, please enter in this field.

Flight Information
If the state or city of arrival is not shown, enter your flight number and select the state and city that is closest.
You don't have to calculate time difference when you enter date and time of destination. Simply enter local time.

Connecting Flights
If you use a connecting flight, please record.

留学先大学情報

以下の項目はアルファベットで入力してください。

大学名 :

キャンパス名 :

滞在先情報 (宿舎、ホームステイ先、旅行の場合はホテル名など)

以下の項目はアルファベットで入力してください。

名称もしくはお名前 :

※宿泊施設等の場合は名称を、個人宅等の場合はお名前を入力してください。

電話番号 :

国 :

住所 :

滞在中の連絡方法 (安否確認メール受信先)

現地で着信可能な電子メールと携帯メールをお持ちの方は両方入力してください。片方しかお持ちでない方は、いずれかのお持ちの方を入力してください。

電子メール1 :

電子メール2 :

携帯電話番号 :

※現地で着信可能な携帯電話番号を入力してください。

現地での緊急連絡先
(寮の担当者、留学カウンセラー、ホストファミリーなど、留学先での緊急連絡先)

以下の項目はアルファベットで入力してください。

会員本人との関係 :

名称もしくはお名前 :

部署 :

電話番号 :

住所 :

School Information

Accommodation (homestay, hotel, etc.)

Email Address and Phone Number

Emergency Contact (overseas)

Items in red are essential. If you are not able to supply all of the requested information prior to departure, as for example, host family or accommodations information, please enter 『000』. Unless you enter this information, your itinerary can not be saved.

Please confirm that the information you entered is correct and then click on the **上記の内容を保存する** button to save.

Please check below if you cannot save.

 **Itinerary item**

この色の項目は必須入力です。

旅程の種類

往復・片道 : ☐ 往復/Round Trip ☒ 片道/One-way

旅程

出発時刻 : 2018 年 4 月 7 日 4 pm 時ごろ出発

到着予定 : 2018 年 4 月 7 日 7 pm 時ごろ到着

行き先 : ☒ 留学先/Study abroad ☐ 旅行先/Travel

Country: Canada

State: Ontario

City: Toronto

Departure date and time of your entire itinerary.

Arrival date and time of your entire itinerary.

利用する航空便

出発 : Country: Japan

Airport: Tokyo (Narita)

2018 年 4 月 7 日 4 pm 時ごろ出発

到着 : Country: United States

State: District Of Columbia

Airport: Washington D.C. (Dulles)

2018 年 4 月 7 日 3 am 時ごろ到着

便名 : UA 804 便

• 乗り継ぎ便 ① (乗り継ぎ便がある場合にのみ入力してください)

出発 : Country: United States

State: District Of Columbia

Airport: Washington D.C. (Dulles)

2018 年 4 月 7 日 5 pm 時ごろ出発

到着 : Country: Canada

State: Ontario

Airport: Toronto (Pearson Intl Airport)

2018 年 4 月 7 日 7 pm 時ごろ到着

便名 : UA 6196 便

Departure date and time of the flight must be in the range of the whole itinerary above.

Also arrival date and time of the flight must be in the range of the whole itinerary as well.

Please make sure that your flight information of the departure and arrival must be within your entire itinerary, otherwise you cannot save the data by error.

【Case 3】The itinerary is empty and you want to record round trip

Itinerary Memo Safety Info. Notice board

→ 新しい旅程を追加

Click 「新しい旅程を追加」Button.

Itinerary item

この色の項目は必須入力です。

旅程の種類
往復・片道 : ☒ 往復/Round Trip ☐ 片道/One-way

行きの旅程
出発時刻 : 2018 年 4 月 7 日 4 pm 時ごろ出発
到着予定 : 2018 年 4 月 7 日 7 pm 時ごろ到着

行き先 : ☒ 留学先/Study abroad ☐ 旅行先/Travel
Country: Canada
State: Ontario
City: Toronto
※到着地が選択肢にない場合は、同じ国・州の最寄の都市を選んでください。

交通手段 : 2018/4/7
- トロント・ピアソン国際空港からトロント市内までバス乗車
- トロント市内から大学寮まで電車乗車
※航空便以外の交通手段について入力してください。

航空便の利用 : ☒ 利用する/Yes ☐ 利用しない/No

利用する航空便
出発 : Country: Japan
Airport: Tokyo (Narita)
2018 年 4 月 7 日 4 pm 時ごろ出発
到着 : Country: United States
State: District Of Columbia
Airport: Washington D.C. (Dulles)
2018 年 4 月 7 日 3 am 時ごろ到着
便名 : UA 804 便

● 乗り継ぎ便 ① (乗り継ぎ便がある場合にのみ入力してください)
出発 : Country: United States
State: District Of Columbia
Airport: Washington D.C. (Dulles)
2018 年 4 月 7 日 5 pm 時ごろ出発
到着 : Country: Canada
State: Ontario
Airport: Toronto (Pearson Intl Airport)
2018 年 4 月 7 日 7 pm 時ごろ到着
便名 : UA 6196 便

Round trip or One-way

Choose 「往復/Round Trip」

Departure time

Arrival time

Destination

Please note that destination means the location of school you will be attending and not your flight destination. You will enter your flight destination in the fields.

A means of transportation other than aircraft

If you use transportation other than aircraft, please enter in this field.

Flight Information

If the state or city of arrival is not shown, enter your flight number and select the state and city that is closest.

You don't have to calculate time difference when you enter date and time of destination. Simply enter local time.

Connecting Flights

If you use a connecting flight, please record.

帰りの旅程

出発時刻 : 2018 年 9 月 29 日 10 am ▼ 時ごろ出発

到着予定 : 2018 年 9 月 30 日 3 pm ▼ 時ごろ到着

帰り先 :

交通手段 :

※航空便以外の交通手段について入力してください。

航空便の利用 : ☒ 利用する/Yes ☐ 利用しない/No

Homeward Itinerary

Please record homeward itinerary as outward.

Please confirm that the information you entered is correct and then click on the **上記の内容を保存する** button to save.

■Entering Vacation Trip Information

Example: You are planning a trip to London and France from Canada (Toronto) during your winter holidays.

STEP 1 Click the **→ 新しい旅程を追加** button on the OSSMA LOCATOR top page to start.

STEP 2

Itinerary item

この色の項目は必須入力です。

移動の日時と到着地

出発日時 : 西暦 2010 年 3 月 1 日 午前9 ▼ 時ごろ出発

出発地 : Canada, Ontario, Toronto

到着日時 : 西暦 2010 年 3 月 1 日 午後9 ▼ 時ごろ到着

到着地 : ☐ 留学先 ☒ 旅行先 ☐ Tokyo(自宅へ帰る)

国 : United Kingdom ▼

都市 : London ▼

※到着地が選択されていない場合は、同じ国・州の最寄の都市を選んでください。

航空便の利用 : ☒ 利用する ☐ 利用しない

利用する航空便

出発 : 国 : Canada ▼

州 : Ontario ▼

空港 : Toronto (Pearson Intl Airport) ▼

西暦 2010 年 3 月 1 日 午前9 ▼ 時ごろ出発

到着 : 国 : United Kingdom ▼

空港 : London (Heathrow) ▼

西暦 2010 年 3 月 1 日 午後9 ▼ 時ごろ到着

便名 : AC - エアカナダ ▼ JAC866 便

Enter date and time of departure, date and time of arrival, place of arrival, and flight information. Check **旅行先** and enter destination information.

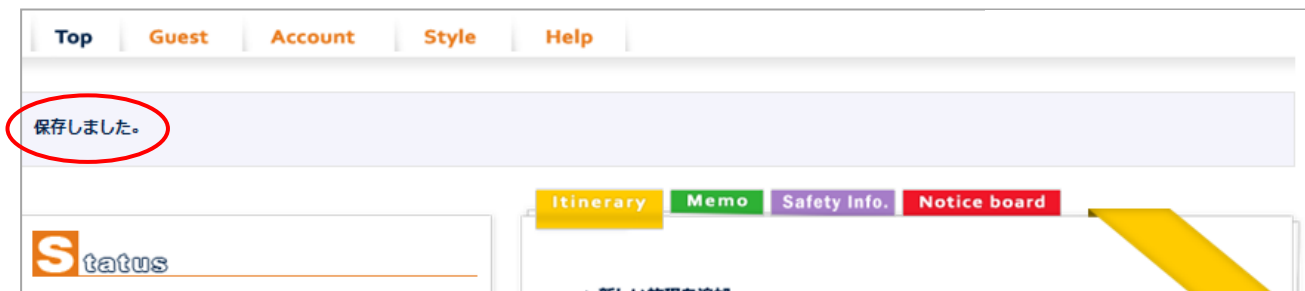
Each OSSMA LOCATOR itinerary is for “one way” travel only. If you are going to make a round trip, as in this case, you need to enter 3 itineraries.

Toronto to London ⇒ 1 itinerary
London to France ⇒ 1 itinerary
France to Toronto ⇒ 1 itinerary

STEP 3

Please confirm that the information you have entered is correct and then click on the **上記の内容を保存する** button to save.

When you complete the entry of your itinerary, the message “保存しました” will appear on the screen.



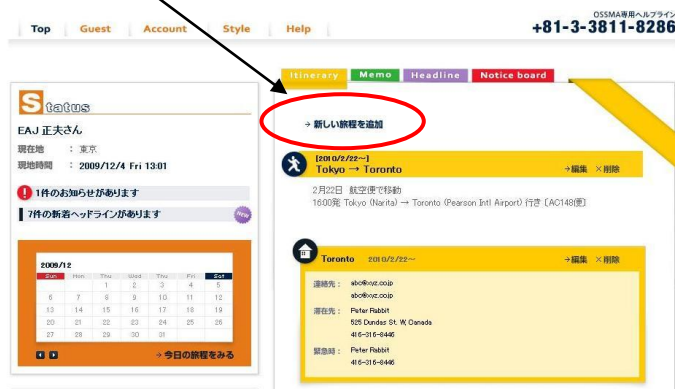
When you cannot save, an appropriate error message will appear. Please check the message and correct your itinerary.



■Entering Return itinerary

When your return date to Japan is fixed, enter a new itinerary.

STEP 1 Click the → **新しい旅程を追加** button in the 『Itinerary』section on the OSSMA LOCATOR top page.



STEP 2

Itinerary item

この色の項目は必須入力です。

移動の日時と到着地

Date of departure
Departing from
Date of departure
Destination
By airplane (yes/no)

出発日時 : 西暦 2010 年 3 月 22 日 午後3 時ごろ出発

出発地 : Toronto Ontario Canada

到着日時 : 西暦 2010 年 3 月 23 日 午後4 時ごろ到着

到着地 : ☐ 留学先 ☐ 旅行先 ☒ Tokyo(自宅へ帰る)

航空便の利用 : ☒ 利用する ☐ 利用しない

Enter date and hour of departure, date and hour of arrival, place of arrival, and flight information in the 『移動の日時と到着地』 field.

※ Place of arrival is automatically set as the place of your departure from Japan.

STEP 3

Please confirm that the information you have entered is correct and then click on the **上記の内容を保存する** button to save.

About Tabi Regi Function

When you agree to use Tabi Regi function provided by MOFA (see P.7), your information and itinerary is automatically recorded to Tabi Regi system. This means everytime you renew the information recorded in OSSMA LOCATOR, the information in Tabi Regi will be automatically renewed as well.

4. Safety Confirmation Service

OSSMA will conduct safety confirmations as follows:

1. Regular email confirmation

OSSMA will contact you periodically at the email address you have provided in the OSSMA LOCATOR and request confirmation that you are safe, well, and actively participating in student life.

2. Emergency email confirmation

Furthermore, in the occurrence of catastrophic events such as airline accidents or major disasters, OSSMA will contact students known to be living in or visiting the affected areas by email to request a reply in confirmation of their safety and wellbeing.

How to respond to email confirmation requests

- ① Click on the URL included in the email that you receive from us. This will take you to the personal identification number input (PIN) field. Please enter the four-digit PIN that you chose when setting up your account.

※ Your PIN is different from the password you use to login to OSSMA LOCATOR.

- ② Should our Request for Safety Confirmation email go unanswered, your university and OSSMA will be notified automatically. Someone from either the university or from OSSMA will then attempt to contact you directly.

※ In addition to telephone, email is an important method of emergency contact. Please respond promptly to email confirmation requests.

STEP 1 By clicking on the URL, you will automatically be taken to the safety confirmation page.

OSSMA大学からの安否確認メールです。
このメールを確認しましたら、下記リンクにアクセスして下さい。

<Sample>

<http://ossma495576a6f84bcaz.jp/index.php?cmd=safeid&id=1001&key=707adfa02dad9d95576a6f84>

[緊急連絡はOSSMA専用ヘルプラインへ] +81338118286

*■月■日までにアクセスしない場合、安否不明者として検索が開始されます。
*本メールは送信専用メールアドレスから送信しております。本メールに返信頂いてもお答えできませんのでご了承下さい。

[If you can not read this Japanese message, please see the English message below]

This message is from OSSMA大学 to verify your safety.
PLEASE click the following URL

STEP 2 Please click on the button.

OSSMA LOCATOR

EAJ 太郎さんの安否を確認いたします。
Your Safety Status Confirmation

送信ボタンを押して、無事をお知らせください。

Send.

緊急連絡はOSSMA専用ヘルプラインへ
Emergency Contact: OSSMA HELPLINE
[日本] 03-3811-8286
[海外] +81-338118286

Copyright (c) 2008-2012, EAJ



The message shown below should appear.
This indicates that you have completed the Safety Confirmation process.

OSSMA LOCATOR

無事が確認できました。
ご協力ありがとうございます。
We have received your safety status confirmation.
Thank you for your cooperation.

緊急連絡はOSSMA専用ヘルプラインへ
Emergency Contact: OSSMA HELPLINE
[日本] [03-3811-8286](tel:03-3811-8286)
[海外] [+81-338118286](tel:+81-338118286)

Copyright (c) 2008-2012, EAJ

Important Points Regarding Email Contact

- Safety Confirmation requests will be sent to the email address that you entered on the **Itinerary** page in OSSMA LOCATOR. Incorrect information may result in our inability to contact you, so please enter all of the appropriate details **accurately** each time that you travel, whether to or from Japan or while living abroad.
- The sender address for Safety Confirmation emails is: **safeid@ossma.eaj.ne.jp**
If your email application has a junk mail filter, please be sure that this address is added to your “safe senders” list.

Important Points Regarding Receipt of Email by Mobile Phone

- Note that the email address on your Japanese mobile phone cannot be used unless you have international roaming on your phone and are traveling within the international roaming service area. Also note that if your phone does not receive email overseas, then you are likely to receive multiple messages from us when you return to Japan.
- Request for Safety Confirmation emails will be sent in Japanese. Note that if you are using an overseas mobile phone, you will not be able to receive these emails unless your phone supports Japanese text.
- Some telephones will only display a limited number of characters, in which case you may not be able to receive our Request for Safety Confirmation emails in their entirety.


Even if you are able to receive email on your mobile phone, unless you also have internet access on the phone, you will not be able to send safety confirmations via the web site.

5. About OSSMA App



Fig.1

SETUP AND LOGIN

1. Download the app from the Apple App Store (iPhone) or the Google Play Store (Android). (Look for the OSSMA Logo, )
2. Activate the app and tap "Start" (Fig. 1).
3. Enter your ID and password and agree to the "OSSMA App Terms of Use" to log in (Fig. 2).

Note the Following:

- Your ID and password are the ID and password you use for the OSSMA Locator.
- The first time you log in, you will need to agree to the "OSSMA App Terms of Use."
- If you have multiple IDs because you travel abroad more than once a year or because you signed up for OSSMA via our website, please verify beforehand which ID you can use.
- If, after following the instructions above, you have difficulty logging in, please contact the OSSMA team.

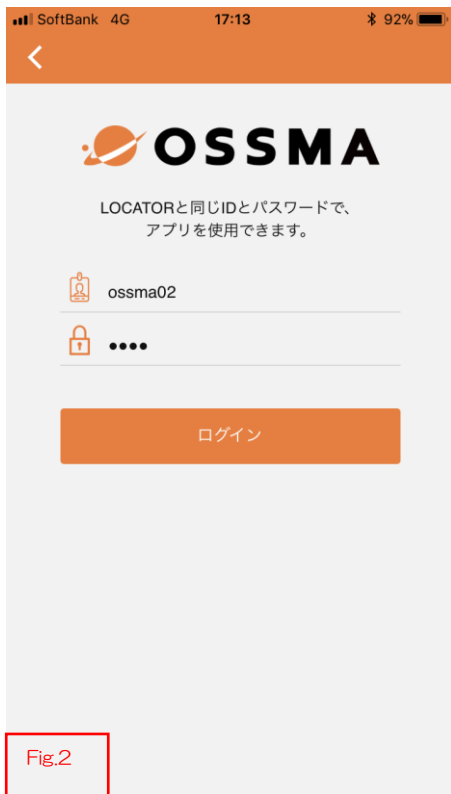
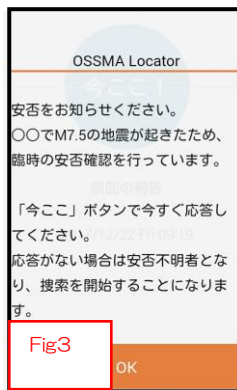


Fig.2



USING THE “I’M HERE!” BUTTON TO REPORT YOUR LOCATION

1. The OSSMA Locator will send you push notifications (Fig. 3).
2. Once you have read the notification, tap the “I’m Here!” button (Fig. 4).
3. When you tap the “I’m Here!” button, your current location coordinates will be sent to the OSSMA Locator.
4. Note: While “Cancel” shows on the button, you can cancel the transmission of your current location information by tapping (Fig. 5).
5. When transmission is complete, the date and time of your most recent transmission will show under the “I’m Here!” button.
6. You can use the “I’m Here!” button to report your location at any time, regardless of whether or not you have received a notification.
7. In the event you are unable to receive push notifications from OSSMA, please check the “Notifications” list at the bottom of the screen.



Other Features:



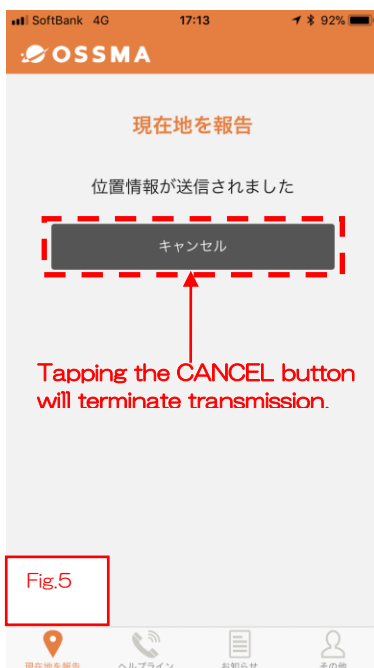
Find OSSMA Helpline telephone numbers

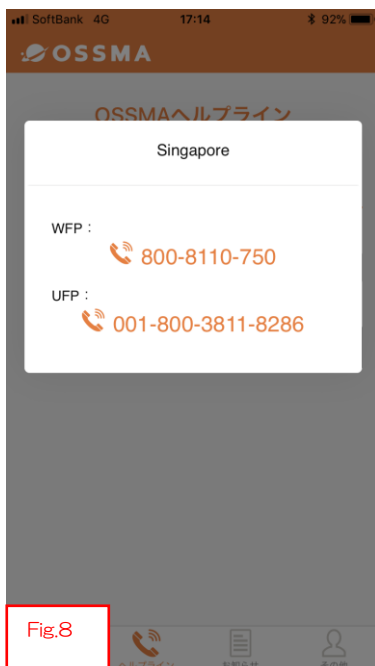
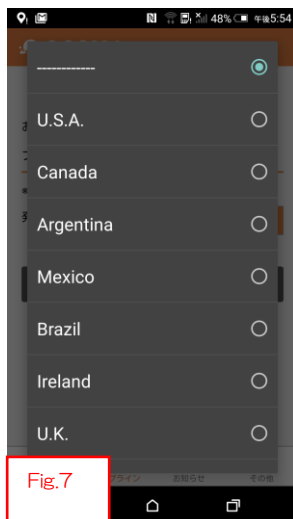
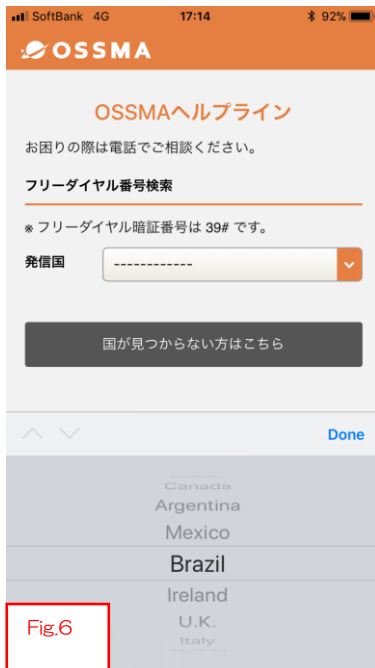


View notifications from OSSMA and your university



Link to OSSMA Locator and other information sources



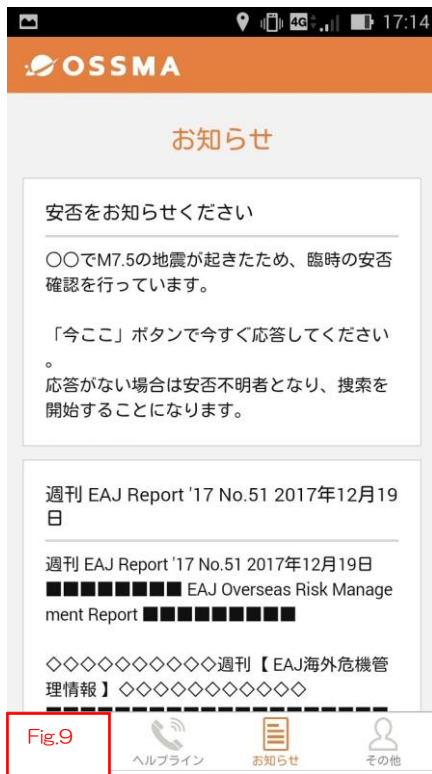


OSSMA HELPLINE NUMBER SEARCH

1. Search for toll-free telephone numbers by country (Fig. 6, 7).
Please note that not all countries are listed (see below).
2. Tap on the country name to show the toll-free number (Fig. 8). To call the helpline, tap on the telephone number displayed.

Note the following:

- If the country you are calling from is not displayed in the list, toll-free dialing is not available. Tap the “Country name is not displayed” button and call the number shown (+81-3-3811-8286) .
- Please understand that this number is NOT toll free, so international calling charges WILL apply. When you are connected to the OSSMA Helpline Desk, please tell us you are calling internationally (non-toll-free) so that we can call you back.



NOTIFICATIONS (Fig. 9)

Notifications from OSSMA or from your university will display here. If you are unable to receive safety check push notifications, please check here. Only unread notifications display; successful push notifications will not display.



OTHER (Fig. 10)

OSSMA Membership ID: Displays your membership ID.

OSSMA Member Name: Displays your name.

Links: Displays links to OSSMA Locator, our privacy policy statement, and our website.

6. Create Accounts for Guest Users

About Guest Accounts

You can allow members of your family and friends to enter OSSMA LOCATOR as guests. Guest users will be able to see your itineraries and safety monitoring reports, and to communicate with you directly through "Memo".

Guest account page

Click on the **Guest** button to start.

OSSMA専用ヘルプライン
+81-3-3811-8286

Top **Guest** Account Style Help

ゲストを検索しました。

ゲストの検索

会員のご家族などをゲストとしてOSSMA LOCATORに登録することができます。
ゲストにはOSSMA LOCATORのUSERIDとパスワードが発行されますので、ログインすることでいつでも会員の旅程や安否状況を確認することができます。
なお、ゲストが閲覧できるエリアは会員のトップページのみです。登録情報にはアクセスできません

① **新しいゲストを登録する** 新しいゲストを登録する場合は、左のボタンをクリックしてください。

②

③

USER ID	氏名もしくは名称	電子メール	
geajhanako55	EAJ 花子	xxx@xxx.co.jp	→ 編集 × 削除

- ① To give your family members and friends access to OSSMA LOCATOR, click on the **新しいゲストを登録する** button and enter guest information.

*The guest use ID always starts from "g". The ID must be more than 5 letters up to 17 letters.

- ② You will see the information you have entered for your friends and family members as guests displayed here.
- ③ You will see the complete list of guests you have entered in the Guest List field. This field is also used to edit or delete guest accounts.

Registering Guests

STEP 1 Click on the **新しいゲストを登録する** button to enter guest information.

The screenshot shows the 'ゲストの検索' (Guest Search) page. At the top, there is a section titled 'ゲストの検索' with a sub-header 'ゲストの検索'. Below this, there is a paragraph explaining that guests can be registered as OSSMA LOCATOR users and that their login information (USER ID and password) will be issued. It also mentions that guests can view their travel status and safety status. A red box highlights the '新しいゲストを登録する' button. Below the button, there is a note: '新しいゲストを登録する場合は、左のボタンをクリックしてください。' (When registering a new guest, click the button on the left). At the bottom, there is a section titled '検索条件' (Search Conditions) with a note: '※検索条件パネルは非表示になっています。右方のアイコンで表示できます。' (The search condition panel is hidden. It can be displayed using the icon on the right).

STEP 2 Enter basic guest information.

The screenshot shows the 'ゲスト基本情報' (Guest Basic Information) form. It contains the following fields and instructions:

- ① **USER ID** : . ※USER IDは5文字以上17文字以下の英数字で、一文字目は“e”に固定です。
- ② **ゲスト名** :
- ③ **パスワード** : . ※パスワードは4文字以上の任意の文字で、大文字・小文字を区別します。※現在のパスワードは表示しません。この欄は変更する場合にのみ入力してください。
- ④ **電子メール** :
- 利用場所** : 国 都市

※この情報は時差の計算に使用します。利用場所が選択肢にない場合は、同じ国・州の最寄の都市を選んでください。

- ① To give your family members and friends access to OSSMA LOCATOR, click on the button and enter guest information.
- ② Enter guest name (full name or nick name).
- ③ Password must be 4 or more characters and contain letters and numbers. The OSSMA LOCATOR system discriminates between upper and lower case.
- ④ Select the guest's country and city of residence. This information is used to calculate time differences. If the guest's city of residence is not shown, select a city close by.

STEP 3 Click on the **上記の内容で保存する** button to save.

Confirm Saved Information

To edit guest account


Click on the  button and edit information.

Please inform each guest of the Guest User ID and password that you have selected for them.
Your guests can access your top page and itinerary using their Guest User ID and password.
OSSMA LOCATOR URL: <<https://ossma.eaj.ne.jp>>







You have completed the Guest Account setup.

To delete guest account

Click on the  button to delete a guest account.

What can the guest user do?

See the member's itineraries.	Click the  button.
Read member's memos (but only if it the memo is checked as Public), Write memos to be read by member.	Click the  button.
See safety alert headlines from the Japanese Ministry of Foreign Affairs.	Click the  button
See messages from OSSMA and member's university.	Click the  button.

About Memo

You can communicate with your family and friends through this feature and also utilize it for your own purposes (such as keeping memos, a diary, or a record of your study abroad).

Top page

① Please write in the column here.

② Historical MEMO content is displayed here.

Write-in

After you create new message, please check 「公開(Public)」 or 「非公開(Private)」.

Click on the **書き込む** button to save.
※Please note that you cannot edit your memo after saving.

Public / Private

See the difference between 『Public』 and 『Private』 below.

Writer	Public / Private	Reading Authority	
Member	(「公開」:)Public	Member ○	Guest user ○
	(「非公開」)Private	Member ○	Guest user ×
Guest user	(「公開」:)Public	Member ○	Guest user ○
	(「非公開」)Private	Member ×	Guest user ○

※Neither university staff nor OSSMA Staff can read any messages regardless of whether public or private.

Comment Regarding MEMO

Members and guest users can comment on MEMO entries that are checked as **Public**.

Please click on the memo entry on which you want to comment on the MEMO top page.

Itinerary Memo **Headline** Notice board

メモ

ミニブログ形式で、メモとそれに対するコメントを記録できます。
日記・留学記録や、ゲストユーザーとのコミュニケーションツールとしてお使いいただけます。

☐ 非公開 ☒ 公開 書き込む

※非公開メモは会員自身のみ閲覧・コメントできます。
公開メモにするとゲストユーザーも閲覧・コメントが可能です。
(どちらの場合も、所属大学担当者には公開されません。)

過去の一覧 **公開メモ一覧** 非公開メモ一覧

4月6日～4月10日(メーブル街道旅...)
EAJ 正夫さん
2009/12/4 17:02:36

Please write in your comment and click on the 書き込む button.

Your comment will be displayed here.

Itinerary Memo **Headline** Notice board

EAJ 太郎さん 【2010/5/19 09:33:12】

7月1日～7月3日(メーブル街道ツアー参加)

- ・7月1日・・・オタワ
- ・7月2日・・・モントリオール、ケベックシティ
- ・7月3日・・・キングストン、トロント戻り

了解です。
母より

書き込む

Click on the × 削除 button to delete your comment.

Itinerary Memo **Headline** Notice board

EAJ 太郎さん 【2010/5/19 09:33:12】

7月1日～7月3日(メーブル街道ツアー参加)

- ・7月1日・・・オタワ
- ・7月2日・・・モントリオール、ケベックシティ
- ・7月3日・・・キングストン、トロント戻り

EAJ 花子さん - 2010/5/19 09:52:17

了解です。
母より

× 削除

書き込む

※ A notification message will appear on the OSSMA LOCATOR top page when you receive a new comment. Note however that notifications are not updated while you are logged in.

7. About OSSMA Membership Card

Card Details

- You will be asked for your OSSMA membership ID each time that you contact OSSMA to receive services. The OSSMA Plus membership ID is provided by EAJ. The USER ID for the OSSMA LOCATOR system is the same as the OSSMA Plus membership ID.
- Please carry your OSSMA Plus membership card copy below with you when you go out so that you can contact OSSMA at any time. The card copy 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.
- If you have lost your card copy, or if you became an OSSMA Plus member after you leave Japan, please use the card copy below and write the appropriate international toll-free number (see p. 33) on the back of the card before you travel.
- You will not forfeit your membership if you lose your OSSMA Plus membership card copy. However, you will be asked for your membership ID when you contact OSSMA to receive services, so please make note your number in addition to carrying your card copy.
- OSSMA Plus membership card copy is only valid for access to OSSMA services. It will not be accepted as a form of identification by third parties.

 Name <input type="text"/> No. <input type="text"/>	
ATTENTION MEDICAL PERSONNEL OR POLICE	
This cardholder is entitled to EAJ emergency services.	
To <input type="checkbox"/> Free	or Call Collect +81-3-3811-8286
<small>■の滞在先のフリーダイヤルをご記入ください。 ■フリーダイヤルが繋がらない場合や設定がない地域からは、コレクトコールでご連絡ください。</small>	
お問い合わせ： students@emergency.co.jp Emergency Assistance Japan Co., Ltd.	
 Emergency Assistance Japan	

8. OSSMA Customer Support Contact List

Concerning:	Contact:	Business Hours:	How to use:
OSSMA LOCATOR	students@emergency.co.jp	-----	Please tell us 1. Your name 2. Your school name in Japan 3. OSSMA membership number (or your student ID number)
emergency case; Need medical help, Loose valuable or essential items	<p><u>OSSMA HELPLINE</u> (24HRS/7DAYS)</p> <p>Members may call 24 hrs / 7 days using the OSSMA Toll-Free numbers listed on page 24. You may use either a World Free Phone or a Universal Free Phone number.</p> <p>If you are calling from a country other than those listed on page 24, or if you are otherwise unable to reach us, please call collect using the number below.</p> <p>+81-3-3811-8286 In Japan 03-3811-8286</p>	<p>24HRS/7DAYS *English-speaking Japanese will take your call</p>	<p>Please tell us 1. Your name 2. Your school name in Japan 3. OSSMA membership number (or your student ID number)</p> <p>*If you are a relative or guardian of the member: 1. Member's name 2. Member's school name in Japan</p>

<Note>

- ① Inquiries regarding the OSSMA LOCATOR system and its use (such as login, password, or usage questions) received outside of OSSMA office business hours will be responded to during the following business day.
- ② OSSMA services are limited to OSSMA Plus members. When contacting us by email, please always include your OSSMA Plus membership ID in your email.
- ③ When contacting us by email, please explain your question or request fully.

9. OSSMA TOLL-FREE TELEPHONE NUMBERS

Once connected, you will first reach a recorded message in Japanese and English that asks you to enter your PIN. Please enter **39#**. Depending upon location, Universal Free Phone numbers may not be accessible from mobile phones or from public pay phones.

Country		Phone Number		
		World Free Phone	Universal Free Phone	Toll Free Forwarding
North America	U.S.A.	1-866-208-6226	011-800-3811-8286	1-800-324-2130
	Canada	1-866-783-6077		
South America	Argentina	0800-777-0054	00-800-3811-8286	-
	Mexico	-	-	01-800-099-0255
	Brazil	0800-761-0485	-	-
Europe	Ireland	-	-	1-800-550-730
	U.K.	0808-23-42837	00-800-3811-8286	0-800-680-0645
	Italy	800-8-74077		-
	Austria	0800-295677		-
	Netherlands	0800-022-3037		-
	Switzerland	0800-56-3681		-
	Sweden	020-795-530		-
	Spain	9009781-07		-
	Denmark	8088-0121		-
	Germany	0800-1-80-6778		0800-184-4963
	Norway	800-14418		-
	Hungary	06-800-16971		-
	France	0800-91-5172		0805-080270
	Belgium	0800-7-6465		-
	Portugal	800-8-81-137		-
	Finland	0080-9-196-90	999-800-3811-8286	-
	Russia	8-800-301-7443	-	-
Asia	Indonesia	007803-81-1-0024	-	001-803-015-205-0075
	Korea(South)	00798-81-1-0752	002-800-3811-8286 001-800-3811-8286 008-800-3811-8286	-
	Singapore	800-8110-750	001-800-3811-8286	-
	Thailand	001-800-81-10489		-
	Hong Kong	800-90-8875		-
	Taiwan	00801-81-2713	00-800-3811-8286	-
	China (North Area)	10800-811-0781		-
	China (South Area)	10800-281-2640		-
	Philippines	1-8001-8110067		-
	Malaysia	1-800-81-4555		-
Oceania	Australia	1-800-099-018	0011-800-3811-8286	1-800-984-207
	New Zealand	0800-88-5002	00-800-3811-8286	0800-474012

※World Free Phone: China

North Area	Beijing, Tianjin, Heilongjiang, Jilin, Liaoning, Hebei, Shanxi, Shandong, Henan, Inner Mongolia
South Area	Shanghai, Chongqing, Jiangxi, Zhejiang, Anhui, Jiangxi, Fujian, Guangdong, Hubei, Hunan, Shanx, Guizhou, Gansu, Sichuan, Yunnan, Qinghai, Hainan, Ningxia, Guangxi, Xinjiang, Tibet

If you are calling from a country other than those listed above, or if you are otherwise unable to reach us, please call collect using the number below:

+81-3-3811-8286

10. FAQ (Frequently Asked Questions)

Q1. If I need an ambulance, will you call one for me?

A. As public health systems differ greatly depending upon country and location, we will be unable to arrange an ambulance in most cases. Furthermore, even in those cases we can make arrangement, those arrangements may take time. Consequently, to the extent possible, we strongly recommend you make the arrangements yourself or have someone close by make them for you.

* Depending upon country and location, ambulance services will incur costs.

Q2. When I need to visit a medical facility, will you call a taxi for me?

A. We can assist with taxi arrangements.

Q3. I am not confident in my ability to communicate in the local language with the medical facility physician and staff. Will you provide interpretation?

A. We will provide interpretation by telephone at the time of your visit. Please let us know if you require interpretation services.

Q4. I am unsure as to whether my condition warrants medical attention and wish to receive advice.

A. You have access to our affiliated Health Consultation Services. Feel free to use these services as needed.

Q5. I have a tooth cavity that needs attention. Does OSSMA Plus cover dental expenses?

A. Yes. OSSMA Plus will cover your emergency dental expenses until twice times.

Q6. Are the costs of medications I purchase abroad covered by OSSMA Plus?

A. Medications prescribed by a physician as part of the course of treatment are covered. However, over-the-counter medications are not covered.

Q7. I have incurred significant medical expenses that are exempt from OSSMA Plus or that exceed the policy's limits. Will you pay these expenses on my behalf as an advance?

A. Yes. We will pay your medical expenses as an advance and invoice you afterwards.

Q8. My hand-bag was stolen, and I have lost my passport, visa, and wallet? What should I do?

A. First, you will need to file a report with the local police. You will then need to file a request for reissuance of your passport at your country's embassy or consulate and apply for reissuance of your travel visa at the appropriate immigration authority. If you were carrying credit cards, you should call the credit card companies right away to cancel the cards. Personal effects (except cash) may be covered under your complementary insurance policy. We will contact the insurance company on your behalf.

Q9. I missed my flight. What should I do?

A. Please contact the airline. If you are insured under an overseas travel insurance policy, depending upon the terms of the policy, some expenses may be covered. We will contact your insurer on your

behalf.

Q10. If I travel outside the country in which I am studying, will OSSMA Plus remain in effect?

A. Yes. OSSMA Plus and your insurance policy cover you for all travel undertaken within the effective dates of the policy.

Q11. My smartphone has been broken. What should I do?

A. If your overseas travel insurance policy includes benefits for loss of personal effects, you may be able to claim your loss. We will contact your insurer on your behalf.

Q12. I am almost out of cash and am unable to withdraw cash from the ATM. What should I do?

A. We will give you instructions as to how you can have money sent to you from Japan.

Q13. My travel visa has been stolen while traveling away from my country of study. Will I be able to reenter the country to return to school?

A. We cannot say for sure. You will need to contact the issuing authority's country's embassy or consulate.

Q14. I am having trouble with my current dormitory or home-stay living arrangements and wish to move. Will you help?

We will not directly negotiate on your behalf. Please consult your home school or organization in Japan or your school abroad. If you have difficulty communicating in the local language, we will interpret by telephone. Please contact us.

**OSSMA TOLL- FREE LINE
24HRS / 7 DAYS**



+81-3-3811-8286

Emergency Assistance Japan Co., Ltd.
OSSMA office

〒112-0002
1-21-14 Koishikawa, Bunkyo-ku, Tokyo, JAPAN
Tel: 03-3811-8310 FAX: 03-3811-8311
Email: students@emergency.co.jp
Business hour: 9:00~18:00 Mon. – Fri. (JAPAN TIME)

