

OSSMA (Overseas Students Safety Management Assistance) is a security management assistance system designed to enhance the safety of students studying abroad. (24hrs /7days)

### ■ OSSMA Service Contents

<b>1. Overseas Medical Assistance Service</b>	Call us in the event of injury or illness. OSSMA will provide the following services: ① Doctor and healthcare provider referrals in your area ② Telephone interpretation during your medical consultation ③ Teleconsultation by doctor, nurse or psychologist including mental health problem ④ Advice regarding filing of travel insurance claims ⑤ Dispatch of doctors, emergency transportation to hospital, medical transport back to Japan and recipient hospital arrangements in Japan
<b>2. Personal Assistance</b>	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.
<b>3. Safety Confirmation Service</b>	OSSMA will conduct safety confirmations at the request from your family member or your university. If we are unable to confirm of your safety, or should we be so requested by your guarantor, then OSSMA, will coordinate efforts with the university that you are attending overseas, as well as with local police, the Japanese Embassy, and other authorities, in order to determine your whereabouts and your disposition. If necessary, we will dispatch a search party. In the event that an emergency or disaster should occur in the area or country, OSSMA will also conduct the safety confirmation of the students who are supposed to stay in the affected area.
<b>4. Mental Health Support</b>	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.
<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).

Members are responsible for the following expenses:

Medical expenses, translation/interpretation costs, medical evacuation and transportation costs, mental counseling fees, legal fees, and other direct, out-of-pocket expenses. Medical expenses may be covered by member's travel insurance policy (consult your insurer for details). OSSMA is **NOT** a travel insurance product.

### ■ About OSSMA Membership Card

- ◆ When you enroll in OSSMA you will receive an OSSMA membership card.
- ◆ You will be asked for your OSSMA membership number each time that you contact OSSMA to receive services. The OSSMA membership number is printed on the front side 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.

### ■ OSSMA Service Limitations

- ◆ Eligibility ..... OSSMA services are available only to OSSMA members.
- ◆ 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.

#### Contact

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](mailto:students@emergency.co.jp)  
Business hour: 9:00~18:00 Mon. – Fri. (JAPAN TIME)

## ■ OSSMA TOLL-FREE TELEPHONE NUMBER

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, 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**