



# OSSMA Plus

- Overseas Students Safety Management Assistance -

OSSMA Plus will provide you, your parents and your university with our thoughtful assistance against your trouble that you encounter while studying overseas.

Medical treatment expenses are so expensive!

I've broken the shower equipment in a hostel. I'm embarrassed.

I was arrested by police officers when I was taking pictures.

I was robbed of my bag and smartphone.

Recently I cannot get enough sleep.

Terrorism happened near here now!



I have a problem with my friend.

I'm still having a toothache.

I've been followed by stalker.



I have encountered fraud.

My wallet was stolen on a bus.

I've had credit card issues.

I cannot improve my nausea.

I've been bitten by a squirrel just now.

You may encounter unanticipated trouble while studying overseas. So please enroll in OSSMA Plus before departure.

## Advantages

### OSSMA TOLL- FREE LINE

against any possible trouble 24 hours / 365 days

### Cashless Medical assistance

OSSMA Plus will pay medical treatment expenses to a hospital.

Safety confirmation when huge disasters or incidents happen

# 1. OSSMA Plus services menu

## Before departure

Registration of the TABI REGI delivered from MOFA

## Against any living trouble

Giving some advice in English against any living trouble

- Not available toll-free phone at some of nations and areas  
OSSMA TOLL-FREE LINE will call you back If you contact with us without toll- free.
- We will support against your incident, accident, healthcare and legal advice by a lawyer etc.

## Medical assistance

- medical treatment for any injuries or disease
- Temporary medical treatment for chronic disease
- Temporary medical treatment for dental problems
- Emergency evacuation for appropriate medical treatment
- Support your family on the spot
- Monitoring medical treatment
- Arrangement a hospital after returning to Japan
- Pay medical treatment expenses (limitation amount JPY ¥100 million)

But if exclusion terms apply, then you must bear your medical treatment expenses. —> Refer to more details page 5

◎In a case of serious incident or accident, our staff will go to that location to assist you and your family.

## Safety confirmation for you

- Including regular safety confirmation
- Using email or push notification

During  
overseas

## 2. Our world wide network for providing the OSSMA Plus service

- We have contact centers in seven countries
- Twelve overseas branches, and 110 overseas staff members
- OSSMA provides services with our partners and our medical care providers



### Description of our key words

- OSSMA : Short for **O**verseas **S**tudents **S**afety **M**anagement **A**ssistance
- OSSMA TOLL-FREE Line : Our own contact centers for our members to have consultation in seven countries.
- Providers: Our cooperation companies for providing you with global OSSMA Plus service.
- Providers for medical care: Overseas hospitals and clinics we have built by ourselves to provide our membership with medical assistance.
- OSSMA locator: Our own system for making safety confirmation for our membership. You need to put your information into the system correctly.
- OSSMA app.: OSSMA smartphone application (Free)  
Available for safety confirmation and contact with the TOLL-FREE LINE we registered.

### 3. OSSMA Plus charge

Currency : JPY

Duration of stay abroad	Charge of the OSSMA (Incl. tax)	Support of the medical treatment and rescue expenses	Payment fee	Total amount charge of the OSSMA Plus
Up to 15 days	3,300	2,820	630	6,750
Up to 1 month	3,300	5,620	630	9,550
Up to 2 months	5,500	10,420	630	16,550
Up to 3 months	11,000	14,540	630	26,170
Up to 4 months	14,850	21,300	630	36,780
Up to 5 months	18,700	27,950	630	47,280
Up to 6 months	22,000	33,940	630	56,570
Up to 7 months	26,400	39,530	630	66,560
Up to 8 months	26,400	45,120	630	72,150
Up to 9 months	26,400	50,740	630	77,770
Up to 10 months	29,700	56,320	630	86,650
Up to 11 months	29,700	61,910	630	92,240
Up to 12 months	29,700	67,500	630	97,830

#### 1. Make a payment your charges

Deadline: Ten days before your departure date

#### 2. Regarding duration calculation

We will apply the same charge for each duration, up to 9 days.

(Excl. Duration of stay abroad 15 days)

#### 3. Our refund rules

Applies to 2cases : • Cancel the day before departure • Shorten the duration  
(Important)

Outside of this rule are the following cases.

①. For a membership who had already used the OSSMA services overseas

②. Shorten the duration

(Paid charge) — (amended charge for Shorten the duration) less than JPY ¥10,000.

(Excl. tax)

#### ✘ Handling fee for refunds

We will offset between your refund and handling fee.

Amount: JPY ¥1,000 or JPY ¥4,000 (Amount will be different depending on the duration.)

#### ✘ Bank transfer fee

The fee must be paid by our membership.

## 4. OSSMA Plus membership registration and payment of charge

Refer to「Method of enrollment for the OSSMA Service (Payment by credit card or Payment at convenience store)」and apply for membership. You will receive an email with the information of the payment **after 7working days** of application. Payment can be made at a local convenience store or by using credit card.

## 5. Login to OSSMA locator ▪ Membership card ▪ OSSMA app

- Go to a website of **OSSMA LOCATOR** ( <https://ossma.eaj.ne.jp> ) and log in with your USER ID ( **Transaction No.** ) of email with the title is「Acceptance confirmation of OSSMA enrollment」which you received at the time of application, and PASSWORD ( student ID number ) **after 7working days** of application. And **enter your information** and **travel Itinerary**.
- To get **the membership card**, click on the 「Help」 button in the website of OSSMA LOCATOR which you can download the data of OSSMA SERVICE GUIDE, and cut out the membership card after printing English page 29.  
Write your name and your USER ID (Transaction No.) on the front side of the card, and write the appropriate international toll-free number (see page. 31) on the back of the card before you travel. **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.  
You will receive a plastic OSSMA membership card when you ask for Overseas Studies Support Unit.
- About the ossma app, refer to the information of OSSMA Service Guide from P.20 to 23. You can use toll-free telephone by tapping on the telephone number displayed. If you can't use toll-free telephone or collect call, 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.

## 6. Main Categories of Expense Paid by OSSMA Plus

limitation amount JPY ¥100 million

OSSMA plus bears the costs and expenses incurred during the period departing from Japan and returning to Japan.

- 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)
- Medical expenses for treatment of acute symptoms related to chronic and/or preexisting conditions
- Emergency dental expenses (The number of medical attention is limited to 2 times any one dental case)
- 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)

## 7. Main Categories of Expense not Covered by OSSMA Plus

(Advance Payments of Medical Expenses will be paid by OSSMA Plus 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)

### Inquiries

Emergency Assistance Japan Co., Ltd. OSSMA Center

〒112-0002 1-21-14 Koishikawa, Bunkyo-ku, Tokyo TEL:03-3811-8310

Email: [students@emergency.co.jp](mailto:students@emergency.co.jp) Business hours: Mon~Fri (ex holiday) 10:00~17:00 (Japan time)