

- 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 that you were told by the university and your name on the front of the card.

You will be asked for your OSSMA membership number each time that you contact OSSMA to receive services.

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](mailto: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 »

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

### ■ 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 TMDU 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

### Payment method #1: Credit card payment

• You will receive an email from system@p01.mul-pay.com for make a payment. When you receive an email, please follow the instruction on page 3 and finish your payment.

• Payment fee (JPY 182) shall be borne by OSSMA member.

• **Deadline: Finish your payment by 10 DAYS PRIOR to your departure.**

In the case the payment link in your email expired, please contact OSSMA.

• If you want to use a credit card owned by your parents/guardians, please contact your parents/guardians and use it carefully.

### Payment method #2: Convenience store payment

• You will receive an email from system@p01.mul-pay.com for make a payment. When you receive an email, please follow the instruction on page 4-5 and finish your payment.

• Payment fee (JPY 182) shall be borne by OSSMA member.

• **Deadline: Finish your payment by 10 DAYS PRIOR to your departure.**

In the case the payment link in your email expired, please contact OSSMA.

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

# Credit Card Payment

様

※本メールは送信専用アドレスより送信しております。  
※本メールへ返信頂いても回答致しかねますのでご了承下さい。  
※本メールにお心当たりがない場合、お手数ですが破棄願います。

下記お申し込みを受け付けましたのでご確認の上、  
お支払い手続きをお願い致します。

■お申込内容

お支払先	: OSSMA EAJ
お支払内容	: OSSMA会費
金額	: 14,850
事務手数料	: 182
通貨名	:
注文番号	: 1079000000
お客様メールアドレス	: <a href="mailto:emergency.co.jp">emergency.co.jp</a>

\*\*\*\*\*  
お支払い手続きの手順について  
\*\*\*\*\*  
下記リンク先にアクセスして、ご注文内容・お支払い金額等をご確認ください。  
確認後、ご利用される決済手段を選択し、必要事項のご入力をお願いします。

[https://p01.mul-pay.jp/link/9101201642470/Mail\\_Link/9178d33cce88eb14060b37048f8e11cd](https://p01.mul-pay.jp/link/9101201642470/Mail_Link/9178d33cce88eb14060b37048f8e11cd)  
(上記URLの有効期限: 2019/02/15)

## 1) Receive an email

- You will receive an email from [system@p01.mul-pay.com](mailto:system@p01.mul-pay.com).
- “Order number(注文番号)” is your OSSMA membership number.
- Check your name and service fee and click the link.

海外留学生危機管理サービス / OSSMA Payment selection

ショッピングサイトに戻る / Back to shopping site > [お支払方法の選択 / Select payment method >](#)

必要事項を記入 / Enter payment information > お支払手続き完了 / Complete

お支払する方法をお選びになり、お進みください。 / Please select payment method and click “Next”.

ご利用内容 / Purpose of the payment

会費 / Service charge(JPY)	14,850
事務手数料 / Payment fee(JPY)	182
合計金額 / Total amount(JPY)	15,032

お支払方法をお選びください。 / Please select payment method.

クレジットカード / Credit card  
 コンビニ / Payment at convenience store counter

[進む / Next](#)

## 2) Choose the payment method

- Check your total service fee.
- Choose “Credit Card”

海外留学生危機管理サービス / OSSMA Payment procedure

ショッピングサイトに戻る / Back to shopping site > [お支払方法の選択 / Select payment method >](#)

必要事項を記入 / Enter payment information > お支払手続き完了 / Complete

クレジットカード決済の必要事項をご入力ください。 / Please enter the data necessary for Payment by credit card.

お支払い方法 / Payment method	一括 / Single payment
カード番号 / Credit card membership number ハイフン無しで、数字のみをご入力ください。 / Numerical data only.	4538XXXXXXXXXXXX
カード有効期限 / Valid time(Month/Year)	10 月 21 年

[決済する / Payment](#)

ご利用内容 / Purpose of the payment

会費 / Service charge(JPY)	14,850
事務手数料 / Payment fee(JPY)	182
お支払合計 / Total amount(JPY)	15,032

## 3) Make payment

- If you want to use a credit card owned by your parents/guardians, please contact your parents/guardians and use it carefully.
- Put credit card number and valid date, and click “Payment”
- If the error was shown, please contact OSSMA.

## 4) Confirm your payment fully finished.

✘In the case the payment link in your email expired, please contact OSSMA✘

### Inquiries

Emergency Assistance Japan Co., Ltd. OSSMA Service Desk

TEL:03-3811-8310 Email: [students@emergency.co.jp](mailto:students@emergency.co.jp)

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

# Convenience Store Payment

様

※本メールは送信専用アドレスより送信しております。  
※本メールへ返信頂いても回答致しかねますのでご了承下さい。  
※本メールにお心当たりがない場合、お手数ですが破棄願います。

下記お申し込みを受け付けましたのでご確認の上、  
お支払い手続きをお願い致します。

■お申込内容

お支払先	: OSSMA EAJ
お支払内容	: OSSMA会費
金額	: 14,850
事務手数料	: 182
通貨名	
注文番号	: 1079000000
お客様メールアドレス	: @emergency.co.jp

\*\*\*\*\*  
お支払い手続きの手順について  
\*\*\*\*\*  
下記リンク先にアクセスして、ご注文内容・お支払い金額等をご確認ください。  
確認後、ご利用される決済手段を選択し、必要事項のご入力をお願いします。

[https://p01.mul-pay.jp/link/9101201642470/Mail\\_Link/9178d33cce88eb14060b37048f8e11cd](https://p01.mul-pay.jp/link/9101201642470/Mail_Link/9178d33cce88eb14060b37048f8e11cd)  
(上記URLの有効期限: 2019/02/15)

## 1) Receive an email

- You will receive an email from system@p01.mul-pay.com.
- “Order number(注文番号)” is your OSSMA membership number.
- Check your name and service fee and click the link.

海外留学生危機管理サービス/ OSSMA Payment selection

ショッピングサイトに戻る / Back to shopping site > **お支払方法の選択 / Select payment method >**

必要事項を記入 / Enter payment information > お支払手続き完了 / Complete

お支払する方法をお選びください、お進みください。 / Please select payment method and click "Next".

ご利用内容 / Purpose of the payment

会費 / Service charge(JPY)	14,850
事務手数料 / Payment fee(JPY)	182
合計金額 / Total amount(JPY)	15,032

お支払方法をお選びください。 / Please select payment method.

クレジットカード / Credit card

コンビニ / Payment at convenience store counter

進む / Next

## 2) Choose the payment method

- Check your total service fee.
- Choose “Convenience Store”

海外留学生危機管理サービス/ OSSMA Payment procedure

ショッピングサイトに戻る / Select payment method < お支払方法の選択 / Enter payment information >

必要事項を記入 / Enter payment information > お支払方法のご案内 / Complete

コンビニエンスストア決済の必要事項をご記入ください。 / Please enter the data necessary for payment at convenience store.

ご利用するコンビニの選択 / Select convenience store	ファミリーマート
氏名 / Name	<input type="text"/>
フリガナ / Name in Roman alphabet	<input type="text"/>
電話番号 / Phone number	<input type="text"/>
ご連絡先メールアドレス / E-mail	<input type="text"/>

決済する / Payment

ご利用内容 / Purpose of the payment

会費 / Service charge(JPY)	14,850
事務手数料 / Payment fee(JPY)	182
お支払合計 / Total amount(JPY)	15,032

## 3) Make payment

- Choose the store and put your name, phone number and email address.
- Click “Payment”
- If the error was shown, please contact OSSMA.

## 4) Receive an email

- Click “Finish Application(申込みを完了させる)”
- You will receive an email from system@p01.mul-pay.com.
- Check the name of the convenience store you chose and total service fee.

## 5) Go to the convenience store and finish your payment within 10 days.

NOTE : Please keep a copy of the payment that you received at a convenience store cashier until your study abroad finished.

海外留学生危機管理サービス/ OSSMA Payment procedure

ショッピングサイトに戻る > 必要事項を記入 / Enter payment information > お支払方法のご案内 / Complete

コンビニエンスストアお支払い申し込みが完了しました。下記の手順でお支払いください。  
お支払いの際、このページに記載された番号が必要になります。メモを取るか、このページを印刷してお持ちください。

ファミリーマートでお支払いの場合

第1番号(企業コード)	20020
第2番号(注文番号)	801670939690

ショッピングサイトに戻る

このページは再表示できません。

お支払いに必要な番号のメモをお取りになるか、このページを印刷して下さい。  
以下のボタンを押すとお申込みがすべて完了します。

申込みを完了させる

様

この度はご購入ありがとうございます。  
下記の内容にてお申し込みを受け付けましたのでご確認の上、お支払期限までにお近くのコンビニエンスストアにてお支払下さい。

■ご指定のコンビニエンスストア  
ファミリーマート

■ご注文内容

店舗(サイト)名 : OSSMA EAJ  
受付日時 : 2018/10/16 16:12:03  
価格 : 3,418円  
お支払期限 : 2018/10/26 23:59

※Famiポートでのお支払いの際、企業コードと注文番号が必要です。  
メモを取るか、このメールを印刷して、コンビニエンスストアまでお持ちください。  
※バーコードでのお支払いの際、お支払い方法記載のURLからバーコードを取得後、コンビニのレジにご提示ください。  
スマートフォンのみご利用いただけます。

■Famiポートでのお支払い方法

第1番号(企業コード) : 20020  
第2番号(注文番号) : 810023527862

1. トップページより「代金支払い(コンビニでお支払い)」を選択してください。
2. 「代金お支払い」のページで「各種番号をお持ちの方はこちら」を選択してください。
3. 「番号入力画面に進む」を選択してください。
4. 第1番号(企業コード)(5桁)を入力し、「OK」を選択してください。
5. 第2番号(注文番号)(12桁)を入力し、「OK」を選択してください。
6. お支払い内容を確認のうえ、「確認」を選択してください。
7. 印刷された申込券をレジに渡し、30分以内にお支払いください。
8. お支払い後、「取扱明細兼受領書」を必ずお受け取りください。  
※「取扱明細兼受領書」が領収書となります。

■バーコードでのお支払いの場合

バーコード取得用URL  
<https://ncpfa.famima.com/prd/ebcweb?firstKey=20020&secondKey=810023527862&cpNo=001&gyNo=00>

1. バーコード取得用URLをご参照ください。お支払い用バーコードが表示されます。
2. バーコードをコンビニのレジにて提示し、お支払いください。
3. お支払い後、「取扱明細兼受領書」を必ずお受け取りください。  
※バーコード取り扱い不可の場合はFamiポートでお支払いいただきます。  
※「取扱明細兼受領書」が領収書となります。

※In the case the payment link in your email expired, please contact OSSMA※  
Inquiries

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