

- 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 (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, etc. Therefore you need to buy a 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).

◆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

You'll be able to find the photograph of an OSSMA Membership Card on the OSSMA Service guide book P.29. And you will receive the OSSMA Membership ID number when you enroll the OSSMA service via our website, <https://www.eaj.ne.jp/ossma>. Then please fill in your OSSMA membership ID No. on your membership card's photograph and cut it to carry with you when you go out.

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

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 Center

〒112-0002

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

TEL:03-3811-8310

FAX:03-3811-8183

Email: students@emergency.co.jp

Business hours: Mon~Fri (ex 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: ① Hospital arrangements ② Transport arrangements ③ Telephone interpretation during your medical consultation ④ Arrangements for interpretation ⑤ Transport arrangements to return to Japan for medical treatment ⑥ Dispatch a doctor and nurse ⑦ Arrangements for an hospital in Japan after returning home ⑧ Support 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 <Important> as follows.

Please make payment your service charge by Credit card or at convenience store.

Duration of stay abroad	Charge (including domestic tax)
One month	JPY3630
Two months	JPY6,050
Three months	JPY12,100
Four months	JPY16,335
Five months	JPY20,570
Six months	JPY24,200
Seven~Nine months	JPY29,040
Ten~Twelve months	JPY32,670

<Important>

• There is a fee JPY 182 for this payment services.

《Our rules for refund》

- ① In the case when you reschedule before your departure, 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 6months	Over 6months
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

OSSMA membership registration and payment procedure

- Access to <https://www.eaj.ne.jp/ossma> and login.
- Enter dates of study overseas and check the OSSMA service charge.
- Enter your personal information.
- Select payment method.
- Make payment for total amount.

Refer to OSSMA material "OSSMA Service Guide" booklet for details.

- Enter your additional personal information and itinerary information.

- ② In the case when you reschedule after your departure, 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 6months	Over 6months
After your departure	JPY 1,000	JPY 4,000

* Domestic tax excluded

Method of enrollment for the OSSMA Service

STEP1

- ① Receive an OSSMA membership ID number ② Payment of OSSMA charge

STEP1 Access to the following link

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

Login code handai

Password 0051

OSSMA membership registration Register personal information on the screen —> Receive the USER ID

Payment OSSMA membership charge

[Important] Payment at convenience store -> Please make payment by TEN DAYS after the enrollment.

Procedure

Payment at convenience store Refer to P.4-P.5 for the details.

- Make sure that you received three kinds of emails .

- ① Acceptance confirmation of OSSMA
- ② Advise on your payment at convenience store
- ③ **Completion of the OSSMA enrollment**

Payment by credit card Refer to P.6-P.7 for the details.

- VISA,MASTER,JCB,AMEX,DINERS are accepted.

- Make sure that you received two kinds of emails .

- ① Acceptance confirmation of OSSMA
- ② **Completion of the OSSMA enrollment**

【Important】

Do NOT repeat your membership registrations for the same travel, in order to avoid being charged multiple times.
If you would like to change your information, contact with the OSSMA center.

【Important】

Please wait **SEVEN WORKING DAYS** after completion of "STEP 1".

STEP2

- ① Additional personal information ② Itinerary information

Access to the following link

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

Login code: OSSMA USER ID

Password: Student number (Lower case include alphabet)

1.STEP2

Refer to the OSSMA Service Guide Booklet

P.3-P.17

Completion the registration task

2.About OSSMA App

Refer to the OSSMA Service Guide Booklet

P.20-P.23

3. About Guest Accounts

P.24-P.28

Method of enrollment for the OSSMA Service

Payment at
convenience store

■Objective 1) OSSMA membership registration 2) Payment registration

■Procedure

1. Access to the following link

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

ログイン入力画面

Login code(lower case): handai

Password : 0051

ログイン

2. Enter dates of Travel

- If you have not completely decided your dates of travel yet, enter the longest possible period.
- If you are given the dates of travel from the university, please follow the instructions.

渡航情報入力画面

渡航先と渡航期間を入力して、サービス料金を計算します。

※のついた項目は入力必須項目です。

日本出国日: 年 月 日

日本帰国日: 年 月 日

サービス料金計算ページへ

3. Check confirmation screen about the period and the calculated charge

- Do NOT repeat your membership registrations for the same travel, in order to avoid being charged multiple times.
- Click the “申込内容登録ページへ” button after checking this screen.

料金計算

日本出国日 : 2017/09/01

日本帰国日 : 2017/09/30

日数 : 1ヶ月

料金(税込) : 3,300 JPY

事務手数料 : 182 JPY

4. Enter personal information and itinerary information into the registration screen

- ※Items in red are required
- Enter your email address which you will use while overseas.

お申込内容登録

ご利用者情報

※は必須項目です。

※ご利用者名: 姓 Yamada (例) 山田 名 Taro (例) 太郎

※パスポート表記: Last Name YAMADA (例) YAMADA First Name TARO (例) TARO

※生年月日: 1990 年 02 月 01 日

※性別: 男性 女性

※メールアドレス: yama@gmail.com

※学番号: S123456

※学部: Science

※学号: az01

※大学指定コード: 英数字コードまたは数字コード

渡航情報入力

※渡航先: アメリカ

※州選択: California

※都市: Los Angeles

※渡航種類: 短期滞在

※留学先(大学名など): University of California

※正式な英表記でご記入ください。

例) カリフォルニア大学ディビス校 → University of California, Davis

戻る 申込内容確認ページへ

5. Check confirmation screen

- If you find incorrect items which need to be changed, click the『戻る』button and change the items.
- After you click the “同意して申し込む” button, you can NOT change your application!
- If you accept the content, click the『同意して申し込む』button.

上記の申込内容及び大学から提示された「留学生危機管理サービス(OSSMA)」の内容を確認するとともに、本サービスの提供に際して、日本エマージェンシーアシスタンス株式会社が知り得た疾病やトラブルなどを含む私の個人情報を、大学及び医療機関等に適宜開示することに予め同意の上、本サービスの利用を申込みます。

戻る 同意して申し込む

6. Confirm acceptance of OSSMA enrollment

- You will be able to see 『お申込みを受付けました』 on the screen.
- Please check that you received an email with the title “Acceptance confirmation of OSSMA enrollment”(Email No.1). Refer to P.2.
- You can see your OSSMA membership ID Number(OSSMA membership ID No.) in the email.

お申込受付終了

お申込みを受付けました。

OSSMAサービスにお申し込みいただき、ありがとうございます。

ご登録頂きましたメールアドレスにお申込受付メールを送信いたしました。

引き続きお支払い方法をご選択下さい。

お支払いが完了するまで、お申込は成立しません。

お支払い方法選択

クレジットカード

ご利用可能カードは VISA・MASTERとなります。

※上記カードであっても一部ご利用頂けない場合もございます。

コンビニエンスストア支払

本日から7日以内にお支払いください。

支払方法: クレジットカード、コンビニ支払

受付番号 (OSSMA会員ID番号): 886171022

決定

7. Select payment method

- You also can find your OSSMA membership ID No. on the screen.
- Click the『決定』button and select the『コンビニ』button. Then click the『進む』button to go to the next page.

(IMPORTANT)

- Do NOT repeat your membership registrations for the same travel, in order to avoid being charged multiple times. If you would like to change your information, contact with the OSSMA center.
- Please fill in your OSSMA membership ID No. on your membership card.

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

お支払い方法の選択 / Select payment method

必要事項を記入 / Enter payment information

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

ご利用内容 / Purpose of the payment

会費 / Service charge (JPY)	3,300 JPY
事務手数料 / Payment fee (JPY)	182 JPY
合計金額 / Total amount (JPY)	3,842 JPY

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

8.Procedure of payment at convenience store

- Select convenience store and enter name, phone number and email address. Click the『決済する』button. If the『決済エラー』message is shown, contact with the OSSMA center.

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)	3,300 JPY
事務手数料 / Payment fee (JPY)	182 JPY
お支払合計 / Total amount (JPY)	3,842 JPY

9. Completion of payment registration

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

- After this screen is shown, you will receive an email with the title is “Advice on your payment at convenience store”(Email No.2). Please see it and **make payment by TEN DAYS after the enrollment at local convenience store.**
- If we can not confirm your payment, we will cancel your enrollment. In such a case, you may have to pay a cancellation fee to us.
- Any cancellations after enrolling in the OSSMA service will incur a cancellation fee.
- Click the『申込みを完了させる』button in the bottom field of this screen.
- You will receive an email with the title “Notice of procedural details when your registration is completed”(Email No.3). Please be sure to make payment by **TEN DAYS after the enrollment at local convenience store.**

○ Inquiry ○
Emergency Assistance Japan OSSMA Center
TEL: 03-3811-8310
Mon~Fri 10:00~17:00, Except for holidays

10. Completion of the OSSMA enrollment

○ 決済受付完了画面

決済受付が完了しました

ご登録頂いたメールアドレスへOSSMA事務局よりお申込完了メールをお送り致します。
24時間以内にお申込完了メールが届かない場合は、お手数ですが、下記OSSMA事務局までお問い合わせ下さい。
※迷惑メールとして振り分けられている可能性もございますので、迷惑メールフォルダ内も併せてご確認ください。

- Click the “×” mark button on the top of the browser.
 - The “保険のお申込みはこちらから” link is a broken link. Please enroll in the overseas travel insurance which the university will recommend.
- 【IMPORTANT】**
- Please wait **SEVEN WORKING DAYS** after completion of payment registration into the OSSMA membership registration web page before you can access the OSSMA Locator system to enter your additional personal information and itinerary information.
 - To access the OSSMA Locator PC Website, please access the following link
<https://ossma.eaj.ne.jp>
 - To use the OSSMA Locator application, click the OSSMA Locator link.
 - Refer to the Service Guide Booklet for entering your information.

==Sample email which you will receive from OSSMA==
1. Acceptance confirmation of OSSMA

★ OSSMA申込受付確認/Acceptance confirmation of OSSMA enrollment

差出人 : ossma_web@emergency.co.jp (参照/登録)

日時 : 2017年08月25日 11:44 AM

To : hemi@emergency.co.jp

モニターEAJ大学
a様

日本エマージェンシーアシスタンス株式会社(EAJ)の留学生危機管理サービス『OSSMA』にお申込みいただき、誠にありがとうございます。

a様のお申込を受け付けました。

<注意>
このメールは申込受付確認メールです。
申込完了にはクレジットカード決済またはコンビニエンスストア支払いのご入金が必要です。

Email No.1

2. Advise on your payment at convenience store

★ コンビニ決済依頼完了のお知らせ

差出人 : “決済サービス送信専用アドレス” <system@p01.mul-pay.com> (参照/登録)

日時 : 2017年08月25日 11:49 AM

To : “日本 太郎” <hemi@emergency.co.jp>

日本 太郎 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 : 2017/08/25 11:49:48
価格 : 3,842
お支払期限 : 2017/09/04 23:59

Email No.2

3. Completion of the OSSMA enrollment

★ OSSMAお申込完了のお知らせ / Notice of procedural details when your registration is completed

差出人 : ossma_web@emergency.co.jp (参照/登録)

日時 : 2017年08月25日 11:51 AM

To : hemi@emergency.co.jp

モニターEAJ大学
a様

日本エマージェンシーアシスタンス株式会社(EAJ)の留学生危機管理サービス『OSSMA』にお申込みいただき、誠にありがとうございます。
お申込み内容の確認・変更がございましたら、受付番号(OSSMA会員ID)とお名前を併せてOSSMA事務局まで、お知らせください。

Email No.3

Method of enrollment for the OSSMA Service

Payment by credit card

■Objective 1) OSSMA membership registration 2) Payment registration

■Procedure

1. Access to the following link

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

2. Enter dates of Travel

- If you have not completely decided your dates of travel yet, enter the longest possible period.
- If you are given the dates of travel from the university, please follow the instructions.

3. Check confirmation screen about the period and the calculated charge

- Do NOT repeat your membership registrations for the same travel, in order to avoid being charged multiple times.
- Click the “申込内容登録ページへ” button after checking this screen.

4. Enter personal information and itinerary information into the registration screen

- ※Items in red are required
- Enter your email address which you will use while overseas.

5. Check confirmation screen

- If you find incorrect items which need to be changed, click the『戻る』button and change the items.
- After you click the “同意して申し込む” button, you can NOT change your application!
- If you accept the content, click the『同意して申し込む』button.

6. Confirm acceptance of OSSMA enrollment

- You will be able to see 『お申込みを受けました』 on the screen.
- Please check that you received an email with the title “Acceptance confirmation of OSSMA enrollment”(Email No.1). Refer to P.2.
- You can see your OSSMA membership ID Number(OSSMA membership ID No.) in the email.

7. Select payment method

- You also can find your OSSMA membership ID No. on the screen.
 - Click the『決定』button and select the『Credit card』button. Then click the『進む』button to go to the next page.
- (IMPORTANT)
- Do NOT repeat your membership registrations for the same travel, in order to avoid being charged multiple times. If you would like to change your information, contact with the OSSMA center.
 - Please fill in your OSSMA membership ID No. on your membership card.

8.Procedure of payment by credit card

- VISA,MASTER,JCB,AMEX,DINERS are accepted.
- Enter your card membership number and expiration (Month/Year). And click the『決済する』button.
- When you complete the payment, you will receive an email with the title “Notice of procedural details when your registration is completed”(Email No.2). Your enrollment task will be completed.
- If the『決済エラー』message is shown, contact with the OSSMA center.

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 < お支払い方法の選択 / Select payment method >

必要事項を記入 / Enter payment information > お支払手続完了 / 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 <small>ハイフン/半角なしで、数字のみご記入ください。/ Numerical data only.</small>	4538000000000000
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)	3,300 JPY
事務手数料 / Payment fee(JPY)	182 JPY
お支払合計 / Total amount(JPY)	3,842 JPY

9. Completion of payment registration

○ 決済受付完了画面

決済受付が完了しました

ご登録頂いたメールアドレスへOSSMA事務局よりお申込完了メールをお送り致します。
24時間以内にお申込完了メールが届かない場合は、お手数ですが、下記OSSMA事務局までお問い合わせ下さい。
※迷惑メールとして振り分けられている可能性もございますので、迷惑メールフォルダ内も併せてご確認ください。

- Click the “×” mark button on the top of the browser to complete the task.
- If you cancel the enrollment after enrolling in the OSSMA service will incur a cancellation fee.
- The “保険のお申込みはこちらから” link is a broken link. Please enroll in the overseas travel insurance which the university will recommend.

【IMPORTANT】

- Please wait **SEVEN WORKING DAYS** after completion of payment registration into the OSSMA membership registration web page before you can access the OSSMA Locator system to enter your additional personal information and itinerary information.
- To access the OSSMA Locator PC Website, please access the following link.
<https://ossma.eaj.ne.jp>
- To use the OSSMA Locator application, click the OSSMA Locator link.
- Refer to the Service Guide Booklet for entering your information.

==Sample email which you will receive from OSSMA==

1. Acceptance confirmation of OSSMA

件名	OSSMA申込受付確認/Acceptance confirmation of OSSMA enrollment	Email No.1
差出人	ossma_web@emergency.co.jp	

モニターEAJ大学
日本様

日本エマージェンシーアシスタンス株式会社(EAJ)の留学生危機管理サービス『OSSMA』にお申込みいただき、誠にありがとうございます。

日本様のお申込を受け付けました。

<注意>
このメールは申込受付確認メールです。
申込完了にはクレジットカード決済またはコンビニエンスストア支払いのご入金が必要です。

※『料金(税込): 0円』と表示された方はお支払いの必要はありません。

下記お申込内容をご確認の上、変更等ございましたら、受付番号とお名前を併せてOSSMA事務局までお知らせ下さい。

※次に、OSSMAロケーターへの皆さんの個人情報登録が必要となります。7営業日要するOSSMAセンターでの会員登録完了後に入力できます。
以下のリンクにアクセスしてください。
<https://ossma.eaj.ne.jp>

2. Notice of procedural details when your registration is completed

件名	OSSMAお申込完了のお知らせ / Notice of procedural details when your registration is completed	Email No.2
差出人	ossma_web@emergency.co.jp	

モニターEAJ大学
日本様

日本エマージェンシーアシスタンス株式会社(EAJ)の留学生危機管理サービス『OSSMA』にお申込みいただき、誠にありがとうございます。
お申込み内容の確認・変更がございましたら、受付番号 (OSSMA会員ID) とお名前を併せてOSSMA事務局まで、お知らせください。

■コンビニ支払をご選択いただきました会員さま
先にお送りしましたメールに記載しております払込期日にお支払いをお願いします。

■クレジットカード支払いをご選択いただきました会員さま
決済日の残高不足にご注意ください。※

○ Inquiry ○

Emergency Assistance Japan OSSMA Center

TEL: 03-3811-8310

Mon~Fri 10:00~17:00, Except for holidays