

How to Use

“I want to see a doctor.”



Call
「Global Risk Control Total Support Desk」

“I want to know how to take care of myself physically or mentally.”



Call
「Telephonic Health Consultation Service」

“I am in trouble.”



Call
「Global Risk Control Total Support Desk」

※ Please always give us your full name and the name of the University in Japan which you belong to.

※ Inquiries to our support desk will be reported to your University and other related parties.

How to Call

①Add 「GLOBAL RISK CONTROL TOTAL SUPPORT DESK」 to your friend list by scanning the QR code below.

②Call by either LINE App Free Call / Toll-Free Number / Direct Call.



Go to the website by scanning the QR code using a smartphone with the LINE app installed. Press the button shown on the site, follow the directions and press the “Call” button. It will connect you to the GLOBAL RISK CONTROL TOTAL SUPPORT DESK for free. Please note that you may be charged with packet communication fees. In order to avoid the extra charges, using Wi-Fi connection to access the site is recommended. The operator will be happy to call you back at your convenient number but due to a technological limitation, they cannot call your LINE app back. The chat is also unusable.



■Students traveling to countries where LINE is unavailable■

We have a portable card. Please use them as needed.



<p>LINE App FREE CALL</p>  <p>LINE無料通話 (24/365)</p>	<p>HOW TO CLAIM</p> 
<p>TOLL FREE NUMBERS</p> 	<p>Affiliated Medical Facilities</p> 

Others

Video Insurance Claim Guide

You can check how to file a claim with our insurance. (Language: Japanese only)

Link to MOFA's Official URL

By clicking this link, you can reach and check overseas safety information at the website of Japan Ministry of Foreign Affairs. You can also register for TABI REGI through the site. (Language: Japanese only)

Toll-Free Numbers

The toll-free numbers may not be available depending on areas and phone devices you call from. Generally smartphones with Japanese SIM cards are not designed to call toll-free numbers. Overseas roaming fees may be charged even when dialing the toll-free numbers.

Direct Number
(International call)

If toll-free numbers are not available, or if you are calling from areas without toll-free numbers, please call us directly. To avoid the extra charges, please tell the operator to call you back. The operator will be happy to call you back at your convenient number.

List of Affiliated Medical Facilities

Those Medical institutions will offer you Automatic Cashless Medical Service if you carry your insurance policy and your passport with you. (Language: Japanese only)

For University officials and Family members

In case of emergency, please contact our domestic numbers below:

▪ **Global Risk Control Total Support Desk** : **03-3572-8601**

▪ **Telephonic Health Consultation Service** : Please call above, and tell the operator that you wish to use this service.

※ Please always give us your name, beneficiary's name, and the relationship between you and the beneficiary.

Service List

Service Items (Service Provider)	Service Contents		Explanation
1. Centralization of information at Support Desk and on time reporting to our contractors. (INTAC)	①	All calls are centralized to "GLOBAL RISK CONTROL TOTAL SUPPORT DESK"	Exclusive phone line for students is available 24/7 with both Japanese and English speaking operators. The LINE app free call, toll-free numbers are accepted.
	②	Timely reporting of medical cases (sickness/injury) to related parties	All medical cases are reported to the contractors (Serious accidents are reported to the contractor urgently)
	③	Timely reporting of non-medical cases (property loss, etc.) to related parties.	All non-medical cases are reported to the contractor.
	④	Updating the progress of in-patient and repatriation cases to related parties.	The progress of medical cases are carefully monitored and reported to the contractor accordingly.
2. Medical Assistance Service for students overseas (*1) (INTAC)	①	Providing overseas hospital information	Provide hospital information, make appointments for a doctor and advise how to see a doctor at each hospital/clinic.
	②	Providing Cashless Medical Service	Place payment guarantee to the hospital so that the insured does not have to pay upfront at the hospital.
	③	Arranging medical interpreters	Arrange a medical interpreter when necessary.
	④	Monitoring the conditions of an in-patient	Monitor the medical conditions until the insured is safely discharged from the hospital.
	⑤	Arranging repatriation	Arrange a repatriation back to Japan or evacuate the insured to region of medical excellence.
	⑥	Arranging Escort Nurses and Escort Doctors	Arrange an Escort Nurse and Doctor to accompany the insured during the repatriation or evacuation.
	⑦	Arranging body repatriation of the deceased	Arrange body repatriation to Japan when an insured passes away in a foreign country.
	⑧	Assisting with the arrangement of air tickets and hotel accommodations for rescuers	Support the arrangement for air tickets and hotel accommodations for family members and related parties who travel overseas as rescuers.
	⑨	Answering various inquiries in regards to how to file an insurance claim	Explain the necessary procedures in details to file an insurance claim.
3. Support Service for students overseas(INTAC)	①	Contacting necessary parties on behalf of the insured in times of emergency	Relay messages among contractors, student overseas, and family members on behalf of each party in times of emergency.
	②	Providing advice in times of various troubles	Offer advice to assist in problem solving. Request will be forwarded to the contractor for further advice if the inquiry is not urgent.
	③	Providing support when credit cards are stolen or lost	Provide contact numbers for credit card companies so that the insured can immediately freeze their credit card.
	④	Providing support when passports are stolen or lost	Provide contact details of nearby Embassy or Consulate, and advise necessary documents required for the reissue procedure.
	⑤	Providing hotel information/support for air ticket purchasing	Provide information concerning hotels, reservation centers for airline companies, connection flights, contact details of local offices.
	⑥	Providing safety information	Provide information concerning weather, vaccination, visa application, immigration public holidays, working language, etc.
4. Rescue Service for students overseas (*2) (INTAC)	①	Safety Confirmation Service	Provide safety confirmation of student who is missing overseas.
	②	Lawyer Referral Service	Introducing local lawyer in case a student gets involved in legal matters.
	③	Security Guard Dispatch Service	Dispatch security guards, vehicles and drivers to students who require on-site escort.
5. Rescue Service for students overseas (In times of political change, natural disaster) (*3) (INTAC)	①	Support the construction of an emergency line of communication	Offer support to ensure the smooth transmission of messages among related parties.
	②	Collecting and offering information overseas	Provide appropriate information to the contractor.
	③	Supporting the development of an evacuation procedure	Support the arrangement of an appropriate evacuation plan based on the collected information.
	④	Executing the evacuation plan(*3)	Ensure the aircraft for evacuation, dispatch an Escort team and assistance force necessary for the evacuation.
	⑤	Assisting with the arrangement of air tickets and hotel accommodations for rescuers	Support the arrangement for air tickets and hotel accommodations for family members and related parties who travel as rescuers.
5. Overseas Telephonic Health Consultation Service (TMS)	①	Telephonic health consultation service	Experienced Japanese Doctors and Nurses offer emergency health and mental health counseling
	②	Telephonic Health Consultation Service with Specialists (Advanced appointments are required)	Japanese specialist Doctors from various departments provide high quality health counseling services including mental health conditions, and provide the latest method of treatment. (Contractors and family members can also inquire about the insured's condition.) Note:Japan time Weekdays: 9am~12pm, 1pm~5pm(Bookings can be made 24/7 over the phone.)

(*1) Service will be available only when the condition is covered by the overseas travel insurance of Tokio Marine Nichido Fire Insurance Co., Ltd.

(*2) Actual cost will be incurred. The service will not be used depends on the nature of request.

(*3) Actual cost will be incurred. Evacuation service will not be available if the infrastructure such as communication and transportation means are disrupted, or war outbreaks in the area.