

**Frequently asked questions on Web application
on Comprehensive Insurance for International Students Lives Coupled with "Gakkensai"**

Q1 I applied for insurance online but noticed that I selected the wrong type. I have not paid the premium yet. How can I correct it?

Please apply for the insurance again with the correct details, and pay the premium for the new application. Since the enrollment procedure can only be finalized if the premium is paid, you can leave the incorrect insurance application unpaid. Please make sure you only pay the premium which corresponds to the correct application.

Q2 I accidentally completed the insurance application twice over the website. I only paid for one of them, but still received two confirmation emails. Is there anything that needs to be done?

An acceptance email is sent automatically for each application. There is no need to take any specific actions, such as cancellation, even if the application was done twice. Therefore, there should be no issue if you pay the insurance premium only once.

Q3 I applied for insurance through the website, but realized that I entered the applicant address incorrectly. I have already paid the insurance premium. What should I do?

Please contact the inquiry email address listed in the pamphlet.

Q4 I lost access to the website in the middle of the online application process.

Please try to access our website later. If the entry process was interrupted due to network conditions, the information you entered will not be saved. We apologize for the inconvenience, but please restart the application process from the beginning.

Q5 Will an insurance card arrive at my home address?

Yes. It will be sent to the address of the insured from Tokyo Marine & Nichido after the completion of the procedure.

Q6

I am an international student and I did not apply for the insurance at the time of enrollment. Is it possible to join later via the online application?

Yes, you can. If you select the subscription month on the online subscription screen, the insurance premiums will be displayed on a monthly basis according to the subscription period.

Q7

On the enrollment screen, after "Student Information," there is "Policyholder Information" and "Supporter Information." What should I provide?

Under "Policyholder Information", please enter the information of the person who will actually be responsible for paying the insurance premiums. If you are paying the premiums yourself, you can copy the student information by clicking the "Same as Student" button. Under "Supporter Information", please enter the information of the person who is the legal guardian and who primarily supports the livelihood of the insured person (student) by continuously paying all or part of their living and academic expenses. If the policyholder and supporter are the same person, please copy the policyholder's information by clicking the "Same as Policyholder" button.

Q8

If I want to start my coverage from April, by when do I need to complete the procedure?

Under "Policyholder Information", please enter the information of the person who will actually be responsible. You must complete the application online and pay the insurance premium at a convenience store by April 24th. If you apply online between the 25th and the end of the month, the coverage will begin on the 1st of the following month at the earliest.

Example No.1 : If you apply on April 25th and pay your premium on April 26th, your coverage will start from May 1st.

Example No.2 : If you apply on April 25th and pay your premium on May 5th, your coverage will start from May 6th.