

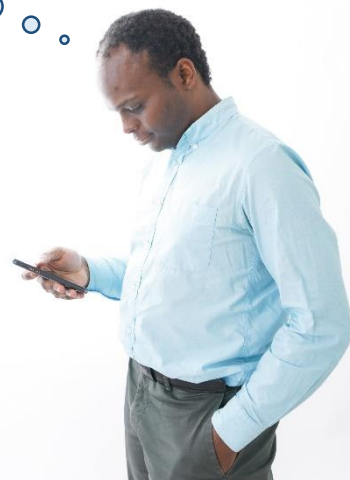
English-language Health Hotline Information for Users

The pain from my sports injury won't go away.

I want to find medical institutions that can help me in English.

I'm worried about my skin troubles.

I got results from my medical checkup in Japanese, and I want to know what they say.



We are here to support your health.

Please be assured that your privacy will be absolutely protected



For times like these:

You have physical symptoms you're worried about and want to consult with someone

You want to ask about first aid for injuries

You want to ask about maintaining/improving your health

You're looking for a medical institution

*Once connected, follow the voice guidance and select English.



0120-298-067

Toll-free / No consultation fees

Weekdays: 9:00 a.m. - 5:00 p.m. (closed on Saturdays, Sundays, public holidays, and Dec. 31 to Jan. 3)

/ Reception by dedicated phone number

Held through three-way calls with interpreters and consultation staff members

- (1) Our experienced consultation staff will advise you on health and medical issues.
- (2) With a database of over 400,000 medical institutions nationwide, we will provide you with information and more related to medical institutions that suit your needs.

(Contracted company: T-PEC Corporation)

Please contact us if you have any questions, as there are terms and conditions for using these services.

Handling of Personal Information

● This service (excluding legal consultation service) is operated by T-PEC CORPORATION on consignment. ● T-PEC CORPORATION uses the personal information received from users in order to properly provide services such as answering telephone calls, conducting interviews when necessary, and arranging appointments with medical institutions within the scope of the outsourced services. The provision of personal information to T-PEC CORPORATION is at user's discretion, but if a user does not provide his/her personal information, T-PEC CORPORATION may not be able to provide the relevant services. ● The handling of personal information provided by users may be outsourced to interviewers or affiliated organizations related to this business, but we will select those who meet sufficient standards for the protection of personal information and supervise them as necessary and appropriate, such as by concluding contracts with them. In addition, for the purpose of arranging appointments for medical examinations, the personal information about user's contacts such as names and telephone numbers will be provided to medical institutions affiliated with this business at the request of the users themselves. ● T-PEC CORPORATION will not use personal information for any purpose other than those described above, nor will it provide personal information obtained to any third party other than its contractors, except with the consent of the user, in accordance with the law, or when T-PEC CORPORATION deems it necessary to protect the life, body, or property of the user or a third party. ● T-PEC CORPORATION may record communications with users in writing, on tape, electronically or in other media for the purpose of improving the quality of the response and verifying the content of the call. ● You can request disclosure, etc., of the personal information you have provided. To go through the procedure, contact the "Personal Information Consultation Service Manager (Deputy Personal Information Protection Manager) of T-PEC CORPORATION at 5-6-10 Ueno, Taito-ku, Tokyo (110-0005)". ● Please note that by using this service, you agree to the above terms and conditions and consent to the collection and provision of your personal information.



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English-language Mental Health Counseling Service

Information for Users



- I'm worried about my relationships with others.
- I can't sleep well lately.
- I'm stressed out and irritated.
- I feel worried and unsure about things.
- I want someone to listen.

We are here to help with your troubles.

Please be assured that your privacy will be absolutely protected.



You can receive counseling from clinical psychologists and other mental health experts.
Please make an appointment to use this service.

Make reservations here (By three-way call)

*Once connected, follow the voice guidance and select English.



0120-298-067

Toll-free / No consultation fees

Weekdays: 9:00 a.m. - 5:00 p.m. (closed on Saturdays, Sundays, public holidays, and Dec. 31 to Jan. 3)

■ How sessions work & How to make reservations

Over-the-Phone Counseling

- (1) Set up a date and time
- (2) Receive counseling (A counselor will call you)

Face-to-Face/Online Counseling (You cannot change formats after selecting one ; Free up to 5 times per year)

- (1) We send details about the service
- (2) Apply via the website
- (3) Receive counseling (Visit a counseling room or meet online)



What exactly happens during counseling?

Counseling is working together with a specialist to solve and prevent problems, looking at both yourself and the challenges you face.

By talking, you may



lessen the burden on your mind.
find the causes of your troubles.
notice bad habits in your own way of thinking.

(Contracted company: T-PEC Corporation)

Please contact us if you have any questions, as there are terms and conditions for using these services.

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