

**Overseas Medical Helplines**

Available 24/7 (If you reach Japanese-speaking operator, please request to be directed to an English-speaking operator or an English interpreter.)

Please call the following numbers in cases of injury or illness. When calling, please do not forget to keep your insurance policy with.

(Note) Depending on the type of device you are using, there might be cases where you cannot access the helplines.

Place you are travelling		Phone Number		Office/Centre
North America Central & South America Hawaii	US (mainland), Hawaii, Alaska, Canada	1800-233-2203	(Toll Free)	US Centre
	Mexico	001-855-835-2554	(Toll Free)	
	Brazil	0800-892-1256	(Toll Free)	
	If you cannot access the toll free number or if calling from countries/regions not listed above	In US mainland	804-673-1144	
Outside US mainland		(1) 804-673-1144		

Place you are travelling		Phone Number		Office/Centre
China	China (excl. Hong Kong and Macau)	800-810-9784	(Toll Free)	China Centre
	Hong Kong	800-968-845	(Toll Free)	
	Macau	080-0382	(Toll Free)	
	If you cannot access the toll free number	In Mainland China	010-8447-5985	
Outside Mainland China		(86) 10-8586-6149		

Place you are travelling		Phone Number		Office/Centre	
Guam Saipan Oceania Asia	Taiwan	00801-65-1166	(Toll Free)	Singapore Centre	
	Singapore	1800-3041756	(Toll Free)		
	Malaysia	1800-80-1013	(Toll Free)		
	If you cannot access the toll free number or if calling from	In Singapore	6535-5554		
		Outside Singapore	(65) 6535-5554		
	Korea Indonesia The Philippines Thailand Vietnam Guam, Saipan Australia New Zealand	Korea	00798-651-7029	(Toll Free)	Thailand Centre
		Indonesia	001-803-65-7187	(Toll Free)	
		The Philippines	1800-1-651-0065	(Toll Free)	
		Thailand	1800-600-234	(Toll Free)	
		Vietnam	12065143	(Toll Free)	
Guam, Saipan		1877-232-0747	(Toll Free)		
Australia		1800-553-152	(Toll Free)		
New Zealand		0800-44-9345	(Toll Free)		
If you cannot access the toll free number	In Thailand	02-302-6535			
	Outside Thailand	(66)2-302-6535			

From Myanmar, Cambodia and Laos, please call the Thailand Centre

Place you are travelling		Phone Number		Office/Centre
Europe Africa Middle East Russia	UK	0800-312-002	(Toll Free)	London Centre
	France	0800-90-84-60	(Toll Free)	
	Italy	800-791-034	(Toll Free)	
	Germany	0800-182-3992	(Toll Free)	
	If you cannot access the toll free number or if calling from countries/regions not listed above	In UK	020-8840-8363	
Outside UK		(44)20-8840-8363		

If you cannot access any of the centres listed above	Outside Japan	(81) 3-3811-8127	Tokyo Centre
	In Japan	03-3811-8127	

**Please Note**

\*Country Code, the digits in a bracket ( ), may not be necessary when calling the Toll Free service.

\*Toll Free service may not be available via Pay Phone or a Cellular Phone. In such cases, please refer to the section "If you cannot access the toll free number or if calling from countries/regions not listed above" and access the number provided using reverse charge calls or request the respective centre to return your call.

\*Numbers not specified as "Toll Free" are services which use Direct Dialling (charges apply). Please call these numbers using reverse charge calls, or request the respective centres to return your call.

\*In cases you cannot access Toll Free services, you will need to pay the fees for the phone calls.

\*In some regions, charges may apply with the fees equivalent to the domestic calling rates.

\*It is your responsibility to compensate for additional charges for receiving calls using cellular phones or additional fees occurring when using phones in your accommodation facilities.

\*In cases where there are any difficulties in placing calls due to various circumstances surrounding the telephone facilities, please contact the Medical Helpline Tokyo Centre (listed above).

\*Depending on the time you place a call, your call may be transferred to other help centres.

\*The numbers listed above might change unexpectedly or without prior announcement due to irregular circumstances in the respective countries/regions.