

学生生活 110番

We provide consultation, referrals to various agencies, and dispatch support for various worries and troubles of students. We support **students and their families** from enrollment to graduation so they can have a safe and enjoyable student life.

For details of the support, please refer to the pamphlet.▶



Two Points!

Point 1

24/7 Call Center

Point 2

Big assurance with small membership fee

Support Details

Life Consultation Telephone Support Provides consultation for various worries.

Part-time job troubles

Computer

Hospital Guide

Anxiety/Worry, Expert collaboration support

Other consultations



Dispatch Support Support that dispatches in case of trouble.

Bicycle

Car

Motorbike

Water troubles

Key

Example:1 Key Trouble

Lost the front door key, need unlocking



Unlocking operation performed
General fee 19,800 yen

Student Life 110 members:

Free

Example:2 Water Trouble

Leaking from the faucet of the washbasin



Faucet replacement work carried out with approval of parts fee.
General fee 26,400 yen

Student Life 110 members:

5,500 yen
(parts changing fee)

Example:3 Hospital Guide

Want to know about night-time internal medicine hospitals



Guide to several nearby hospitals

Student Life 110 members:

Free

Support for work consultations and various anxieties or troubles.

Whether you can't quit a part-time job, are anxious about starting a new life, or wonder if it's okay to consult about something, we guide you to the appropriate window or have a professional counselor listen to you.

In case of trouble or sudden problem
Feel free to contact us!

Flow of Use For example, in such trouble cases:

*Student Life 110 is operated by the membership fees of subscribers. You can use the service after joining.



Trouble happens

Trouble comes unexpectedly. If you think, "What should I do?", please call the call center first.



Request

A dedicated operator will check the trouble details and make a reservation for the operation.



Dispatch to the site

Technicians with specialized skills will be dispatched to the site.



Repairs completed

Repairs are completed on-site

*Basic repairs are by appointment.
*Depending on the content of the work, it may be taken back for repair.

Student Life 110 New Membership

Fill in the membership application form and submit it to the co-op reception desk.

4-year type

Membership fee

10,400 yen (tax included)

2-year type

6,240 yen (tax included)

6-year type

15,600 yen (tax included)

*Available from the 1-year type.

Regarding how to sign-up, please see the information provided at your university co-op.

Student Life 110, Membership Agreement

Chapter 1 General Rules

Article 1 (Membership Agreement)

This Membership Agreement is a part of the "Student Life 110" (hereinafter referred to as "Service") provided by Japan Best Rescue System, Inc. (hereinafter referred to as "Company"). This Membership Agreement applies to the use of the Service by members (hereinafter referred to as "Members" or "a Member") as specified in Article 2.

Article 2 (Persons Eligible for Service Usage)

- A member who is eligible to use the Service is a member of a University Co-op who has paid the prescribed membership fee for the Service to his/her Co-op and who has been approved for membership in the Service.
- In addition to the members stipulated in the preceding paragraph, relatives of the members up to the second degree of kinship (regardless of whether they live together or separately, hereinafter referred to as "Users") may use the Service. However, only the members stipulated in the preceding paragraph may use the employment consultation service and the support for cooperation with specialists for concerns and worries. And with regard to the home confirmation service, the service provider shall visit the residence of members specified in the preceding paragraph upon request from the Users.
- Members (including Users) are deemed to have accepted the terms of this Membership Agreement at the time of admission to membership.

Article 3 (Prohibition of transference and others)

Members may not transfer, sell, pledge, or otherwise offer as collateral their rights to a third party.

Article 4 (Membership Card)

- The Company shall issue a membership card (including a digital membership card displayed on a smartphone) to the Members.
- The membership card must be carried and used only by the Member himself/herself and may not be used by others.

Article 5 (How to Use the Service)

To use this service, a request must be made by the Member or User himself/herself at the dedicated toll-free number. At that time, you will be asked to present your membership card or to provide the membership number shown on your membership card.

Article 6 (Usage period and continuation for the Service)

- The period of use of the Service will start from the following day from the payment to the expiration date indicated on the membership card. The expiration date for the 1-year plan is until March 31 of the following year (or March 31 of the same year for members enrolling between January and March), for the 2-year plan is until March 31 after 2 years (or March 31 of the following year for members enrolling between January and March), for the 3-year plan is until March 31 after 3 years (or March 31 after 2 years for members enrolling between January and March), and for the 4-year plan is until March 31 after 4 years (or March 31 after 3 years in the case of enrollment from January to March), 5-Year Plan is until March 31 after 5 years (or March 31 after 4 years in the case of enrollment from January to March), and 6-Year Plan is until March 31 after 6 years (or March 31 after 5 years in the case of enrollment from January to March). The subscription period cannot be suspended due to studies abroad or other reasons.
- If a member wishes to continue the service, the member shall pay the prescribed membership fee in the designated manner by the Company at his/her University Co-op office by the expiration date.
- Members shall be exempt from liability for any problems that occur prior to the payment of the membership fee even after starting using the Service.

Article 7 (Notification of Changes)

- If there are any changes to the information reported to the Company, such as one's name, the member shall promptly report the changes at his/her University Co-op office.
- The Company shall not be liable for any disadvantages incurred by a member due to failure to notify the Company of the preceding paragraph.

Article 8 (Loss of Membership Card)

In the event that a member loses his/her membership card, the member shall promptly report the loss to his/her University Co-op office and follow the procedures for reissuing a new membership card.

Article 9 (Unsubscription, Revocation of Membership)

- When a member unsubscribes from the membership due to personal reasons, the member shall notify the University Co-op to that effect.
- The Company may cancel a member's membership without notice if any of the following occurs
 - False declaration at the time of admission
 - Violation of any of these Terms and Conditions
 - Unsubscription from the union
 - Others: If the Company otherwise deems you to be ineligible as a member

Article 10 (Personal Data)

- The Company shall not disclose or provide registered member data or data for service usage to any third party. Registered members data and service usage information will be used for the following purposes and in the following ways,
 - The data will be used to provide the Service, to contact members, or to provide guidance for the renewal of the Service and others.
 - In the event that the Company outsources support for dispatching trouble shooting etc., we shall provide them with the data to the degree necessary for such work.
 - To compile statistical data on accidents and dangers related to student life, and to widely give you heads-up etc, we shall process and take advantage of data in such a way that individuals cannot be identified.
- If a member or his/her representative requests the Company to disclose, stop using, erase, or stop providing to a third party the personal information of a member, the Company will comply with the request in accordance with the procedures prescribed by the Company. Please refer to our Privacy Policy (<https://www.jbr.co.jp/privacy/>) for details on how we handle the personal data of our members.

Article 11 (Membership Fees and Refund)

Members shall pay the following prescribed membership fees in the manner designated by their University Co-op.

1 year	4,160 Yen	(Tax included)
2 years	6,240 Yen	
3 years	8,320 Yen	
4 years	10,400 Yen	
5 years	13,000 Yen	
6 years	15,600 Yen	

- The refund of the membership fee shall not be permitted if any of the following is the case with member (including the user)
 - When you have used the trouble dispatch support or home confirmation service more than once
- In the event of unsubscription from membership due to reasons specified in Article 9 Section 2.
- In the event that the membership fee will be returned, the administrative fee shall be deducted, and the amount returned shall be in accordance with the Company's regulations.

Article 12 (Exemption from Liability)

- Unless there is willful misconduct or gross negligence, the Company and the affiliated companies shall not be liable for any damages incurred to members (including users) or others (including damages resulting from problems with others) due to the use of this service.
- In case the Service provision is not possible or may be delayed due to natural disasters, road conditions, or other work conditions of the person in charge, the Company shall not be liable for any damages incurred to members (including users) or others, as well as compensation for damages.
- Service cannot be provided overseas and remote islands.

Article 13 (Modifications to Terms and Conditions)

- In any of the following cases, the Company may revise the Terms of Use. Accordingly, the Company shall announce the revision of the Terms of Use, the details of the revision, and the effective date of the revision on the Company's website or by other prescribed means.
 - When the revision of these Terms and Conditions is in the general interest of the members.

- When the revision of the Agreement is reasonable on conditions that it is not contrary to the purpose of the Agreement and in light of the necessity of the change, reasonableness of the contents of the revision and other circumstances pertaining to the revision.
- If a member uses the service without making a special request to the Company after the notice, the member is deemed to have accepted the revised Terms of Service.

Chapter 2 Lifestyle Consultation Telephone Support

Article 14 (Purpose)

The telephone support service for daily life consultation shall assist members in resolving various problems to the greatest extent possible by providing information on necessary procedures and referrals to specialists, government agencies, consumer protection organizations, etc.

Article 15 (Contents of Service)

- The following information will be provided to assist in resolving problems related to matters inquired about by members via the dedicated toll-free number.
 - The guidance for procedures or necessary measures required to solve problems
 - Referrals to government service counters, consumer protection organizations, counselors and other professionals such as counselors,
 - Support for application procedures for insurance, compensation, etc.
 - Support for cooperation with specialists for concerns and worries
 - Other information necessary to resolve the problems
- The definition of "Anxieties and Concerns Expert Cooperation Support" is the introduction of an online consultation service by an external consulting organization (cotree Inc.) in order to resolve members' anxieties and worries from a more professional point of view
- The following items are not covered by this support
 - Matters related to personal values, such as love, faith, etc.
 - Matters for which a designated consultation service has already been established within the university, such as further education, employment, etc.
 - Matters contrary to laws and regulations or socially accepted norms
 - Legal consultation or similar
 - Consultation from non-members in support of cooperation with specialists for concerns and worries
 - Other matters for which it is deemed extremely difficult to provide information.

Article 16 (Usage Fees)

- Members may make inquiries to the dedicated toll-free number at no charge during the term of this service. However, the "Concerned Expert Collaboration Support" may be used no more than once per year, and each consultation is free of charge for up to 45 minutes by phone or video, if by text message for up to 14 days after the initial consultation.
- The member himself/herself shall be responsible for any costs incurred after providing information on the dedicated toll-free number, as applicable to the following.
 - Fees, etc. for document applications, etc.
 - Remuneration, etc. for individual consultations with counselors, etc.
 - The cost after the second visit using the service more than twice a year for anxiety/concern specialist collaboration support.
 - Other costs incurred in resolving disputes

Article 17 (Usage of Provided Data)

The data provided by the dedicated toll-free number is one of means for Members to resolve problems, and is not compulsory for members. Additionally, the responsibility for the data usage is attributable to the Member him/herself.

Article 18 (Online Consultation Services by cotree, Inc.)

- We will introduce an online consultation service (applicable service): Cotree Inc. as a support for cooperation with anxiety/concern specialists.
- Please check <https://www.notion.so/cotree/cotree-110-539d1c40405f41f4b0ee1d943f031fc5?pvss=4> for the terms of service for the relevant service.
- We assume no responsibility for the content of services performed by Cotree Inc.

Chapter 3 Automobile and Motorcycle Road Service

Article 19 (Contents of Service)

The Company will provide roadside service for automobiles and motorcycles in the event of an emergency. However, a fee will be charged in the following cases:

- Collection and requests from dealers and repair shops
- The case special structures or parts are used
- Collection from home or equivalent parking lot, etc.
- If the accident perpetrator or the insurance company bears the cost of the accident

Article 20 (Exemption from Liability)

We may refuse to provide roadside services in the following cases

- Automobiles or motorcycles owned by persons other than the member (including the user) himself/herself (when liability cannot be confirmed)
- When caused by disasters, natural calamities, riots, etc.
- Collection requests for the purpose of vehicle inspection, maintenance, etc.
- Requests for illegally modified vehicles, driving under the influence of alcohol, or other conditions that violates the law.
- When the correction is not made despite demands for replacement of parts or correction of usage.
- Collection requests for long-term storage or abandonment
- Vehicles with corporate ownership or business license plates
- In the event of a serious accident, fall, etc., where work cannot be performed with the equipment in possession, a vehicle with a structure that cannot be towed, or a vehicle that cannot be towed to the nearest loading area.
- Roads closed to traffic, seasonally closed roads, roads closed to general vehicles such as construction roads, icy roads, roads not cleared of snow, unpaved areas, beaches, riverbeds, and other areas where it is extremely difficult for mobilized vehicles to pass, and areas designated by the competent minister, etc. as closed to traffic from the standpoint of nature protection, environmental preservation, etc.
- The case we determine that we are unable to respond to the request.

Article 21 (Road Service Fee Schedule)

Article 21 (Road Service Fee Schedule)			(Tax Included)	
		General	Member	
Basis Charges	Day 8:00~20:00	8,800 Yen	Free	
	Night 20:00~8:00	12,100 Yen		
Business Trip Fee		220 Yen / km		
Loading Fee		Actual expense		
Special Fees				
Transfer Fees				
		660 Yen / km	Free of charge up to 20 km	

- Towing (transportation) fee is free of charge up to 20km, 550 Yen / km will be charged for the portion exceeding 20 km.
- The cost of parts, fuel (in case of gas shortage), and toll road fees are to be borne by the customer.

Chapter 4 Lock, Glass, and Water Trouble Service and Stay Home Checking

Article 22 (Contents of Service)

- The Company shall provide the Members with a problem-solving service in the event of an urgency regarding the lock, glass, or water-related problems. In addition, in the event that the company is unable to contact the member, the Company will visit the member's residence to verify the member's home. However, under the following conditions, a fee will be charged separately from the membership service.
 - In cases parts are being used (glass, packing, chemicals, etc.)
 - For non-emergency work such as remodeling

- The definition of "Support for Dispatch of Problems Involving Locks, Glass, and Water" shall be as follows:
 - Primary response operations
This refers to the initial trouble-shooting support response, and refers to the work of fixing problems.
 - Secondary response operations
This refers to the trouble-shooting support where it requires parts replacement, specialized work, work with particular constructions and parts and requires multiple visits. This support is not provided in principle by the Company.
- The definition of "residency confirmation" is to visit a member's residence to check the status of the member's residency when the user is unable to contact the member. After confirming the situation, the service reports to the user whether the member is at home or not.

Article 23 (Exemption from Liability)

- We may refuse to provide trouble-shooting services against lock, glass, or water if any of the following applies
 - In case of disasters, natural calamities, riots, etc.
 - In the case where identification such as membership card, driver's license, student ID, etc. does not match with the name on the residential property
 - For problems related to common areas of the building such as auto locks, etc.
 - If the property is different from a residential property, such as a store or company office
 - In case special structures or parts are used
 - In case of rain leakage
 - When the replacement of parts or correction of usage is not made in spite of a demand for such correction.
 - In the event of unavoidable circumstances such as the work conditions of our workers, traffic conditions, etc.
 - The case we determine that we are unable to respond to the request.
- The Company may refuse to provide stay home checking services in the following cases
 - In case the Company deems the situation to be of low urgency
 - In case you request to open the front door
 - Requests from non-users regarding residency confirmation
 - The case the Company deems that the frequency of use of the home confirmation service is too regular, such as by deviating from the original purpose of the service or by requesting periodic or regular checking.
 - When it is difficult to make a smooth and safe visit to a member's residence due to a major disaster, natural calamity, riot, etc.
 - In the event of unavoidable circumstances such as the work conditions of workers, traffic conditions, etc.

Article 24 (Fees for lock, glass, water trouble service and residency confirmation service)

		(Tax included)	
Basis Charges	Day 8:00~20:00	General	Member
	Night 20:00~8:00	8,800 Yen	Free
Business Trip Fee		220 Yen / km	
Operation Fee		Actual Cost (Regular Fee)	

- The cost of parts (glass, gaskets, chemicals, etc.) will be charged at the actual cost.
- Residency confirmation service is only available upon request from the user.

Chapter 5 Bicycle Trouble Service

Article 25 (Contents)

The Company will provide bicycle trouble-shooting services to members when the following problems occur and that is urgent. The service hours of the bicycle trouble-shooting service shall be based on the business hours of the bicycle stores that are affiliated with the Company and can be arranged in the vicinity of the service location.

- Bicycle puncture
- Bicycle chain off
- Lost bicycle key or broken bicycle key

Article 26 (Exemption from Liability)

We may refuse to provide bicycle troubleshooting services if any of the following applies

- In case of a bicycle owned by someone other than the Member (including the User)
- In case it is caused by disasters, natural calamities, riots, etc.
- For bicycles without security registration
- When related to the electrical system of electrically powered assisted bicycles (power unit, battery, LCD switch, etc.)
- In case special structures or parts are used
- Collection requests for long-term storage or abandonment
- In the event of a serious accident, fall, or other circumstances where work cannot be performed with the equipment in possession.
- In case the replacement of parts or correction of usage is not made in spite of demands for such correction.
- Roads closed to traffic, roads closed seasonally, roads closed to general vehicles such as construction roads, icy roads, and roads not cleared of snow, unpaved areas, beaches, riverbeds, and other areas where it is extremely difficult to dispatched vehicles to pass, as well as areas designated as off-limits by the competent minister, etc. from the viewpoint of nature protection, environmental preservation, etc.
- In the event of unavoidable circumstances such as work conditions of our workers, traffic conditions, etc.
- The case we determine that we are unable to respond to the request.

Article 27 (Fee Schedule for Bicycle Trouble Service)

Member	1,000 Yen (tax included)
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- The cost of work, travel, unlocking, chain adjustment, and even flat tire patch repair are included in the 1,000 Yen (tax included).
- Fees for various parts and repairs other than those listed above are not included.