

## FAQ on Gakkensai and Futaibaiseki

### FAQ: Application Procedures

No.	Question	Answer
1	Where can I apply for the insurance?	You can complete the application procedures online. Newly enrolled students (including students advancing to a higher-level program) are requested to apply via the EX-Settlement Service website for new students below. The application deadline for students admitted in April is March 30, and for students admitted in October is September 29 of their year of enrollment. EX-Settlement Service Website for new students: <a href="https://www3.univ-jp.com/kyoto-u/en/ins/">https://www3.univ-jp.com/kyoto-u/en/ins/</a> Please note that, after the deadline, even new students must enroll in the insurance using the website for current students below. EX-Settlement Service Website for current students: <a href="https://www3.univ-jp.com/kyoto-u/en/in1/">https://www3.univ-jp.com/kyoto-u/en/in1/</a>
2	The website shows "Kyoto University EX-Settlement Service ( <i>Gakkensai</i> , etc. for XX students)." Is it necessary to complete separate application procedures for <i>Futaibaiseki</i> ?	No, separate application procedures are not required. The application procedures on the EX-Settlement Service Website include the application for <i>Futaibaiseki</i> where applicable.
3	An error message appears on the "Personal Information" page of the EX-Settlement Service Website and I cannot proceed. What should I do to proceed to the next page?	If you have registered your personal information on the website before completing the application procedures, please enter the email address and password that you have registered. If you have not registered your personal information before completing the application procedures, click the "Next" button without entering any information to proceed to the next page.
4	An error message appears on the English website when I enter my name, and I cannot proceed to the next page.	Please use single-byte alphabetical characters and numbers with no spaces. [ex] Alfred Bernhard Nobel → Family name: Nobel, Given Name: AlfredBernhard
5	I am an international student and want to complete the application procedures before arriving in Japan. In this case, what address should I enter?	If you are using the English website for the application procedures, please enter your current address prior to arriving in Japan. If you are using the Japanese website for the application procedures, please enter the office address of the laboratory or graduate school that you are enrolled in at Kyoto University.
6	Which address and phone number should I enter my parents' house or my own accommodation?	Please enter the address and phone number at which we can contact you.
7	Why is the premium cost shown in the brochure is different to the amount I have paid?	An administrative fee of ¥480 will be charged in addition to the insurance premiums stated in the pamphlet.
8	I am planning to advance from an undergraduate faculty to a graduate school at Kyoto University, but I mistakenly entered my undergraduate student number when completing the insurance enrollment procedures.	Please contact the Welfare Division immediately. When contacting the Welfare Division, please tell them the date and time of the payment, your name, the incorrectly entered student number, and your new student number.
9	I have enrolled in a wrong insurance type. Is it possible to cancel it?	If you chose to make the payment at a convenience store, you can cancel it provided you have not yet made the payment. Please access the website again to complete the application procedures for the correct type of insurance. If you have made the payment, please contact the Welfare Division. If you chose to make the payment by credit card, cancellation may not be possible in some cases. Therefore, please contact the Welfare Division immediately to confirm whether or not you can cancel the insurance.

### FAQ: After the Completion of Application Procedures

No.	Question	Answer
1	I would like to confirm whether the application procedures have been successfully completed on the EX-Settlement Service Website.	You can confirm this on the "Confirm Application Details" page of the EX-Settlement Service Website at the following URL: <a href="https://www3.univ-jp.com/kyoto-u/en/receipt/search">https://www3.univ-jp.com/kyoto-u/en/receipt/search</a> To redisplay your application details, you will be required to enter the personal login details that you registered during the application procedure.
2	I have forgotten the password I need to access the "Confirm Application Details" page.	If you registered your personal details on the EX-Settlement Service Website prior to the application procedure, you can reset your password by going to the "Reset password" page: <a href="https://www3.univ-jp.com/kyoto-u/en/user/reissue">https://www3.univ-jp.com/kyoto-u/en/user/reissue</a>
3	I would like to confirm whether or not I am currently enrolled in <i>Gakkensai</i> .	You can confirm your insurance status on the <a href="#">KULASIS</a> > Registration Information > Student Insurance Enrollment Status page. Please note that it may take several weeks from the date of the premium payment for the insurance information of students who have newly enrolled in the insurance to be reflected in KULASIS. (The insurance information of students who have completed the insurance enrollment process prior to enrollment at the university will be reflected in KULASIS around the middle of the month of their university enrollment). If you need immediate confirmation that you have completed the insurance enrollment procedures, please contact the Welfare Division
4	I have not received the <i>Gakkensai</i> insurance certificate. How can I prove that I am enrolled in the insurance?	Insurance certificates will not be issued. If an insurance certificate is required, it can be issued at an automatic certificate issuing machine. For details on how to issue a certificate, please see the page on <a href="#">certificate issuing for current students</a> on the Kyoto University website. If you are unable to obtain a certificate from an automatic certificate issuing machine (for example, because you have just enrolled), the Welfare Division will issue one upon request.
5	The policy number is not shown on the " <i>Gakkensai</i> and <i>Futaibaiseki</i> insurance certificate."	As policy numbers are not assigned to individuals, but for each type of insurance, enrollment year, enrollment month, and insurance coverage period, no policy number is shown on the certificate. If you would like to know the policy number, please contact the Welfare Division.
6	If my address changes, do I need to notify it?	You do not need to notify us of any change of address, but please register your new address, etc., on the "Registration Information" page of <a href="#">KULASIS</a> .
7	Are the insurance premiums for <i>Gakkensai</i> , additional coverage for commuting to the university, additional coverage for contact infections, and <i>Futaibaiseki</i> eligible to be applied as income tax deductions in the year-end adjustment or final tax return?	<i>Gakkensai</i> (including additional coverage for commuting to the university and additional coverage for contact infections), <i>Futaibaiseki</i> are not eligible to be applied as insurance premium deductions for income tax.