

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: https://www3.univ-jp.com/kyoto-u/en/ins/ 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: https://www3.univ-jp.com/kyoto-u/en/in1/
2	Why is the premium cost shown in the brochure is different from the cost shown on the EX-Settlement Service Website?	This is because newly enrolled full-time students are eligible to receive a 1,000 yen discount on their insurance premiums, provided they enroll in the required insurance policies by the designated deadline using the EX-Settlement Service Website. (The deadline for students admitted in April is March 30, and for students admitted in October is September 29 of their year of enrollment.) The 1,000 yen discount will be automatically subtracted from the insurance premium when paying via the EX-Settlement Service system. Please note, however, that an administrative fee of 480 yen will be charged in addition to the insurance premium.
3	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.
4	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.
5	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
6	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.
7	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.
8	Why is the premium cost shown in the brochure is different to the amount I have paid?	If you paid the premium via the EX-Settlement Service Website for new students, please see No. 2 above. If you paid the premium via the EX-Settlement Service Website for current students, it is because an administrative fee of 480 yen was charged in addition to the premium shown in the brochure.
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: https://www3.univ-jp.com/kyoto-u/en/receipt/search 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: https://www3.univ-jp.com/kyoto-u/en/user/reissue
3	I would like to confirm whether or not I am currently enrolled in <i>Gakkensai</i> .	If you are a new student, you can confirm your insurance status from the middle of the month of enrollment on KULASIS > Registration Information > Student Insurance Enrollment Status page. If you are a current student, you can confirm your insurance status a few days after you have paid the insurance premium on KULASIS > Registration Information > Student Insurance page.
4	I have not received the <i>Gakkensai</i> insurance certificate. How can I prove that I am enrolled in the insurance?	A <i>Gakkensai</i> insurance certificate is not issued. If you are a full-time student and need to submit an insurance certificate to an internship company, etc., you can obtain one from the automatic certificate issuing machine on campus. To do so, you need to swipe your student ID card, and enter your ECS-ID (student account ID) and password. Locations of the automatic certificate issuing machines https://www.kyoto-u.ac.jp/sites/default/files/embed/encurrentcampus-lifedocumentlocation-of-certificate-issuing-machines.pdf Those who are unable to obtain a certificate from the automatic certificate issuing machines (due to being recently enrolled in the insurance or because they are not full-time students), should contact the Welfare Division to request a certificate.
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 KULASIS.