

July 1, 2021

Website with multilingual chatbot dedicated to Consumer Hotline for Tourists launched

In December 2018, the National Consumer Affairs Center of Japan (NCAC) opened the Consumer Hotline for Tourists to offer telephone consultation that inbound tourists to Japan can use if they experience consumer problems while visiting Japan. The hotline is accessible in seven languages: English, Chinese, Korean, Thai, Vietnamese, French and Japanese.

Currently, inbound tourism is in a tough situation due to the COVID-19 pandemic. In order to prepare for the recovery of inbound tourism after the pandemic winding down, NCAC has launched a website with a multilingual chatbot dedicated to the Consumer Hotline for Tourists which provides some useful tips to avoid and resolve consumer problems in Japan.

Inbound tourists can use FAQ and the multilingual chatbot on the dedicated website to find ways of dealing with consumer problems anytime 24 hours a day, every day of the year.

1. Starting date

- Thursday, July 1, 2021

2. Languages

	Japanese	English	Chinese (simplified)	Chinese (traditional)	Korean	Thai	Vietnamese	French
Dedicated website	○	○	○	○	○	○	○	○
Hotline information	○	○	○	○	○	○	○	○
Consumer Problems FAQ, Helpful information, etc.	○	○	○	○	—	—	—	—
Multilingual Chatbot (on the dedicated website)	○	○	○	○	—	—	—	—

3. Main contents

- Dedicated website

Hotline information

Consumer Problems FAQ (advice on common problems in an FAQ style)

Helpful Information (introduction to Japanese culture and customs, etc.)

Video introducing the hotline

Helpful Links

- Multilingual chatbot (on the dedicated website)

The chatbot automatically gives tourists advice in a chat format to avoid and resolve consumer problems during their stay in Japan. Users can narrow down information displayed by interacting with the chatbot or can enter a question to get an answer.

4. URL

<https://www.cht.kokusen.go.jp/en/>



[Reference]

About the Consumer Hotline for Tourists

- Telephone number: 03-5449-0906
- Office hours: Weekdays 10:00 a.m. – 4:00 p.m. (Closed weekends, national holidays, and Dec. 29 – Jan. 3)
- Languages: English, Chinese, Korean, Thai, Vietnamese, French, Japanese
- Feature of the hotline: multilingual consultation for inbound tourists to Japan via a three-way call with an interpreter

