

November 22, 2018

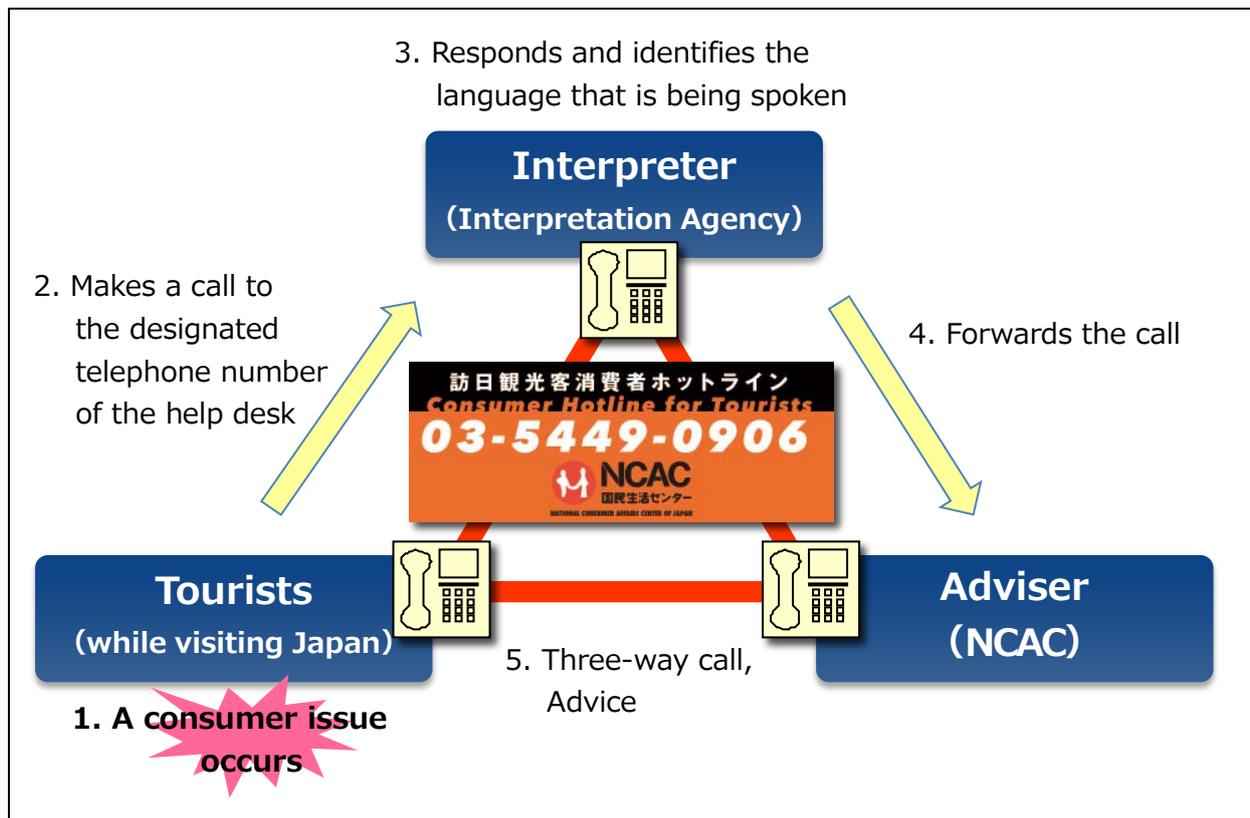
NCAC Launches “Consumer Hotline for Tourists”

The number of inbound tourists visiting Japan was more than 28,000,000 in 2017, and the number is expected to increase even more in the future due reasons such as the upcoming Tokyo 2020 Olympic and Paralympics.

In accordance with this, because it is expected that within Japan, consumer issues of tourists visiting Japan during their stay will occur more often in the forthcoming years, the NCAC is going to open a consumer consultation helpdesk (Name: Consumer Hotline for Tourists) by telephone for tourists visiting Japan from December of this year.

A total of six languages are to be available which are English, Chinese, Korean, Thai, Vietnamese and Japanese.

I . Image of “Consumer Hotline for Tourists”



< Flow of the consultation >

- a. Tourists: Make a call using the designated telephone number of the hotline when they experience a consumer issue. (1., 2. above)
- b. Interpretation agency: Answers the call, identifies the language that is spoken, and the staff who can communicate with the tourist (interpreter) forwards the call to NCAC. (3. above)
- c. NCAC: A consultation staff of the helpdesk answers, and through an interpreter, listens to the tourist and gives advice, etc. on how to resolve their consumer issues (three-way call). (4., 5. above)

II. Starting date

- Monday, December 3, 2018

III. Telephone number / Office hours

- 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)

IV. Languages

- English, Chinese, Korean, Thai, Vietnamese, Japanese (Total of six languages)

V. Issues that are covered

- Consultations regarding consumer issues (Issues involving purchases of merchandise, restaurants and bars, lodging, transportation, etc.) which tourists from overseas encounter while visiting Japan.

< Example cases that are covered >

Case 1: A product you purchased was broken.

Case 2: You were charged an exorbitant amount at a restaurant or bar.

Case 3: You were charged high repair cost for a rented car.

Case 4: Your hotel room was not what you had reserved.

* "Consumer Hotline for Tourists" handles consumer issues only. It cannot provide tourist information or answer questions related to lost items, accidents, or illness or injury.

[Note]

- * Website of "Consumer Hotline for Tourists" (in NCAC's website)

<http://www.kokusen.go.jp/tourists/index.html>