

# Emergency Information Service System : EISS

*The Ministry of Foreign Affairs of Japan established the Emergency Information Service System (EISS) in the United States and Canada on September 8, 2006 with the purpose of aiding Japanese nationals residing or traveling abroad.*

## What is the Emergency Information Service System (EISS) ?

The EISS will be providing opportunities for those affected by natural disasters or terrorist events to leave their voice messages in the EISS Data Center from any telephone, so that their family members or friends may check the status of safety and/or whereabouts of those in a disaster area by listening to the recorded messages.

### Disaster Areas Covered by EISS

U.S.A. (50 States, Guam, Saipan, Puerto Rico and U.S. Virgin Islands) and Canada



### How to record a message from disaster area ?

Follow voice guidance instructions (available in both Japanese and English). You will be prompted to enter your home telephone number and date of birth to confirm your identity.

You may record a message (e.g. name, location and status, etc.) of up to 30 seconds. (You may record multiple messages.) Please **do not leave** sensitive personal data, such as bank account numbers and credit card numbers in the message.

### Period of Service

The EISS will be activated only when a disaster occurs, and will continue its service until the emergency situation has ended.



## Connecting to the Data Center by telephone

**Toll Free in the U.S.A. and Canada** (Calls from other countries require international toll.)

**1-866-903-2674 / 1-866-904-2674 / 1-866-905-2674**

**International / Long Distance Toll Required 1-718-313-9150**

The EISS uses multiple telephone networks, and has secured a large quantity of telephone lines for both numbers listed in and . (However, if public network system in or around the disaster area is damaged, you may experience difficulties connecting to the Data Center. In that case, move away from the affected areas and try to place a phone call.)

### How to check messages by family members or friends ?



Follow voice guidance instructions (available in both Japanese and English). You will be prompted to enter the home telephone number and date of birth **of person in the disaster area**.

Recorded messages will then be played.

\* Although the voice guidance instructs Japanese nationals residing abroad to enter the telephone numbers of their home abroad, and Japanese tourists to enter the telephone numbers of their home in Japan, it is recommended that concerned parties coordinate beforehand and exchange information regarding **home phone numbers and dates of birth** in order to use this system.