

# English-language Mental Health Counseling Service

## Information for Users

- I'm worried about my relationships with others.
- I can't sleep well lately.
- I'm stressed out and irritated.
- I feel worried and unsure about things.
- I want someone to listen.



We are here to help with your troubles.  
Please be assured that your privacy will be absolutely protected.



You can receive counseling from clinical psychologists and other mental health experts.  
Please make an appointment to use this service.

Make reservations here (By three-way call)



# 0120-038-741

Toll-free / No consultation fees

Weekdays: 9:00 a.m. - 5:00 p.m. (closed on Saturdays, Sundays, public holidays, and Dec. 31 to Jan. 3)

### ■ How sessions work & How to make reservations

#### Over-the-Phone Counseling

- (1) Set up a date and time
- (2) Receive counseling (A counselor will call you)

#### Face-to-Face/Online Counseling (You cannot change formats after selecting one ; Free up to 5 times per year)

- (1) Set up a date and time
- (2) We send details about the service
- (3) Apply via the website
- (4) Receive counseling (Visit a counseling room or meet online)



#### What exactly happens during counseling?

**Counseling** is working together with a specialist to solve and prevent problems, looking at both yourself and the challenges you face.

By talking, you may



lessen the burden on your mind.  
find the causes of your troubles.  
notice bad habits in your own way of thinking.

(Contracted company: T-PEC Corporation)

Please contact us if you have any questions, as there are terms and conditions for using these services.



#### Handling of Personal Information

● T-PEC Corporation has been entrusted to operate this service. ● In order to properly conduct interviews, T-PEC Corporation may entrust the handling of personal information to interviewers (associated for the purpose of this service). However, only those who sufficiently protect personal information will be selected and they will be supervised accordingly and as needed by entry into a contract and other measures. (If you choose not to provide personal information, you may not be able to use this service.) ● T-PEC Corporation shall not use personal information for any purpose other than those mentioned above. Personal information will not be shared with a third party other than the consignee unless the user gives permission, it is required by laws and ordinances, or it is determined to be necessary to protect the user or a third party's life, physical health, or property. ● T-PEC Corporation may record calls in writing, through sound recording, or by electronic methods, etc. for the purpose of improving response quality and verifying content. ● Users can request disclosures, etc. of the personal information they provide. For further information, please contact: Personal Information Consultation Service Manager (Representative Officer for the Protection of Personal Information), T-PEC Corporation, Ueno 5-6-10, Taito City, Tokyo Metropolis, 110-0005 ● By using this service, you agree that you understand the above and agree to the acquisition and sharing of personal information.