

FY2025  
Fast Retailing Group

# Guide to the Annual Health Checkup



**When you book and undergo the health checkup, please act befittingly as an FR employee.**

The Health Checkup Booking Center and medical facilities are our business partners. It is not acceptable to assume an arrogant attitude or make requests departing from rules. **Fast Retailing Group will take strict action in the event of customer harassment.**



**● You cannot decline the mandatory items (please see page 3) as it is stipulated by law.**

If you weren't able to undergo the test on that day, please make sure to complete the test **at the same medical facility within two weeks**. If the medical facility specified a due date, please make sure to submit by that date.

Appointment period

**Monday, March 31–Saturday, May 31, 2025**

Checkup period

**Monday, April 14–Saturday, August 30, 2025**

You are eligible to undergo the annual health checkup only once during the specified period.  
(Appointments/checkups are available only during the specified period)  
Please book early if you wish to undergo a advanced checkup or optional tests.

## Persons eligible for the annual health checkup in FY2025 • • • • •

**As of February 28, 2025, Fast Retailing Group employees (non-regular employees or above) and hold a valid contract at the company on the health checkup date**

- \* Board members are also eligible if insured by FR Health Insurance Organization.
- \* Temporary “arbeits” employees insured by FR Health Insurance Organization: 1. Mandatory health checkup for 40 years old and older.  
2. Voluntary for 39 years old and younger.
- \* Not eligible if you have become a temporary “arbeits” employee not insured by FR Health Insurance Organization after March 01.



Be sure to check Q&A before an inquiry → To pages 8–9

Wellness Communications Corporation

**Health Checkup Booking Center**



**TEL : 0570-052-002**

Contact

Hours

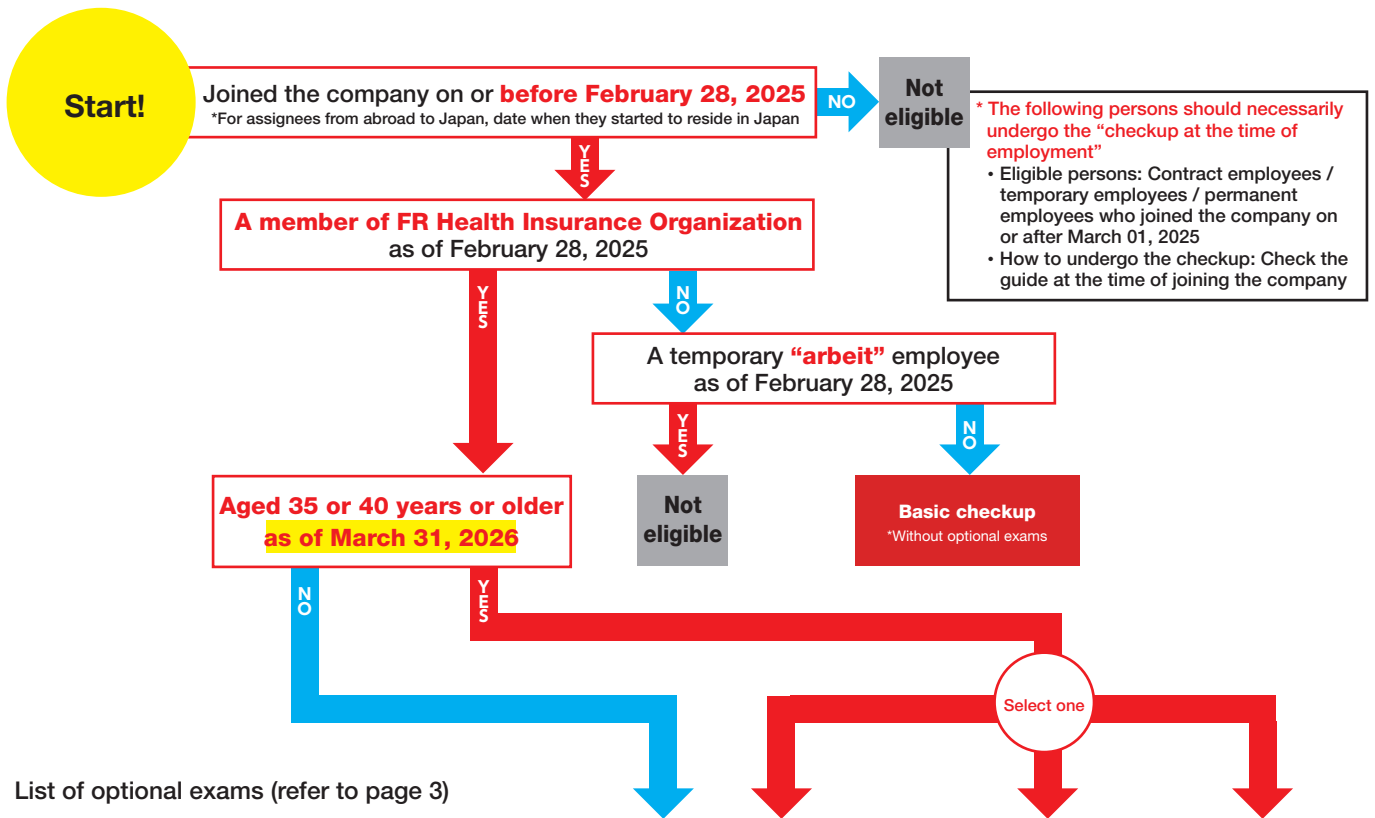
**8:30 to 19:30**

Non-business  
days



**Saturdays, Sundays, public holidays,  
Dec. 27 to Jan. 4**

\* Calls to the Navi Dial number shown in this pamphlet are received on an ordinary telephone line. The caller is responsible for all call charges to the destination. Call charges will be billed by NTT Communications even if you are registered with the MYLINE Carrier Selection Service.  
\* If you wish to speak to an operator, please follow the instructions from the Navi Dial and choose the numbers.

# How to select checkup courses and optional exams



List of optional exams (refer to page 3)

Your checkup course ►			Basic checkup		Standard checkup	Advanced checkup
▼ Selectable optional exams			Basic items required by Japanese laws and regulations		Stomach cancer screening is omitted (as compared to comprehensive medical examination).	Includes stomach cancer screening (can be changed to gastroscopy).
			34 years and younger 36 - 39 years old	Age 35 years, and age 40 years and older		
All	<b>ABC checkup or Helicobacter pylori test</b> *For those who haven't undergone the examinations before.		<input type="checkbox"/>		<input type="checkbox"/>	
			Every 5 years from the age of 20		Every 5 years from the age of 35	
	<b>Stomach cancer screening</b>	<b>Stomach X-ray</b>	×	×	×	<input checked="" type="checkbox"/> Select one (included in the course)
		<b>Gastroscopy</b>	×	×	×	
	<b>Colon cancer screening</b>	<b>Fecal occult blood test</b>	×	<input type="checkbox"/> 40 years old and older	<input checked="" type="checkbox"/> Included in the course	<input checked="" type="checkbox"/> Included in the course
Female only	<b>Tonometry</b>		×	×	<input type="checkbox"/>	<input checked="" type="checkbox"/> Included in the course
	<b>Cervical cancer screening</b>	<b>Pap smear</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Breast cancer screening</b>	<b>Breast ultrasound</b>	<input type="checkbox"/> 30 years old and older	<input type="checkbox"/> Select one	<input type="checkbox"/> Select one	<input type="checkbox"/> Select one
		<b>Mammography</b>	×			

● Mandatory ■ Mandatory (select one) □ Optional

## Notes

- ✓ Age as of March 31, 2026
- ✓ Book early if you wish to select standard or advanced checkup.
- ✓ You must pay the amount of the fee exceeding the upper limit if the total cost of the advanced checkup and optional exams exceeds the upper limit. (The upper limit is 46,000 yen for males and 57,000 yen for females.)
- ✓ **If you turn 75 before March 31, 2026**, you must schedule your checkup by the day before your 75th birthday.
- ✓ You must pay the entire fee of all tests included in the checkup when you undergo the checkup after you become ineligible for FR Health Insurance Organization.

# Examination items

●●: Mandatory ■: Mandatory (select one) □: Optional

Please note ● is a mandatory item stipulated by law, and you cannot decline. To cancel an item, please refer to "Frequently Asked Questions (Q9 and Q21)" on pages 8 and 9.

Eligible persons			FR Health Insurance Organization Member			Non-member
Age (as of March 31, 2026)			34 years and younger 36 - 39 years old	35 years, or 40 years and older (select one)		Persons of all ages
Course Name			Basic checkup		Standard checkup	Advanced checkup*1
Examination items			Basic checkup		Standard checkup	Advanced checkup
Consultation	Interview	Questionnaire (including five items required for special checkups)	●		●	●
	Physical findings	Medical history	●		●	●
		Subjective symptoms	●		●	●
		Objective symptoms	●		●	●
Physical measurements (height, weight, BMI, abdominal girth)			●		●	●
Blood pressure			●		●	●
Eye test			●		●	●
Hearing test			●		●	●
Urine test	Urinary protein, Urinary sugar, Urinary occult blood		●		●	●
	Urobilinogen, Urine specific gravity, Urine pH, Urinary sediment				●	
Lung cancer screening	Chest X-ray		●		●	●
Electrocardiogram			●		●	●
Blood test	Liver function	AST (GOT), ALT (GPT), γ-GT (γ-GTP)	●		●	●
	Sugar metabolism	Fasting blood sugar level, Hemoglobin A1c (HbA1c)	●		●	●
	Lipids	Total cholesterol (TC), Triglyceride (TG), HDL cholesterol, LDL cholesterol	●		●	●
	Kidney function	Creatinine (Cr), e-GFR, Uric acid (UA)	●		●	●
	General blood test	Red blood cell count (RBC), Hemoglobin level (Hb), Hematocrit value (Ht), Mean corpuscular volume (MCV), Mean corpuscular hemoglobin (MCH), Mean corpuscular hemoglobin concentration (MCHC), White blood cell count (WBC), Blood platelet count (PLT/PL)	●		●	●
	Others	Urea nitrogen (BUN), ALP, Total protein, Total bilirubin, Serum amylase, Albumin, A/G ratio, ZTT, TTT, LDH, ChE, Serum iron			●	
Colon cancer screening	Fecal occult blood test			<input type="checkbox"/> (40 years old and older)	●	●
Abdominal ultrasound					●	●
Lung function test					●	
Ophthalmoscopy	Fundoscopy				●	●
	Tonometry				<input type="checkbox"/>	●
Stomach tests	Stomach cancer screening	Stomach X-ray			■ (Select one)	
		Gastroscopy				
	ABC checkup		<input type="checkbox"/>		(Select one, every 5 years from age 20 years)*2	
Helicobacter pylori test						
Cervical cancer screening	Pap smear		<input type="checkbox"/> *3			
Breast cancer screening	Breast ultrasound		<input type="checkbox"/> (30 years and older)	<input type="checkbox"/>		(Select one)*4
	Mammography					

\*1 You must pay the amount of the fee exceeding the upper limit if the total cost of the course and optional exams exceeds the upper limit. (The upper limit is 46,000 yen for males and 57,000 yen for females.)

\*2 ABC checkup and Helicobacter pylori test are said to be sufficient to undergo them only once in one's lifetime. You can choose this option if you have never undergone either of them.

You can undergo the test if you cover the entire fee (Please check with the medical facility you booked).

If you have already undergone the test, please undergo the test regularly with your family doctor or undergo a gastroscopy regularly, depending on your previous test results.

\*3 Cervical cancer screening is recommended once every two years.

\*4 Breast cancer screening is recommended once every two years / Mammography is recommended for 40 years old and older

## [Options]

- If it is difficult to undergo the screening at the same time as your checkup at your medical facility, please undergo the screening test performed by your municipality.
- If you are undergoing the test by your family doctor regularly, please check with your doctor if it is time to have another one.
- You can undergo the items and optional exams other than those specified by FR Health Insurance Organization by covering the entire fee / Please directly check with the medical facility where you booked

## Quick reference matrix for age at five-year intervals (reference date for age: March 31, 2026)

**20 years old:** Born in the period from Apr. 1, 2005 to Mar. 31, 2006

**25 years old:** Born in the period from Apr. 1, 2000 to Mar. 31, 2001

**30 years old:** Born in the period from Apr. 1, 1995 to Mar. 31, 1996

**35 years old:** Born in the period from Apr. 1, 1990 to Mar. 31, 1991

**40 years old:** Born in the period from Apr. 1, 1985 to Mar. 31, 1986

**45 years old:** Born in the period from Apr. 1, 1980 to Mar. 31, 1981

**50 years old:** Born in the period from Apr. 1, 1975 to Mar. 31, 1976

**55 years old:** Born in the period from Apr. 1, 1970 to Mar. 31, 1971

**60 years old:** Born in the period from Apr. 1, 1965 to Mar. 31, 1966

**65 years old:** Born in the period from Apr. 1, 1960 to Mar. 31, 1961

**70 years old:** Born in the period from Apr. 1, 1955 to Mar. 31, 1956

**75 years old:** Born in the period from Apr. 1, 1950 to Mar. 31, 1951

First time  
i-Wellness  
user

Forgot my  
ID/password

# Initial registration of the booking system

Access **i-Wellness** and select initial registration  
健診ポータル

<https://i-wellness-p.com/j00/j00201.jsf>



\* Please refer to the guide sent to the dependents regarding the website URL for dependents.

\* Please register an email address except for Gmail. Gmail may not receive the notifications.

## Initial registration

Select “Registration” at login screen

## Terms and Conditions

Please check the contents and click “Agree.”

## Registration to use the website

Enter your 8-digit employee number including 0 at the beginning, full name, sex, birthday, e-mail address, and secret question and answer.

Please check the contents and click “Register.”

\* If you are not a member of FR Health Insurance Organization, use Roman characters (half-size; example: Kenpo Taro).

Enter the same name you used in one of the IDs.

- Health insurance card issued by FR Health Insurance Organization
- Eligibility Verification Certificate
- Notice of eligibility information

## Address registration

Enter your postal code, prefecture, city, town/address, and building, etc. (such as the name of apartment, room number).  
Check your entries and click “Register.”

## Completion of website registration

Confirm the email message sent to your registered email address.

Subject: [i-Wellness Health Checkup Portal]

Your user registration is completed.

Dear Ms. Kyoko Wellness (Customer ID: 232346000) ,  
We are Wellness Communications Co. Appointment Center.  
This email was sent to registered users of i-Wellness, the website for health check.  
Your registration on the website has been completed.  
Please log in with the registered email address and temporary password, and check the website for health checkups i-Wellness (log in: <https://iwa-ken-test-ws4th.com>)  
Email address: xxxxxx@xxxxxx.co.jp  
Temporary password: 12345678  
The temporary password is only valid for 24 hours. After it expires, you need to change your password.  
Valid time of temporary password: yyyy/mm/dd( ) :

## Member login screen

Enter your ID (the email address mentioned in the “[i-Wellness Health Checkup Portal] Your user registration is completed”) and the tentative password (indicated in the same message), then click “Log in.”

## Change of initial password

Within 24 hours, select your own password, and click “Register.”

\*The password must have at least eight characters and must include at least three of the following types in half size: number, upper case letter, lower case letter and symbol.

## Complete the change of initial password

You will receive an email message informing you that the password was changed.

Subject: [i-Wellness Health Checkup Portal] Your password change has been accepted.

When you receive the email for the password change acceptance, check pages 5-6, and book your checkup.

# Steps from application to checkup

Select one of A/B (page 5) or C (page 6) and book your checkup.

The Health Checkup Booking System "i-Wellness" Operating  
[https://www.fr-kenpo.or.jp/eng/member/health/files/i\\_wellness\\_manual\\_e.pdf](https://www.fr-kenpo.or.jp/eng/member/health/files/i_wellness_manual_e.pdf)



1 Booking  
methods

2 Booking steps

3 Booking  
confirmation

4 Two weeks  
before your  
health medical  
checkup

5 Test kit  
arrives

6 Undergo  
the health  
checkup

7 Health  
checkup  
results

## A Book through the website



**Limited slot!**  
Please check  
soon!

### Two ways to book through the website

#### ① Immediate booking confirmation

Immediate booking confirmation is issued at some of the medical facilities at limited times.

#### ② Booking request

Input **two** of your preferred medical facilities and **five** preferred days and time.

Popular medical facilities book up quickly. Please consider an alternative medical facility or book with step C (page 6).



You will receive a confirmation message at the registered email address.

"If you receive an email indicating that your booking is not confirmed, please return to "② booking steps."

When you receive your health medical checkup guide and Web questionnaire by email, **answer the questionnaire on the website.**

### You will receive a test kit and questionnaire from the medical facility.

Besides the questionnaire on the website (4), please fill in the questionnaire from the medical facility and bring it with you to your health checkup.

### Undergo your health checkup at the medical facility you booked with

What to bring for your health checkup

- ID specified by the medical facility
- Items specified by the medical facility's "what to bring" (sample container, questionnaire, etc.)
- Copayment (only when applicable)

Receive the results from the medical facility where you underwent the checkup

## B Book with the center by phone



For  
English  
speakers

### Call Health Checkup Booking Center

**TEL:0570-052-002**

Japanese guidance followed by English guidance.

The operator will check the medical facility and dates.

List of medical facilities



[https://www.fr-kenpo.or.jp/member/health/files/checkup\\_list.xlsx](https://www.fr-kenpo.or.jp/member/health/files/checkup_list.xlsx)



Notification by phone (or SMS) and a postcard

When you receive your health medical checkup guide and questionnaire by post, fill in the questionnaire and **return it in the enclosed envelope.**

\* You may not receive any notifications from i-wellness when you specify domains for spam mail countermeasures.

\* To change your registration (address, email address, etc.), please log in i-Wellness and change your information from the top screen (upper right).

## Changing or cancelling your booking

- Prior to **8 days of your checkup**: Use i-Wellness

### Change Booking

- ① After logging in, click "Booking."
- ② Click "Change Booking."

### Cancel Booking

- ① After logging in, click "Booking."
- ② Click "Cancel Booking."



- **7 to 2 days before** your checkup: Contact the **Health Checkup Booking Center**
- **The day before or on the day** of checkup: Contact **the medical facility** and the **Health Checkup Booking Center**

Health Checkup Booking Center



**TEL:0570-052-002**

[Hours] 8:30 - 19:30 [Non-business days] Saturdays, Sundays, public holidays, Dec. 27 to Jan. 4

# Steps from application to checkup

Select one of A/B (page 5) or C (page 6) and book your checkup.



## Notes

- ✓ Please make sure to **check the medical facility list**, as the number of facilities where you can book directly is limited.
- ✓ Please book the checkup day **within the specified period** and more than **two weeks ahead of the day you book**.
- ✓ When booking with the medical facility directly, you **must report it (on the website or phone) on the same day**.
- ✓ If your registered details and the booking details at the medical facility don't match, the Health Checkup Booking Center will contact you.



## C Book directly at the medical facility



- Check courses and options (pages 2 - 3)
- Check which medical facility is available for direct booking from the medical facility list (QR code)
- Have one of your IDs ready if you are a member of the FR Health Insurance Organization  
"Health insurance card issued by FR Health Insurance Organization,"  
"Eligibility Verification Certificate," "Notice of eligibility information"

Direct booking is not available if it doesn't have ○.

List of medical facilities



[https://www.fr-kenpo.or.jp/member/health/files/checkup\\_list.xlsx](https://www.fr-kenpo.or.jp/member/health/files/checkup_list.xlsx)

### Call the medical facility and report the following five items

- ① You are employed by Fast Retailing Group.
  - ② The health checkup is via Wellness Communications Corporation.
  - ③ The course and optional items (choose the name from page 2).
  - ④ Your choice of the checkup day (please book at least two weeks ahead).
  - ⑤ Your full name, date of birth, address and phone number.
- \* Please use the same name you used in either "Health insurance card issued by FR Health Insurance Organization," "Eligibility Verification Certificate," or "Notice of eligibility information."
- \* Check your dietary regulation and what to bring on the checkup day

### Report your booking with one of the below (within the day you made a booking)

\* The next business day, if it falls on Saturday, Sunday or public holiday.

The checkup booking will not be accepted if you fail to report on the day or do not respond to the Health Checkup Booking Center. (If you undergo the checkup, the checkup will not be provided by the company. You must cover the entire fee; there will be no refund later.)



Register on the website



<https://i-wellness-p.com/j00/j00201.jsf>

Log in i-Wellness and select "Register booking"

Flow and state of health checkup. Check the matters that require attention.

● Appointment [Not finalized]

Status: We are looking forward to your application.

[Make a reservation for health checkup.](#)

The customer who has directly made a reservation at a medical institution.  
\*The customer who has made a reservation for a previous examination or who has already contacted the medical institution.

[Apply for the reservation.](#)



Call the Health Checkup Booking Center

TEL: 0570-052-002

[Hours] 8:30 - 19:30

[Non-business days] Saturdays, Sundays, public holidays, Dec. 27 to Jan. 4

Choose the number according to the guidance.  
Select 1 for Japanese, 2 for English

3. You have your checkup date confirmed
  2. You have a direct booking with a medical facility
  2. After you enter your information, you will be connected to an operator
- \* When the operator answers, please advise your direct booking details.



After the Health Checkup Booking Center checks your booking with the medical facility, you will receive a confirmation notification by email.



Notification by phone (or SMS) and a postcard

When you receive your health medical checkup guide and Web questionnaire by email, **answer the questionnaire on the website**

When you receive your health medical checkup guide and questionnaire by post, fill in the questionnaire and **return it in the enclosed envelope**.

### Test kit arrives from the medical facility

### Undergo your health checkup at the medical facility you booked with

What to bring for your health checkup > ID specified by the medical facility · Items specified by the medical facility's "what to bring" (sample container, questionnaire, etc.) · Copayment (only when applicable)

### Receive the results from the medical facility where you underwent the checkup

Please see page 7 to change or cancel your booking.





# Direct booking troubleshooting

Please see pages 8 and 9 for Frequently Asked Questions.

Q1.

- My direct booking request was declined when I called the medical facility.
- I contacted and booked my checkup at a medical facility that was not available for direct booking.

A1.

The medical facilities that accept direct booking are specified. Please see the list of medical facilities on page 6, and select the medical facility with ☐ direct booking.

Q2.

I made a direct booking at a medical facility, but I don't know how to report it.

A2.

Please see page 6 “4. Report Booking” and report on the website or call the Health Checkup Booking Center.

Q3.

I'm having trouble getting through to the medical facility.

A3.

Please wait for a while and call again.  
Or please try booking using steps A or B on page 5.

Q4.

I just noticed that the booking report and the booking details at the medical facility are different. What do I do?

A4.

Please call the Health Checkup Booking Center.  
\* If the center has discovered the difference, the center will contact you.  
Please follow the instructions.

Q5.

What do I do when the booking details are different from the booking confirmation notice (email, phone [or SMS] or postcard)?

A5.

Please call the Health Checkup Booking Center.

## Changing or cancelling your booking

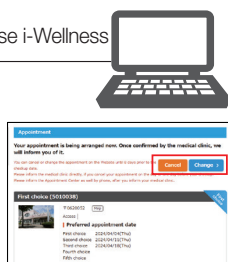
- Prior to **8 days of your checkup**: Use i-Wellness

### Change Booking

- ① After logging in, click “Booking.”
- ② Click “Change Booking.”

### Cancel Booking

- ① After logging in, click “Booking.”
- ② Click “Cancel Booking.”



- **7 to 2 days before** your checkup: Contact the **Health Checkup Booking Center**
- **The day before or on the day** of checkup: Contact **the medical facility** and the **Health Checkup Booking Center**

Health Checkup Booking Center  ...   
**TEL:0570-052-002**

[Hours] 8:30 - 19:30 [Non-business days] Saturdays, Sundays, public holidays, Dec. 27 to Jan. 4

# Frequently Asked Questions

**Q1.**

I joined the company on March 1, 2025. Which checkup do I choose, the checkup at the time of employment (for contract employees, temporary employees and permanent employees) or the annual health checkup?

**A1.**

Undergo the checkup at the time of employment. (you cannot undergo the annual health checkup)



Please immediately undergo the checkup at the time of employment (for contract employees, temporary employees and permanent employees).

**Q2.**

I am eligible for an annual health checkup and night-work health checkup. Do I need to undergo both?

**A2.**

Please make sure to undergo the annual checkup. When you undergo an annual health checkup, that covers the night-work checkup, too.

**Q3.**

I underwent a night-work health checkup before April. Do I need to undergo an annual checkup, too?

**A3.**

Please undergo the checkup. The checkup period differs. Please check the guide from the company.

**Q4.**

If I have already undergone a checkup at another company or school, do I need to undergo FR health checkup?

**A4.**

You don't have to if you can submit your health checkup results including all mandatory items (please see page 3) in Basic Checkup within three months to your company. (If any of the mandatory items are missing, please undergo the FR health checkup.)

**Q5.**

I am a temporary "arbeit" employee as of February 28, 2025, and a member of the FR Health Insurance Organization. Can I undergo the annual health checkup?

**A5.**

Yes, you can. If you are 40 years old and older, you are eligible for the special health checkup under laws specified by the Japanese government and the health checkup is mandatory. It is voluntary if 39 years old or younger.

**Q6.**

I am not eligible for the Standard checkup / Advanced checkup because of my age. Can I still receive it?

**A6.**

No, you cannot undergo the checkup.

**Q7.**

After I underwent the Headquarters/Head Office's internal health checkup, I found that I am eligible for the Standard checkup / Advanced checkup. Can I undergo the checkup?

**A7.**

No, you cannot undergo the checkup.

**Q8.**

I am absent from work / on leave. Can I undergo the health checkup?

**A8.**

Yes, you can. (voluntary)

The health checkup is mandatory if you are returning to work by the end of August.



The company will send you the information pamphlet to your registered address.

**Q9.**

I'm pregnant. Do I have to undergo the health checkup?

**A9.**

Yes, you do.



However, if you determine that you are "unable to undergo a checkup" after consulting your physician, you do not have to undergo a checkup. Please inform your superior. If you decide to undergo the checkup, please inform the medical facility that you are pregnant.

**Q10.**

I am due to retire soon. Can I still undergo the annual health checkup?

**A10.**

Yes, you can.



Please complete the checkup before your retirement date.

We will charge you all costs if we find that you underwent the checkup after your retirement date.

**Q11.**

What should I do if I want to undergo the checkup immediately?

**A11.**

You can book no earlier than two weeks in advance. Please see pages 5 and 6 and book your checkup as soon as possible.

**Q12.**

I booked/underwent my checkup outside of my checkup period.

**A12.**

You can book only within the specified checkup period (April 14, 2025, to August 30, 2025). If you already underwent the checkup, please check the guidance from the company.

**Q13.**

What do I do if I'd like to undergo the items and options not mentioned in the Guide to the Health Checkup?

**A13.**

You can undergo the items and optional exams other than those specified by FR Health Insurance Organization by covering the entire cost. Please contact the medical facility where your checkup is booked (You don't have to submit the results of the optional exams that you covered the entire cost).

**Q14.**

I don't have the health insurance card with me. What can I bring as an ID to the checkup?

**A14.**

Please check the notification from the medical facility and follow the instructions. If unsure, please contact the medical facility.



**Q15.** The medical facility where I underwent a health checkup last year is not included in the list of medical facilities. Where can I undergo the checkup?

**A15.** Please select another medical facility in the list. We may not offer the same medical facility for checkups on the list every year for some reasons such as cost or contract.

**Q16.** There is no medical facility on the list where I can go from my shop or home (too far away).

**A16.** You can book your checkup at a medical facility of your choice, only when it is physically impossible. (You need to cover the cost and we will reimburse the fee.) Please check the details from the QR code, or contact the number below.

**FR Group Health Checkup Helpdesk**

TEL:0120-579-329

[Hours] 9:00 - 17:00

[Non-business days] Saturdays, Sundays, public holidays, year-end and New-year holidays

<https://wellcoms.jp/data/news/323/news.pdf>



**Q17.** I forgot my ID / password for i-Wellness. What should I do?

Please try the initial registration again on page 4.

**Supplement** If you have any questions on navigating i-Wellness, please contact the center below.

**A17.** **Health Checkup Booking Center**

TEL:0570-052-002

[Hours] 8:30 - 19:30

[Non-business days] Saturdays, Sundays, public holidays, Dec. 27 to Jan. 4

**Q18.** I moved and need to change my address.

Please follow 1 and 2 as below.

1. Please log in i-Wellness and change your information from the top screen (upper right).
2. If you have an existing booking, please contact the medical facility and advise your address change

**Q19.** I cannot access the health checkup booking system from overseas.

Please call the center below to inform your issue.  
**Call Center for Overseas Employees**

TEL:(+81)3-6705-0259

[Hours] 8:30 - 19:30 (Japan time)

[Non-business days] Saturdays, Sundays, public holidays, Dec. 27 to Jan. 4

**Q20.** It's one week before my checkup, but I haven't received my questionnaire and test kit.

**A20.** Please contact and check with the medical facility you booked.

**Q21.** I did not undergo the urine test on the health checkup day. Is this test necessary?

Yes, you do. Please make sure to complete the test at the same medical facility within two weeks.

**A21.** **Supplement** If there are no results of the statutory test item, it is regarded as not having been conducted. Please book a later date for a urine test at the medical facility where your checkup is conducted. Please be sure to undergo the test on your booked date.

**Q22.** I became unable to undergo the checkup owing to poor health or other unavoidable reason on the day of the checkup. What should I do to change or cancel my appointment?

**A22.** Please follow "Changing or cancelling your booking" on the lower section of pages 5 or 7 and proceed.

**Supplement** Be sure not to cancel your appointment without prior notice.

Otherwise, we may be unable to use the contracted medical facility for future checkups.

**Q23.** If I have to undergo detailed examinations based on the results of the health checkup, will I receive any subsidies from FR Health Insurance Organization?

**A23.** No, you will not receive any subsidies.

**Q24.** Can FR Health Insurance Organization issue my previous results of annual health checkups?

FR Health Insurance Organization cannot issue these results.

**A24.** Please contact the medical facility where you underwent your checkup. If you have registered, you can view your results from Growbase. (Please see page 10)

**Q25.** Recently, a member of my family became a dependent on my health insurance. Can my dependent undergo the family health checkup in FY2025?

Persons eligible for the family health checkup in FY2025 are as follows.

1. Spouse who became a member of the FR Health Insurance Organization by April 1, 2025
2. Dependents (except for a spouse joined the FR Health Insurance Organization by April 1, 2025, and will become 40 years or older in FY2025, (April to March))

**Supplement** • Family members who became members of the FR Health Insurance Organization after the above date are not eligible for the family checkup in FY2025.

• You must be eligible on the checkup date.

**Q26.** My family haven't received the guide to the health checkup for my family member. Can you send it?

Please check the details from the QR code, or contact the number below.

**Health Checkup Booking Center**

TEL:0570-052-002

[Hours] 8:30 - 19:30

[Non-business days] Saturdays, Sundays, public holidays, Dec. 27 to Jan. 4

You can check the Guide to the Health Checkup on the FR Health Insurance Organization website.

[https://www.fr-kenpo.or.jp/eng/member/health/checkup\\_family.html](https://www.fr-kenpo.or.jp/eng/member/health/checkup_family.html)

FR Health Insurance Organization website



# Support after your checkup

Undergoing the health checkup is not the end. The follow-up is important! Depending on your results, the company or FR Health Insurance Organization will contact you. Please follow it up according to the guidance.

\* "Recheck" instructions will be different from the hospital and the company. Please follow them up immediately on both of the instructions (Both the company and FR Health Insurance Organization's instructions are mandatory).

You can also check your health checkup results on

<https://fr.karakoko.jp/login>

ID 8-digit employee number (including the first 0)

Initial password Date of birth (YYYYMMDD)

\* If you have changed your initial password, please use your new password to log in.



If your "results" need follow-up,

You will receive an email.

\* If you haven't registered your personal address or business address, your supervisor will be contacted.



FR Health Insurance Organization

Prevention is also important!

FR Wellness Center (the company)

Receive health guidance!!

Undergo a re-checkup!!

You must not keep on working!!

Consultation

I overate..

What do you think about doing this?



Therapy

OK!

I'll give you a prescription.



Working condition review (work restriction)

Let's stop overtime until you improve!



Improved!



Keep working moderately without taking time off.





GOAL! Work in good health GOAL!

# Health support by FR Health Insurance Organization

## Health support for applicable persons +

### ● Health support tailored to your age and health to build a healthy body

Look ahead to the **next 5 to 10 years.**

Age	Type			
≤39	Under 40 health support (Prevention of lifestyle related diseases)	High-risk health support [ Prevention of worsening of lifestyle related diseases ]	Health support to encourage to see a doctor Please arrange your checkup immediately if your results are "medical care required," "checkup required" or "detailed examinations required."	For details on each health support service, please refer to the instructions that are distributed to the applicable persons.
40 - 64	Over 40 health support (Prevention of lifestyle related diseases)	[ Prevention of chronic kidney disease (CKD) ]		
65 - 74	 *Only Japanese sites available.	 *Only Japanese sites available.	 *Only Japanese sites available.	Wholesome Health Support  *Only Japanese sites available.

### ● Flow \* "Health support to encourage to see a doctor" is a different flow.



## More health support available.

Complimentary To Everyone



FR Health Insurance Organization and RIZAP Health Column

Find and follow your favorite content, commit for achievement®.



\*Only Japanese sites available.

Supplying information

Healthy life with everyone

Information about healthy life, e.g. food, quitting smoking, sleep, exercise, cancer



\*Only Japanese sites available.

Supplying information

Women's health

Easy to understand health information for both men and women, with plenty of illustrations



\*Only Japanese sites available.

Other support

Offering fun events for you to join in.



# Privacy policy

You are asked to consent to the following policies before receiving a health checkup.

## ● Joint implementation of the annual health checkup

FR Health Insurance Organization implements annual health checkups for insured persons and provides post-checkup guidance jointly with each of the following business offices based on the “Memorandum on Promotion of Collaborative Healthcare” signed on March 1, 2025 for FAST RETAILING CO., LTD., UNIQLO CO., LTD., G.U. CO., LTD., LINK THEORY JAPAN CO., LTD., PLST CO., LTD., EDICA CO. LTD., and INNOVATION FACTORY Co., LTD.

## ● Scope of personnel using personnel information

Business offices: Industrial physicians, public health nurses, staffs in the departments of occupational health

FR Health Insurance Organization: Medical advisers, public health nurses, staffs in charge of health business

Wellness Communications Corp.: as mentioned under “Handling of personal information by Wellness Communications Corporation” below.

Itochu Techno-Solutions Co., Ltd.: We may browse and/or use personal information only if requested by FAST RETAILING CO., LTD. or FR Health Insurance Organization to handle system failure and support.

Medical facilities: as mentioned under “Handling of personal information by medical facilities” below.

## ● Parties responsible for administering personal information

Director in charge in FR Wellness Center, FAST RETAILING CO., LTD.

Managing director of FR Health Insurance Organization

## ● Purpose of use

- To fulfill the company's duty of care stipulated in the Industrial Safety and Health Act and Labor Contracts Act.
  - To provide health guidance by medical advisers, industrial physicians, and public health nurses, etc., to prevent deterioration or an increase in severity.
  - Payment of benefits, collection of insurance premiums, and insurance business implemented by the FR Health Insurance Organization according to the Health Insurance Act (see “Details of privacy policy/purposes of use of personal information” below)
  - To provide health services such as guidance to maintain and improve health and to prevent worsening, encouragement to undergo health checkups, information (DM to eligible persons, etc.) and health counseling
  - An email is sent to forward the URL of the Health Management Web Portal for new registration.
- \* Your company may deliver the guide from FR Health Insurance Organization.

## ● Details of privacy policy / purposes of use of personal information

The privacy policy is disclosed on the FR Health Insurance Organization website. Health checkups are received upon agreement with the terms displayed.

<https://www.fr-kenpo.or.jp/eng/member/info/policy.html>



### — Handling of personal information by Wellness Communications Corporation —

Your personal information provided to Wellness Communications Corp. will be shared with medical facilities, transportation facilities, and other third parties involved in operating the tasks.

Wellness Communications Corp. will collect your medical checkup results and the questionnaire responses and submit them to FR Health Insurance Organization. The Organization will utilize them to improve health services.

Please apply on the premise that you agree to the above when using our system.

You can check the privacy policy of Wellness Communications Corp. on our website: <https://wellcoms.jp/privacy/>.

<Handling of personal information by the checkup service booking agency>

- Wellness Communications Corp. retains the personal information of the applicant, including the full name, date of birth, address, phone number, email address, gender, and the health insurance card symbol and number, and provides it to FAST RETAILING CO., LTD. and FR Health Insurance Organization.

### — Handling of personal information at medical facilities —

- For health checkups, medical facilities obtain personal information from applicants, including address, telephone number, date of birth, and the health insurance organizations to which they belong.
- The medical facility will obtain the information from Wellness Communications Corp. to check the above-mentioned booking details.
- The medical facility will provide all personal information, including the personal information that includes the medical checkup results, to Wellness Communications Corp.