

# FY2025 Regular Medical Checkup

## Employees, affiliated medical checkup institutions at overseas

Please check this guide and make sure to visit the doctor during the prescribed period. If you and your accompanying spouse would like to take the checkup at the same time, please apply separately.

Application period

1 Mar 2025 – 26 Dec 2025

Checkup period

14 Apr 2025 – 13 Mar 2026

Eligibility

Regular and temporary employees on overseas assignment, who are enrolled in Cigna Global Insurance.

Prep.

### Check the items to be examined for your medical checkup and the medical checkup institution in your country of assignment

○ Access the FR Health Insurance Organization website OR Wellness center HP.

(FR Health Insurance Organization Website → "Medical Checkup and Physical Examination" → "Overseas Assignees (when taking a checkup overseas)")

[https://www.fr-kenpo.or.jp/eng/member/health/checkup\\_overseas03.html](https://www.fr-kenpo.or.jp/eng/member/health/checkup_overseas03.html)

Wellness center HP: <https://x.gd/YloSx>

○ Select your area of assignment from "List of affiliated medical checkup institutions and medical checkup items in each country," and check the medical checkup institution and the applicable medical checkup course based on your age as of March 31, 2026.

※ The medical checkup courses of the affiliated medical checkup institutions are set based on the standards that meet the laws and regulations of Japan.

Depending on the level of medical care in each country, it may not be possible to guarantee the optional items that can be examined in Japan.



STEP  
01

### Apply for a medical checkup institution and desired date of medical checkup

○ Please make an appointment using the contact information in the "List of affiliated medical checkup institutions and medical checkup items in each country" section.

#### 《 Notes for booking via phone 》

○ Inform of your brand, name and the course you want to take. Even if you belong to UQ, GU, or LTJ, please make sure to use **"Fast Retailing Co., Ltd"**.

STEP  
02

### Apply for completion of medical checkup appointment

○ Once the date of the medical checkup has been decided, please report the completion of your medical checkup appointment to the company using the "Application for Completion of Medical Checkup Appointment" form.

\* If this report is not received as of January 5, 2026, it will be assumed that there is no intention to undergo a medical checkup, and we will consider how to respond to the situation.

[Application form : <https://forms.gle/bWVSZXnZKNnvwNxf9>]

※ If you do not have access to Google forms, please contact us at the address below for the date of your medical checkup date.

FR-Global health and safety : [FR-GlobalOccupationalHealthandSafety@fastretailing.com](mailto:FR-GlobalOccupationalHealthandSafety@fastretailing.com)



Please be sure to do so (Employee only)

## STEP 03

### Undergo a medical checkup

- Please follow the instructions of the medical checkup institution to prepare for your medical checkup.
- On the day of your medical checkup, be sure to bring the following items to your medical checkup.
  - ☐ Specimen container (if you received it from the medical checkup institution)
  - ☐ Medical checkup fee (temporary replacement)
  - ☐ **Request of sending report**
    - ※ This is **a consent form for automatically reporting the results of medical checkups to the company**. Please check the list of affiliated medical institutions and submit this form to the medical institution where you will receive your medical checkup if the institution says "Automatic transfer of medical checkup is possible". If you do not submit the consent form, your medical checkup will not be automatically transferred.
- Please follow the rules of the medical checkup institution for any changes or cancellations.

## STEP 04

### Reimburse the payment

- The cost of the medical checkup is covered by insurance. There are some hospitals that accept cashless payment and others that require a temporary advance to be billed to the insurance company later. Please note that if you receive a medical checkup covered by the insurance from January to March 2025, you will need to receive a medical checkup covered by the insurance in January 2026 or later. (Because the annual insurance contract period is from January to December)  
[Please check here](#) for information on how to bill your insurance.

## STEP 05

### Submit Questionnaire and your medical checkup results to Wellness Center

- If you visited a hospital where your medical checkup results are not automatically transferred, or if you did not submit a consent form to the hospital where you visited, please submit Questionnaire and the results in GrowBase System to the wellness center.  
[Please check this information P5~6](#) to learn how to submit your results and answer the questionnaire through the Grow Base system.
- \* If you are unable to use the system by any means, please submit a PDF file below.  
To : [FR-GlobalOccupationalHealthandSafety@fastretailing.com](mailto:FR-GlobalOccupationalHealthandSafety@fastretailing.com)
- \* The results of the medical checkups will be stored in the company's database only for the medical checkup items that are legally required in Japan and stored by the company.

[Question  
naire by  
paper](#)

### Contact for inquiries and questions about health checkups

★ If you have any questions about the medical checkups at the time of your temporary return, please contact the following

FR Global occupational health and safety :  
[FR-GlobalOccupationalHealthandSafety@fastretailing.com](mailto:FR-GlobalOccupationalHealthandSafety@fastretailing.com)

## Request of sending report

**To :** \_\_\_\_\_ (Name of medical institution)

I understand that personal information may be compromised due to the security risks of e-mail and the Internet, and I will not hold you responsible for any problems that may arise.

I hereby request and accept the above.

I will approve that you send my check -up report to the following address:

**1.** \_\_\_\_\_ (Patient address)

\_\_\_\_\_

E-mail: \_\_\_\_\_ @ \_\_\_\_\_

**2.** C/O Fast Retailing CO., LTD / Roppongi Office

Midtown Tower 9-7-1

Akasaka Minato-ku Tokyo 107-6231 Japan

Attn: Wellness center Global Term Occupational Health Nurse

E-mail : [FR-GlobalOccupationalHealthandSafety@fastretailing.com](mailto:FR-GlobalOccupationalHealthandSafety@fastretailing.com)

[Sachie.yamanaka@fastretailing.com](mailto:Sachie.yamanaka@fastretailing.com)

We appreciate your cooperation regarding above arrangement.

Patient's Signature \_\_\_\_\_

Date:     /     / \_\_\_\_\_

# Cigna Insurance Claims Procedure

If a medical checkup is performed at a medical facility not recommended by the company, you may file a claim with Cigna Global Insurance for the cost. (there is an annual limit and some items are not covered. Please contact Cigna for details.)

## [Preparation before billing: required information]

### ☑Cigna ID

### ☑Receipt of Medical checkup

### ☑Ningen dock cover sheet

### ☑Complete the initial registration for Cigna

※Check the Insurance Guidebook for information on how to register. It also provides detailed instructions on how to apply.

<https://drive.google.com/file/d/1itp44eFovOKWxEsf8dWYdcG0N3VFsBIz/view>

## [Billing Method]

### ①Visit the Cigna Envoy site and log in

[www.cignaenvoy.com](http://www.cignaenvoy.com)

### ②Click to apply for a new claim

### ③Verify contact information and continue

### ④Include the following information in the application for a new billing claim

- ✓ 「Subject of the claim」 : Select the subject who received the medical checkup
- ✓ 「Symptoms and diagnosis」 : Fill out "Ningen dock"
- ✓ 「Possibility for the company to guarantee」 : "No"
- ✓ 「Is this claim due to a work-related accident or injury? 」 : "No"
- ✓ 「Who is eligible for a refund?」 : Select Insured
- ✓ 「Upload Documents」 : Upload and save the details of health checkups  
(contents of health checkup items)
- ✓ Please fill out "Ningen dock cover sheet" and upload. [Click here the Cover sheet](#)

### ⑤Choice of payment method (choose the one that suits you best)

\*ePayment Plus :Currently available in Australia, UK, New Zealand, USA, Canada, Hong Kong, Singapore Available in Denmark, Norway and Sweden

\*WireTransfer:Bank information will reflect the information at the time of initial registration. To change the remittance bank information, click "Edit".

\*Cheque:Cigna requests a local partner bank to issue a check. After the partner bank confirms the request, the check is issued and mailed. Usually takes 20 business days from the date of confirmation by the partner bank.

### ⑥Agree to the Terms and Conditions

### ⑦Click Continue

⇒If the application is successful, an application number is issued and the application is closed.

# How to upload health checkup Questionnaire and results

After receiving the results of your medical checkup, you will need to submit them to the Wellness Center. Please follow the instructions below to upload your results to Grow Base.

## Preparation before uploading

【For PC use】

1. Create a file name to upload with "XX fiscal year + 8-digit employee number + employee name". ex) 202501234567tokyotaro

**One file is limited to 5 MB. If the data is large, please create two separate files**

2. Keep it on the desktop

【For Mobile phone use】

1. Take a picture with your cell phone. (we recommend uploading a PDF file as you can only upload one photo at a time)

## Upload Method

### 1. Access to Growbase

【For PC use】

- Enter the URL : <https://fr.karakoko.jp/login>

【For Mobile phone use】

- Scan the QR Code



### 2. Log in

【Select Language】

Please change the language from "Change Language"

【For first time login】

Login ID : 8-digit employee number

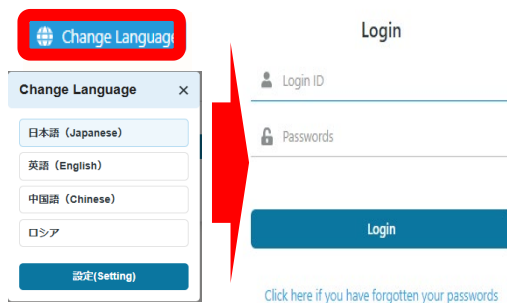
Password : Date of birth (ex : 19000101)

【After the second time】

Login ID : 8-digit employee number

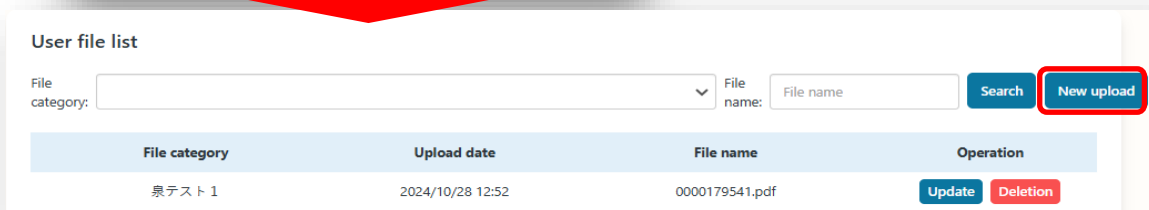
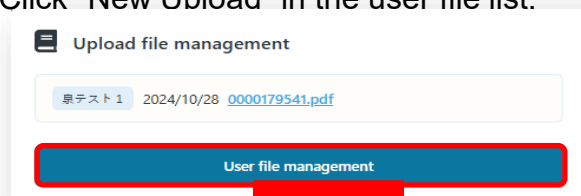
Password : Password set by yourself

※If you forgot your password, click "**Forgotten your password**"



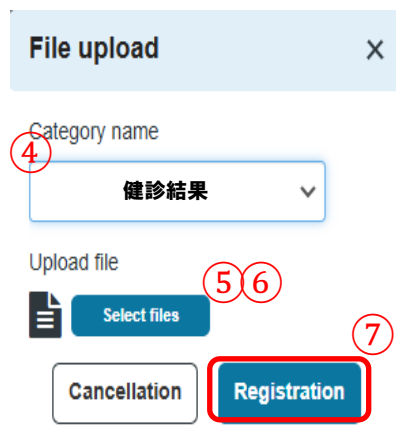
### 3. Upload

- ① Check "Upload File Management" on the top screen.
- ② Click on "User File Management" under "Upload File Management".
- ③ Click "New Upload" in the user file list.



### 3. Upload Continued

- ④ Select “**① 健診結果** (only JPN)” for the category name.  
※select “**⑩ 定期健診問診票** (only JPN)”  
if you upload your medical questionnaire.
- ⑤ Click on “Select File” for the uploaded file”.
- ⑥ Select a saved file.  
【For PC use】 Select the name of the file you created  
【For Mobilephone use】 Select a photo from an album  
※one photo is uploaded at a time.
- ⑦ Click to “Registration”



### 4. Upload Complete

File category	Upload date	File name	Operation
景テスト 1	2024/10/28 12:52	0000179541.pdf	<button>Update</button> <button>Deletion</button>

※Update or delete files from here

## Answer the medical checkup questionnaire

- ① User Screen Top Page> “Result of a web survey”
- ② List of web surveys  
> 【FY●●annual medical checkup questionnaire】  
> Answer

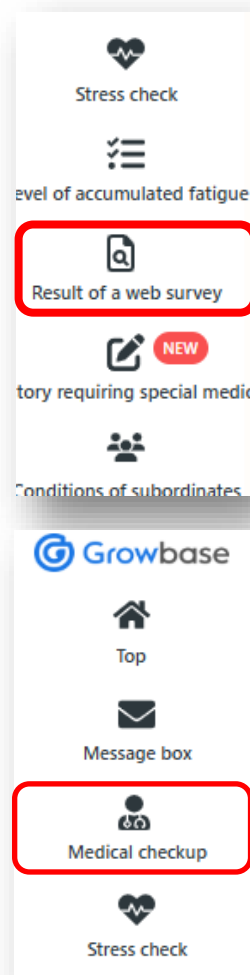
**If you are unable to upload the results of your medical checkup due to a system malfunction or large data volume, please follow the procedure below to submit the results of your medical checkup and medical questionnaire.**

- ① Make PDF files of the results and the questionnaire, and name the file "FY(YYYY)(employee No)(Name)" for the results and "FY(YYYY)Questionnaire(employee No)(Name)" for the questionnaire.
- ② Each Documents is passworded with an 8-digit employee number.
- ③ Email the Wellness Center Overseas Contact  
【Destination】 FR-Global Occupational Health and Safety (グローバル安全衛生)

[FR-GlobalOccupationalHealthandSafety@fastretailing.com](mailto:FR-GlobalOccupationalHealthandSafety@fastretailing.com)

[Click here for paper medical questionnaire](#)

※After submission, the results of the medical checkup will be registered in the system. Once the registration is completed, you will be able to view the results of the medical checkup from System.



If you have any questions or concerns about uploading results, please contact us.

FR-Global Occupational Health and Safety :

[FR-GlobalOccupationalHealthandSafety@fastretailing.com](mailto:FR-GlobalOccupationalHealthandSafety@fastretailing.com)