

SERVICE 03



Peer Support

“Only someone who's been there really gets it” — built into how we work.



Supra Mentor Co., Ltd.

Two groups whose needs often go unmet

Employees balancing illness and work

- Carrying things they can't say to their medical team or their family, all alone, for a long time
- Part of a small group (AYA-generation patients, people with a rare condition like a brain tumor) where finding “someone who's been through it” feels almost impossible
- Unsure where to even start — reaching out to a professional can still feel like a big step

Expatriate and international employees, and their families

- Feeling like the difficulty of expatriate life only makes sense to someone who's lived it themselves
- Struggling with reverse culture shock after returning home, without anyone around who understands
- No one nearby to talk to comfortably outside Japanese

Our approach: one-on-one conversation with a trained Peer Heart-Saver who shares your experience — the same illness, or the same experience of living abroad. Often the easiest first step toward support.

Service Overview

- One-on-one conversation with a peer (a “Peer Heart-Saver”) who has lived through cancer, mental health challenges, or life abroad themselves, and completed structured training
- Listening as an equal, without hierarchy, offering empathy and insight grounded in lived experience. Available to family members too, not just the person facing illness directly
- Fully online, available anywhere in Japan or abroad — one of the very first paid, online peer-support services of its kind in Japan
- Offered as a complement to counseling and medical care, not a replacement — roles are kept clear, with referrals to specialists whenever needed

How it works (example)

1. Free chat consult

2. Choose a peer's profile

3. 1:1 online conversation

4. One session, or ongoing

5. Referral to a specialist if needed

SUCCESS STORIES

Voices from people we've supported

“

It was the first time I'd talked to someone my age who'd also had cancer. Just hearing 'I get it, I went through that too' loosened something that had been tight in me for two years. Counseling had felt like a big step — this was my first one.

Woman, 20s — AYA-generation cancer survivor

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Talking to a peer who'd also been on assignment abroad, my post-return confusion finally had a name. 'That's reverse culture shock,' they told me. I've recommended it to my wife too.

Man, 40s — one year back from an overseas assignment

* To protect privacy, these accounts are composites drawn from multiple experiences and do not identify any one individual.

Our team, and our commitment to quality



Who supports you

- Every peer has lived experience of their own, and has completed structured training in listening, confidentiality, and role boundaries (Peer Heart-Saver Training)
- Peers work under ongoing follow-up and supervision, with a community for case discussion and practice
- Our peers bring a range of experience — brain tumors, depression, adjustment difficulties, caregiving, and more



How we protect quality

- Certification through completed training — quality that doesn't rely on good intentions alone
- Conversations are logged and reviewed to keep improving the quality of support
- Full refund within 7 days if you're not satisfied with your first session

AI plus human support — nothing falls through the cracks



Your AI companion

- Your own AI companion emerges from the “emotional check-in” built on ICF-credentialed Cancer Journey Coaching
- It evolves the more you talk with it, offering day-to-day self-care ideas
- It catches shifts in how you're feeling and helps carry them into your next session



Free human support

- Free chat and the free 30-minute video consultation are always handled by a real human coordinator, never AI
- After each session, we send notes and reflections, so nothing goes quiet before the next one
- On harder days, we're flexible about format — voice-only or message-based, whichever fits

Your AI companion helps carry what came up in your peer conversation into everyday self-care. And whenever you want to talk more, free human chat is always there for the next step.

Why organizations trust us



International collaboration

We localize and deliver a survivorship program born at the UCSF Brain Tumor Center



Recognition

AYA Activity Encouragement Award, AYA Cancer Medicine & Support Society



Conference record

Two poster presentations at MASCC, plus a presentation on the survivorship program at the AYA Oncology Alliance in Japan conference



Endorsed by

Dr. Susan Chang (Director, Neuro-Oncology, UCSF Brain Tumor Center) / Shariann Tom (CEO, Cancer Journey Institute, an ICF-credentialed training organization) / Atsumi Araki (Founder & Director, VELTRA Corporation)

You can start with just one service

For organizations

- You don't need all five services — adoption of a single service is welcome
- Scope, usage limits, and reporting format are designed individually (quotes are free)
- Use is anonymous. HR receives only anonymized, aggregate reporting

For individuals

- Start with a free 30-minute video consultation or free chat (always with a real person)
- It's fine to begin even if you're not sure which service is right for you
- If you're not satisfied with your first session, we offer a full refund within 7 days

Let's start with a conversation.

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