

Frequently Asked Questions about the My Number

[My Number]

Q1. Who receives My Number?

A1. Everyone registered as a resident in Japan will be notified My Number. Even if you have foreign nationality, My Number is provided for medium to long-term residents and special permanent residents with a resident's card. The first notifications were sent to individuals at their registered addresses between October and December 2015. Once you file for the resident registration, My Number will be provided without special procedures. After you register as a resident, the notification will be mailed to the address of the resident's card by simple registered mail after a short period.

Q2. What do you mean by "medium to long-term" when you refer to medium to long-term resident status?

A2. Those having a medium to long-term resident status are foreigners who are living in Japan with a residence card issued for the status of residence, except those who have been granted a residency period of three months or less and those who have been granted a status of residence for a short term stay or for diplomatic or government-related purposes.

Q3. In what kind of situation will I need to present My Number?

A3. National government offices and municipal offices use My Numbers in matters relating to social security, tax and disaster response. When you carry out employment, medical insurance and pension procedures, apply for welfare benefits such as public assistance, children's allowance, conduct tax procedures such as tax returns, you need to provide My Number on forms you submit. Your employer and financial institution may ask you to present your My Number if they need to conduct tax or social security procedures on your behalf. When sending or receiving money to or from other countries, you will

have to present your My Number to the bank or post office.

Also, from January 2018, provision of My Number for deposits and savings account started. Because the presentation of your My Number may be requested when establishing an account or during a visit, please cooperate.

Q4. What is information sharing?

A4. It is one of the merits of the My Number System. When you conduct administrative procedures, you can reduce the necessary documents to submit to municipalities. Some procedures about tax and the social security apply, but, please refer to your local government office for details.

Q5. If My Number leaks out, does all the personal information leak?

A5. The personal information cannot leak out one after another since we do not consolidate personal information. We prevent a chain of the information leakage by dispersing the management of the personal information as before.

[Notification Card and My Number Card]

Q6. When the contents of the notification card and residence card or the special permanent resident certificate are different, or information listed on the notification card is wrong, what should I do?

A6. Please refer to the appropriate municipal office related to your resident's card.

Q7. Can the notification card and My Number Card substitute for the residence card?

A7. The notification card and My Number Card cannot substitute for a residence card or the special permanent resident certificate. It is necessary to possess a residence card or the special permanent resident certificate, even if you receive the notification card or My Number Card.

Q8. What is the difference between the notification card and My Number Card?

A8. The notification card is a paper card which lists My Number, full name, address, date of birth and gender of the holder. On the other hand, the My Number Card which is issued upon a request will be a plastic card with facial photograph. (When you receive My Number Card, you return the notification card to the municipal office.)

Q9. In what kind of situation can I use My Number Card?

A9. The My Number Card has a photograph on the front side and My Number on the backside, so that can confirm the number and identity with one card. Additionally, you can use it alone as a public identification card. Also, it has an IC chip which contains an electronic certificate. By using this, you can acquire a copy of the residency record or a certificate of the registered seal as such at a convenience store. And it is possible for you to use it for an e-Tax electronic taxation application.

Q10. Is it mandatory to acquire a My Number Card? Also, Are there due dates for application and terms of validity?

A10. The acquisition of the My Number Card is arbitrary. There is no term of validity or due date for application. Once you obtain My Number Card, it is valid for 10 years (until the 10th birthday after you obtained the card) if the owner is 20 years or older, and for 5 years (until the 5th birthday after you obtained the card) if the owner is under 20 years old. Please note that the expiration date may vary depending on your residency period.)

Q11. When I return to my own country, what should I do with the notification card or my My Number Card?

A11. It is necessary to return it to appropriate local municipality. After having noted that you are returning on the front side at the local municipality, they will return the card to you. This is because situations (tax relations) where confirmation concerning your My Number may occur even after leaving Japan.

Q12. If I lose My Number Card, may the information on the IC chip be stolen?

A12. On the IC chip of My Number Card, the information listed in the card such as full name is recorded, but the privacy-related highly personal information such as taxation or pension information is not recorded. In addition, personal information cannot be accumulated from the IC chip even if you make or use the My Number Card. A password is necessary when using.

[Mynaportal]

Q13. What is Mynaportal? Is there a foreign language version?

A13. Mynaportal is the on-line service that the government provides. By using a home computer etc., you can confirm when and where your personal information was exchanged and can confirm the personal information that the government agencies hold concerning your My Number as well as messages from government agencies.

My Number Card is necessary for the use of Mynaportal.

At this moment, it is in Japanese only, but foreign language versions will be supported, too. And we are now examining which languages.

Q14. What is the child care one-stop service?

A14. This is a service that you can utilize through Mynaportal, concerning the application and other procedures related to pregnancy, delivery and child care. Information about child care is sent from the local public agency and, using the search feature, you can find the service that will be helpful to yourself.

Inquiries about the notification card and My Number Card

* Toll-free number for English, Chinese, Korean, Spanish and Portuguese are available

0120-0178-26 About the My Number System

0120-0178-27 About the notification card and My Number Card

Weekdays from 9:30 to 20:00, Saturday, Sundays and holidays from 9:30 to 17:30 (except during the year-end and New Year Holidays)

* For emergency suspension due to the loss or theft of the My Number Card, we accept reports at 0120-0178-27, 365 days for 24 hours

* Information about the My Number is available at the below sites.

• Homepage of the Cabinet Office, Government of Japan

<http://www.cao.go.jp/bangouseido/foreigners/index.html>

• J-LIS Homepage <https://www.kojinbango-card.go.jp>