

Guidance for Individual Number Card (My Number Card)

1. How to use the card

(1) The card can be presented to prove your individual number in the social security and tax number system (My Number System) and identity at national and regional organizations, health insurance associations, workplaces and financial institutions.

(2) In addition to (1), **the card can be used for various purposes as an identification card with your photo.** In this case, the front side of the card can be copied by anyone with the permission of the card owner. **However, the back side of the card with your individual number can be copied only for the purpose stated in (1) above.** We provide card cases to hide your number and organ donor information. Please use the case to protect your personal information.

(3) If equipped with an IC chip, the card can be used as an electronic certificate for online application for administrative procedures or for obtaining government-issued certificates such as resident registry copies at convenience stores, etc.

2. Management of the card and password

(1) Please be careful not to lose the card or have it stolen.

(2) Please be very careful to protect your password. Record your password on a sheet provided by the city, and keep it in a secure place. If you forget your password, you are required to set it again after your identification is confirmed at the relevant municipal office for your place of residence.

3. Change of card information due to a move or for another reason.

If the card information needs to be changed due to a move, marriage, etc., bring the card to the relevant municipal office at the time of submitting the notification of the move or marriage. Your new address or name will be added to the card.

4. Term of validity of the card

Aged 20 or older: From the card's date of issue until the 10th birthday after that date

Younger than 20: From the card's date of issue until the fifth birthday after that date

Please apply for renewal of the card within the term of validity. Application is accepted three months before the end of the term of validity at the relevant municipal office for your place of residence.

5. If you have lost the card

(1) If you have lost the card, **contact the number shown below immediately (calls accepted anytime, any day for card loss)**, and invalidate the card functions of an electronic certificate. In addition, notify the relevant municipal office for your place of residence.

- My Number Call Center (toll-free) 0120-95-0178(JP)
0120-0178-27(EN,CH,KR,ES,PT)
- My Number Card (Individual Card) Call Center (charged) 0570-783-578(JP)
* when the above number is not available 050-3818-1250(JP)
Multilingual 0570-064-738(EN,CH,KR,ES,PT)

If the lost card is found after the temporary stop of card functions, the functions can be restored at the relevant municipal office for your place of residence.

(2) If you have lost the card or damaged it seriously and hope to have it reissued, apply at the relevant municipal office for your place of residence. If you have lost the card, bring the notification of loss issued by the police. If the card is burnt, bring the notification of damage issued by the fire department. If the card has been damaged seriously, bring it to the relevant office. Fees specified by your local municipal office will be charged for reissuing a card due to loss, etc.

6. Other matters

Please see the following websites for information on how to use the card.

- Ministry of Internal Affairs and Communication:
My Number System and Individual Number Card
http://www.soumu.go.jp/kojinbango_card/
- Japan Agency for Local Authority Information Systems:
Individual Number Card
<http://www.kojinbango-card.go.jp/index.html>