

**[Inquiries] ① Ota City My Number Call Center**

★ Japanese, English, Chinese, and Korean

☎ 0570-03-3370 FAX 050-3737-9318

Mon- Fri 9:00-17:00

\*Excluding public holidays, year-end and New Year holidays (Dec. 29 – Jan. 3)

**② My Number Central Hotline ☎ 0120-0178-26**

Mon- Fri 9:30-20:00

\*Excluding year-end and New Year holidays (Dec. 29 – Jan. 3)

## 1

**About My Number**

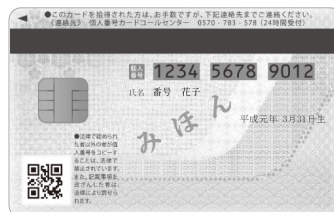
The individual number (“My Number”) is a 12-digit number assigned to each resident with a certificate of residence in Japan. The number is unrelated to the person’s address or date of birth to prevent identifying the individual it was assigned to. My Number is used to create a fair and just society.

**(1) Individual Number Notification Letter**

An Individual Number Notification Letter is mailed to an individual (e.g. a newborn baby) who is issued a new My Number. This Notification Letter cannot be used as proof of My Number.

**(2) My Number Card (individual number card)**

A My Number Card (Individual Number Card) can be used as proof of My Number or an ID.



	My Number Notification Letter	My Number Card (Individual Number Card)
How to obtain	Sent to the registered address	Application required
Who has one	Held by the person to whom the My Number was issued	Only those that apply
Photograph	None	Included
Effective period	None	(Until the last day of the period of residence) *For permanent residents, until the resident's 10th birthday (5th birthday for minors under 18) after the card was issued
Accepted as proof of My Number	Cannot be used	Can be used
Accepted as proof of ID	Cannot be used	Can be used

\* The issuance of Notification Cards was discontinued in May 2020.

### ① My Number Card (individual number card) Applications (Non-compulsory)

Fill in the My Number Card Issuance Application Form and Electronic Certificate Issuance Application Form attached to the Notification Card or Individual Number Notification Letter, affix your photograph to it, and send it back using the provided return envelope.

\*In addition to application by postal mail, it is possible to apply by smartphone, computer and (supporting) certificate photo machines found throughout the city. The Ota City My Number Card Center can also assist you in taking a photograph and completing the application (appointment required).

- There is no initial issuance fee.
- When a My Number Card (individual number card) is issued, the Notification Card and a Basic Resident Registrar Card (if any) are to be returned.
- When there is a change to the information given on the Notification Card (name or address), you will be unable to apply using the application form attached to the notification card. For details, contact the Household Residents Registry Division or Branch Office (P17).
- If you lose your My Number Card Issuance Application Form and Electronic Certificate Issuance Application Form, you can have it reissued at the Household Residents Registry Division of the Ota City Office, the Ota City My Number Card Center, or one of the Branch Offices (Bring your Residence Card, driver's license card, or any other form of ID with you).
- The My Number Card will expire when your residence permit expires (Excluding permanent residents).

### ② Receiving your My Number Card (individual number card)

The Ota City Office will mail a letter of notification and instructions to you as soon as your My Number Card is issued. The Card will be handed to you at the City Office.

Follow your appointment instructions including when and where to pick it up. Come to the appointed place at the appointed time with the letter of notification sent to you and your Residence Card or Special Permanent Resident Certificate.

If you have a Notification Card and/or a Basic Resident Registration Card, please give them back when your My Number Card is issued.

### **(3) My Number FAQ**

**Q.** What should I be careful of when using My Number?

**A.** Except as required by law, do not let someone know your My Number, or make a copy or note of your My Number. Do not use your My Number as a password or post it on the internet.

**Q.** Can you freely change your My Number?

**A.** In general, your My Number stays the same for your whole life. It can be changed, but only if there is a possibility that it has been used illegally.

**Q.** Do I need to make a My Number Card?

**A.** Although it is optional, it is more convenient if you have one.

**Q.** After I received my My Number Card, my period of residence was renewed. Is the validity period of the card automatically extended?

**A.** Even though your period of residence was renewed, the validity period of your My Number Card is not automatically extended.

You must complete the necessary procedures to extend the validity period of your My Number Card at the service counter of the Household Residents Registry Division. If the validity period is exceeded, the My Number Card will become invalid. It can be reissued for a small fee (1,000 yen).

**Q.** I am not sure how to apply for a My Number Card. Can I receive help to get one?

**A.** The Ota City My Number Card Center can assist you through the process of applying for a My Number Card, including taking the required photo and completing the application, free of charge. Please make an appointment in advance by calling the Ota City My Number Call Center (0570-03-3370, weekdays 9:00 – 17:00) or online through the Ota City Government Website. Bring your Residence Card or other form of ID with you to your appointment.

### **(4) Automatic certificate issuance machines that accept My Number Cards (Individual Number Cards)**

**[Inquiries] Household Residents Registry Division ☎ 03-5744-1554**

**Taxation Division ☎ 03-5744-1192**

You can use automatic certificate issuance machines that accept My Number Cards to issue copies of Residence Certificates, Registered Seal Certificates and other documents. Certificate issuance machines are available on the first floor of the Ota City Office Main Building, at the Ota City My Number Card Center, and at major convenience stores nationwide.

	Issuance location	Available certificates	Hours	Fee
Automatic certificate issuance machines that accept My Number Cards	Convenience stores with multifunction copy machines nationwide, including 7-Eleven, Lawson (excluding Lawson Store 100), FamilyMart, and Ministop	<ul style="list-style-type: none"> <li>■ Copy of Residence Certificate</li> <li>■ Registered Seal Certificate*<sup>1</sup></li> <li>■ Inhabitant Tax Certificate*<sup>2</sup> <ul style="list-style-type: none"> <li>• Tax (tax exemption) certificate</li> <li>• Tax payment certificate</li> </ul> </li> </ul>	6:30 – 23:00	250 yen per certificate
	Ota City Office Main Building, 1st floor	<p>Available only for residents with a registered address in Ota City:</p> <ul style="list-style-type: none"> <li>■ Copy of Residence Certificate</li> <li>■ Registered Seal Certificate*<sup>1</sup></li> <li>■ Inhabitant Tax Certificate*<sup>2</sup> <ul style="list-style-type: none"> <li>• Tax (tax exemption) certificate</li> <li>• Tax payment certificate</li> </ul> </li> </ul>	<p>Mon &amp; Thu 8:30 – 19:00</p> <p>Tue, Wed &amp; Fri 8:30 – 17:00</p> <p>Sun 9:00 – 17:00*<sup>3</sup></p>	250 yen per certificate
	Ota City My Number Card Center	<p>Available only for residents with a registered address in Ota City:</p> <ul style="list-style-type: none"> <li>■ Copy of Residence Certificate</li> <li>■ Registered Seal Certificate*<sup>1</sup></li> <li>■ Inhabitant Tax Certificate*<sup>2</sup> <ul style="list-style-type: none"> <li>• Tax (tax exemption) certificate</li> <li>• Tax payment certificate</li> </ul> </li> </ul>	<p>Mon – Fri 9:00 – 19:00</p> <p>Sat &amp; Sun 9:00 – 17:00 (except the 3rd Sat of the month and the following Sun)*<sup>3</sup></p>	250 yen per certificate
	Branch Offices (excluding the Kamata-Nishi Branch Office)	<p>Available only for residents with a registered address in Ota City:</p> <ul style="list-style-type: none"> <li>■ Copy of Residence Certificate</li> <li>■ Registered Seal Certificate*<sup>1</sup></li> <li>■ Inhabitant Tax Certificate*<sup>2</sup> <ul style="list-style-type: none"> <li>• Tax (tax exemption) certificate</li> <li>• Tax payment certificate</li> </ul> </li> </ul>	Mon - Fri 8:30 – 17:00* <sup>3</sup>	250 yen per certificate

\*1 To receive a Registered Seal Certificate, you must first register a seal (P. 45) at the counter of the Ota City Office.

\*2 The machines can issue certificates for the past three years (current year, previous year, and two years' prior). For more information, please contact the Taxation Division (☎03-5744-1192).

\*3 The machines cannot be used from Dec. 29 to Jan. 3.

## [My Number Card Center]

Available services: Issuance of My Number Cards, support for applications, change of address and other listed information, electronic certificate renewal, consultations about procedures, etc.

Opening hours: Mon - Fri 9:00 - 18:30

Sat & Sun 9:00 - 16:30

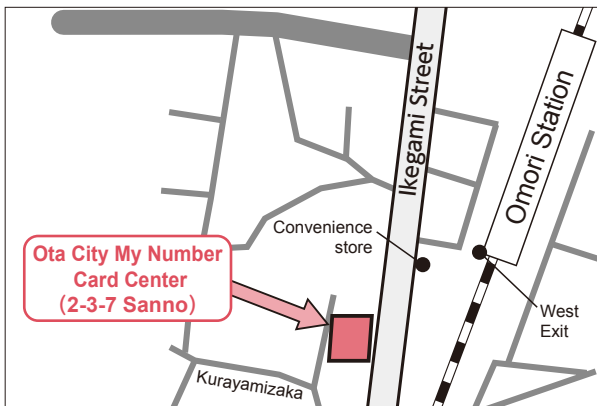
Except the third Saturday and Sunday of each month, public holidays, year-end and New Year holidays (from December 29 to January 3)

\*There is no parking for vehicles or bicycles.

☎ 0570-03-3370 (My Number Call Center hours: Mon – Fri 9:00 – 17:00)

Address: 2-3-7 Sanno, Ota City (Urban Development Promotion Building 1st Floor)

Access: 1-minute walk from JR Omori Station, West Exit



## Notes