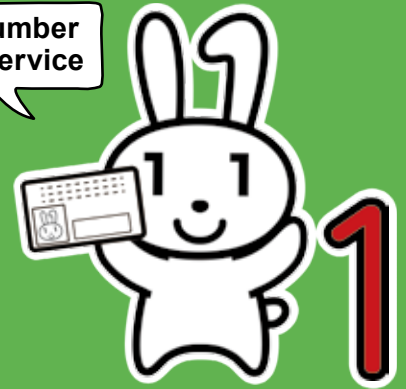


# Starting in December 2018, you can acquire copies of residence certificates and other documents at convenience stores throughout Japan

You need a My Number card to use this service



My Number mascot character  
Maina-chan

## > Issuing Services at Convenience Store Begin



You need a My Number card (individual number card) to use this service.

Available even early in  
the morning, at night and  
on holidays



The fees are ¥100 cheaper  
than service windows



You can obtain  
certificates at your local  
convenience store



➔ See page 2 for details

## > Applying for a My Number Card

This one card confirms your identification and individual number (My Number), and can also be used for other services such as online applications for government procedures. Take this opportunity to apply for yours!



Various ways  
to apply



Mail



Internet



ID photo  
booths in  
the city

➔ See page 3 for details

## > Termination of Automated Issuing Machine Services

Automated issuing machine services will be terminated at the end of March 2020.



➔ See page 4 for details

Foreign-language versions (English, Chinese, Korean) of this pamphlet are available on the city's website: [http://www.city.shinjuku.lg.jp/todokede/koseki01\\_002005.html](http://www.city.shinjuku.lg.jp/todokede/koseki01_002005.html)



**Inquiry**

Shinjuku City Family and Resident Registration Division Call Center, **Tel: 03-5690-5635**

# Convenience Store Issuing Service



## Stores offering issuing services

About 54,000 nationwide  
About 330 in Shinjuku

Services are available only at stores with a kiosk terminal (multifunction copy machine).  
7-Eleven, Lawson, Family Mart, Circle K Sunkus, Ministop, etc.

## Service hours

**6:30 a.m. to 11 p.m.** (excluding the year-end/New Year's holidays and maintenance periods)

## Certificates you can obtain

Certificates	Available content	Issuing fee	
		Convenience stores	Service windows
Residence certificate copies	Your own certificate or those of people in the same household Note: You cannot obtain copies of residence certificates listing former and/or deceased household members.	<b>¥200</b>	¥300
Seal registration certificates	For the person who registered the seal		
Special city residence tax and metropolitan residence tax taxation and payment certificates	Current and up to three fiscal years in the past Note: Only for those whose tax information is available through filing taxes and other methods.		

## Items needed to use this service

**My Number card with electronic certificates for personal identification**



**Cannot be used at convenience stores**



Note: There is no need to register for convenience store issuing services.

## Notes

- Only residents of Shinjuku City with a My Number card can use this service.
- The four-digit PIN number required for the service is also the PIN number for the electronic certificate for personal identification.
- There will be no exchanges or refunds for certificates issued.
- If you need certificates issued for free, obtain them at the service windows.
- If you do not have an electronic certificate for personal identification, bring your My Number card to the Family and Resident Registration Division on the first floor of the City Office or one of the ten branch offices in the city.

## Security measures

- 🔒 You will be reminded to retrieve your My Number card and certificates through the display or voice commands on the kiosk terminals (multifunction copy machines).
- 🔒 Your information is protected from illegal access through dedicated communication networks and encryption of data.
- 🔒 Personal information from the certificates issued at the stores is automatically deleted from the copy machines after your certificates are issued.

## Applying for My Number Cards

If you do not have a My Number card, you can get one using any of the following methods. No fees are charged for cards issued for the first time.

### 1. Mail



#### Step 1

Enter the necessary information on the **individual number card and electronic certificate issuance application form** included with this pamphlet, and attach an ID photo.

*Note: Please copy the application or download and print copies from the My Number card website if your whole family will be applying for cards.*

#### Step 2

Check the information you entered on the application, read the information on "creating an envelope for sending applications" included with this pamphlet to create an envelope, put the application in it, seal it and put it in a mailbox.

### 2. Internet



#### Step 1

A **dedicated application form is required** for online applications. Acquire the necessary form at the Family and Resident Registration Division (Shinjuku City Office 1F) or one of the ten branch offices in the city by presenting an official ID **to confirm your identity (residence card, driver's license, passport, health insurance card, etc.)**.

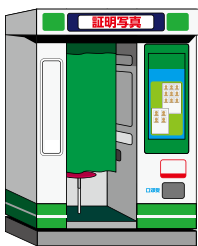
#### Step 2

Take an ID photo using your smartphone, etc.

#### Step 3

Access the application website (<https://net.kojinbango-card.go.jp/>) through a browser or the QR code on the application form, enter the necessary information, attach the ID photo file and send it.

### 3. ID Photo Booths in the City with My Number Card Application Services



#### Step 1

A **dedicated application form is required** for applications through ID photo booths in the city. Acquire the necessary form at the Family and Resident Registration Division (Shinjuku City Office 1F) or one of the ten offices in the city by presenting an official ID **to confirm your identity (residence card, driver's license, passport, health insurance card, etc.)**.

#### Step 2

On the touch panel of the ID photo booth, click "Apply for an individual number card." Pay for the photo and scan the QR code on your application form to complete the application.

## Steps to receiving your card

It takes about one month to obtain your card after you apply

### 1 Apply



Apply through mail, Internet or ID photo booths in the city

### 2 Notification



The City Office will send you a postcard notifying you that you will be issued a card, and information about reserving a date to pick up your card. Reserve a date for picking up your card.

### 3 Receive your card



On the reservation date, bring the necessary documents to the City Office or one of the ten branch offices to pick up your card.

## Termination of Automated Issuing Machine Services



Automated issuing machine services at twelve locations in the city (the City Office, Annex 1 and ten branch offices) will be terminated at the end of March 2020. The automated issuing card you currently have may be used until that date. If you would like to acquire certificates from somewhere other than service windows, please use the issuing services at convenience stores.

## What to Do with the Following Cards After Services End



### Seal Registration Card

You must present this card to acquire seal registration certificates at service windows. Please keep your card and store it in a safe place.



### Basic Resident Registration Card

If your card's electronic certificate or the card itself remains valid, you can use it until the expiration date. Please keep your card and store it in a safe place. However, you must turn in your card when you receive your My Number card.



### Automated Issuing Card

The card cannot be used after the service ends. Cut it into pieces with a pair of scissors and dispose of it.



### Caution

Please note that city employees will not come to your home to collect cards.

## Inquiries

### Inquiries about information on this pamphlet

Shinjuku City Family and Resident Registration Division Call Center  
(From August 28 to October 28, 2018)

**Tel: 03-5690-5635**

**Hours: 8:30 a.m. to 5 p.m. (including Saturdays, Sundays and national holidays)**

### Inquiries About the My Number System

Call center for general inquiries about My Number

**(Free dial) 0120-95-0178**

### Other inquiries

Resident Registration Section, Family and Resident Registration Division, Shinjuku City Office

**Tel: 03-5273-3601**

**Hours: Monday to Friday, 8:30 a.m. to 5 p.m.**

