

# Using the My Number Card

## 1 Usage

What can I use it for?

- ① It can be used to verify your individual number and identity.
- ② It can be used as an official identification document.  
Anyone can copy the front of the card with your permission to use as a form of identification.  
Be aware that the reverse side of the card can only be copied as required by the law.
- ③ You can add a digital identification certificate function into the IC chip of your My Number card. You can make online applications and do procedures for administrative services as well as print official documents such as the certificate of residence at the convenience store.

## 2 Handling of the My Number Card and PIN

- ① Please take care when handling your card to prevent loss or theft.
- ② Please be careful to not to let other people know your PIN.
- ③ If you forget your PIN, you can reset it at the municipal office where you registered your certificate of residence.

## 3 Updating the information on your My Number Card

If you name or address changes due to moving, marriage, divorce, etc. City officials can update the information written on your My Number and the IC chip. Please bring your card to your local ward office.

\*To update the IC chip on your card, you will need to know your 4-digit PIN for your Basic Resident Registry.

\*If the address column on your card is full, a new My Number card will need to be issued.

Please do procedure to make your certificate of residence and My Number card within 14 days from the day after you move in or out of Hamamatsu City. If you don't do it within 14 day, you will not be able to use your My Number card. A fee will be charged for reissuance of the card.

#### 4 Validity Period of your My Number card (For Foreign Nationals)

- ① The validity period of your My Number card is the same as your Residence card. If you renew your Residence card, please come to your local ward office before your My Number card's validity expiration date.
- ② The My Number card does not update automatically. If your card expires, it will require a fee to make a new one. (1000 Yen)
- ③ People who are applying for an extension to their period of stay can extend the validity of their My Number card by 2 months. We will extend your My Number card's validity to match your updated period of stay on your residence card, please come to your local ward office.

#### 5 If you lose your My Number card

- ① If you have lost your card, please call the following numbers as soon as possible. (Lines are open 24/7.) They will temporarily stop the digital identification certificate functions on your card.

- 【Japanese】 My Number Sogo Free Dial 0120-95-0178
- 【Japanese】 Individual Number Call Center 0570-783-578
- 【Foreign Languages】 My Number Free Dial 0120-0178-27

◎ For enquiries about Individual Number Notifications, Notification Cards, My Number cards etc.

◎ For temporarily stopping My Number cards

Available Languages: English, Chinese, Korean, Spanish, Portuguese

If you find your card after the call, please go to the ward office where your certificate of residence is registered to unblock your card.

- ② Please come to the ward office to report the loss of your card after the phone call to one of the numbers above.

If you submit a report that you lost your card, you will not be able to use the card anymore even if you find it again.

\*Please go to the police if you lost it while outside or if it was stolen. Please bring the Acceptance Number (Juri Bango) to the ward office.

\*It will require a fee to reissue a new card.