

# To receive your “MY NUMBER CARD” (Individual number card)

## What to bring

- Identification document (Residence Card or Passport, etc.)
- The postcard sent from Naka Ward Office
- Receipt form (Please fill in your name and phone number)
- Your old MY NUMBER CARD (if you have one)



## Procedure to receive the card

### STEP1

When your number is called, go to the counter and submit your identification document and the receipt form.



### STEP2

If you have made an appointment in advance, your card will be handed over immediately.

If you did not make an appointment, you will need to wait while the staff prepares your card. Once ready, your number will be called again.



### STEP3

Before receiving your card, you will be asked to set two passwords: a 4-digit numbers and a password of at least 6 characters, combining English capital letters and numbers.

※Note: The 6-character password is not required for children under 15 or for those who did not opt to set it when applying. If you are over 15 and now wish to set it despite not doing so earlier, please inform the staff.

## To extend the validity period of MY NUMBER CARD due to Visa renewal

### What to bring

- Identification document (New residence card)
- Renewal application form  
(Please fill in your name, phone number, etc.)

### Procedure to receive the card

#### STEP1

When your number is called, go to the counter and submit your identification document and the renewal application form.



#### STEP2

After completing the procedure to extend the card's validity period, we will also extend the validity periods of the two passwords (the 4 digit numeric password and the password of at least six characters combining uppercase letters and numbers).  
If you have forgotten your passwords, please inform the staff.



### Important Notes

If you come to the ward office on the same day that you extended your period of stay at the Immigration Bureau, the updated visa information may not yet be available at the ward office.

→ In this case, the procedure cannot be completed.

Please return after at least two days.

※However, if you do not complete the procedure before your MY NUMBER CARD expires, you will not be able to renew it, and your card will become invalid.

## To make a MY NUMBER CARD application form

### What to bring

- Identification document (Residence Card or Passport, etc.)
- Application form request document (Please fill in your name, address, date of birth, and phone number, etc.)
- Expired MY NUMBER CARD (Not required if this is your first time applying or if your card is lost)

### Procedure from receiving the application form to submitting it

#### STEP1

When your number is called, submit your identification and the application form request document.



#### STEP2

Inform the staff whether this is your first time applying for the card or if you have applied before. If you're requesting a reissue due to loss, expiration, etc., you will be required to **pay a reissuance fee of 1,000 yen when receiving the card.**



#### STEP3

It will take some time to prepare your application form. Once it's ready, your number will be called again. Please wait.



#### STEP4

Once you receive your application form, you must submit the application yourself using one of the following methods: Attach a photo, fill in the required sections (within the black-bordered area), and send it by postal mail. Scan the 2D code at the bottom-right of the form and apply online via the official website.



#### STEP5

If your application has no issues and is accepted, your card will arrive at the ward office in about one month. After the card's initial setup is completed by the ward staff, a postcard notification (Hagaki) will be sent to your home. Once you receive the postcard, please come to pick up your card. You can also make a appointment for the card pickup.