

# Guidance for using the Individual Number Card

## 1. Usage and handling of the Individual Number Card

- ① You may use the Individual Number Card as an identification document when My Number (Individual Number) is required to present to the national government administrative, local governments, health insurance association, employer and financial institutions for social security and taxation.
- ② Besides the purposes specified in ①, My Number Card could also be used as a photo ID in various situations. When it is used as a photo ID, the front of the Individual Number Card can be photocopied by anyone with consent of the card owner. However, please be aware that the My Number on the back of the Individual Number Card can be photocopied only for the purposes stated in ① above. Furthermore, please use a card case that we distribute to hide the information on the card such as the My Number and the declaration of organ donation.
- ③ By the use of the electronic certificate mounted on the IC chip of the Individual Number Card, you are allowed to complete online application of administrative procedures and, depending on the municipalities, you can also obtain official certificates including a copy of your resident record at a convenience store.

## 2. Management of the Individual Number Card and Handling of password

- ① Please handle the Individual Number Card with care to prevent it from loss or theft.
- ② Please take extra care not to expose the password the others set in your Individual Number Card. Write down the password on a form or paper provided at a counter of the municipal office and keep it in a safe place. Furthermore, if you forget the password, you will need to register a new password at the municipal office that keeps your resident record after verifying your identification.

## 3. Change of the information on the Individual Number Card associated with moving, etc.

When the information on the Individual Number Card has been changed by moving or marriage, along with the submission of a notification of moving in or marriage registration, please bring the Individual Number Card to the municipal office of your residence. The new address, name, etc. will be listed on the additional column.

## 4. Period of Validity of the Individual Number Card

For those who are 20 years-old and above, the card will be valid until his/her 10<sup>th</sup> birthday after the issuance day while it will be valid until his/her 5<sup>th</sup> birthday after the issuance day for those who are

under 20 years of age. You will need to submit a renewal application before the Individual Number Card expires. The application is accepted at the municipal office that keeps your resident record from three months before the expiration date of the card.

\*The Individual Number Cards of foreign residents shall be valid until the expiration date, etc. of their period of stay (with the exception of those residing in Japan under the following statuses: Highly Skilled Professional(ii), Permanent Resident and Special Permanent Resident).

## 5. In case of loss of Individual Number Card

① In case you lose the Individual Number Card, please contact the following phone number immediately (call accepted 24 hours 365 days in case of loss, etc.) and suspend functions of the Individual Number Card including the electronic certificates. At the same time, please report the loss of the card to the municipal office that keeps your resident record.

- My Number free dial (free) 0120-95-0178
- Individual Number Card Call Center (paid) 0570-783-578 (if not accessible 050-3818-1250)

In addition, if the Individual Number Card is found after suspending the functions of the Individual Number Card, you can cancel the suspension at the municipal office that keeps your resident record.

② In cases where your Individual Number Card gets lost or is significantly damaged and you would like to have it reissued, you will need to apply for the reissuance at the municipal office that keeps your resident record. At that time, please bring a loss notification issued from the police in case of a lost card, or bring a victim's notification issued from the fire department in case of a burnt card. In addition, for a significantly damaged Individual Number Card, please bring it to the window. Please note that there will be charges determined by the municipal office that keeps your resident record for reissuance due to loss, etc.

## 6. Others

In addition to the above, for information on the use of the Individual number card, please refer to the following sites.

- Ministry of Internal Affairs and Communications My Number System and Individual Number Card

[http://www.soumu.go.jp/kojinbango\\_card/](http://www.soumu.go.jp/kojinbango_card/)

- The Japan Agency for Local Authority Information Systems Individual Number Card website

<http://www.kojinbango-card.go.jp/index.html>

## Guidance for using the electronic certificate

※If you have included an electronic certificate ("an electronic certificate for signature" and "an electronic certificate for user identification") in the IC chip of the Individual Number Card, please refer to the following.

### 1. Use of electronic certificate

- ① An electronic certificate for signature is used when creating and sending an electronic document on the internet, etc.

(For example, electronic tax applications, e-Tax, etc.). The password is 6 to 16-digit alphanumeric characters.

- ② An electronic certificate for user identification is used when you login to the internet site and at the devices in convenience stores, etc. (For example, logging in to the myna portal, issuance of an official certificate at a convenience store). The password is a four-digit number.

- ③ When you use ①, ② from your personal computer at home, you must have the following ready.

- (a) Install driver of "User client software" (※1) and (b) into your personal computer  
(b) Prepare an IC card reader-writer which is tested and listed (※2) , and connect to your personal computer.

※1 You can download from the Public Certification Service for Individuals for free (<http://www.jpki.go.jp/>).

※2 Please refer to the menu of the website.

### 2. Changing passwords, etc.

- ① Set the Individual Number Card to an IC card reader-writer and the electronic certificate is available by inputting the password that is set beforehand. Regarding the password, it is recommended that you regularly change it by using the software above ※1, etc.

- ② Please be reminded that the electronic certificate for signature will be locked if you enter an incorrect password 5 times consecutively in use of an electronic certificate for signature, while 3 times in use of an electronic certificate for user identification. To unlock, you will need to apply at the window of the municipal office that keeps your resident record.

3. Invalidation of the electronic certificate for signature due to moving, etc.

When a change occurs in a name, or the address due to moving or marriage, the electronic certificate for signature will become invalid automatically from the fact that the description is different.

When you submit a notification of moving in or marriage registration, etc., please also apply for an issuance of a new electronic certificate for signature.

Since the electronic certificate for user identification does not include information such as your name and address, it will not be invalid by moving or marriage, etc.

4. Validity period and renewal of the electronic certificate

- ① As a general rule the validity period of the electronic certificate will be up until the 5th birthday after the issuance day. However, if the validity period of the Individual Number Card has expired, the validity period of the digital certificate will also expire. In addition, there is a column at the front to note the validity period so please write it down or request one of the officials at the municipal office to write it down.
- ② You can renew the electronic certificate from three months before the expiry of the validity period. Please apply at the municipal office that keeps your resident record.

5. Voluntary cancellation or invalidation after a temporary suspension of the electronic certificate

In case you wish to do a cancellation of the electronic certificate or invalidate after a temporary suspension, please apply for an electronic certificate revocation at the relevant window of the municipal office that keeps your resident record.

6. Others

In addition to the above, information on the use of electronic certificates, are posted on the Public Certification Service for Individuals web portal (<http://www.jpki.go.jp/>), so please refer to it.