MINATO CITY

MY NUMBER CARD GUIDE BOOK



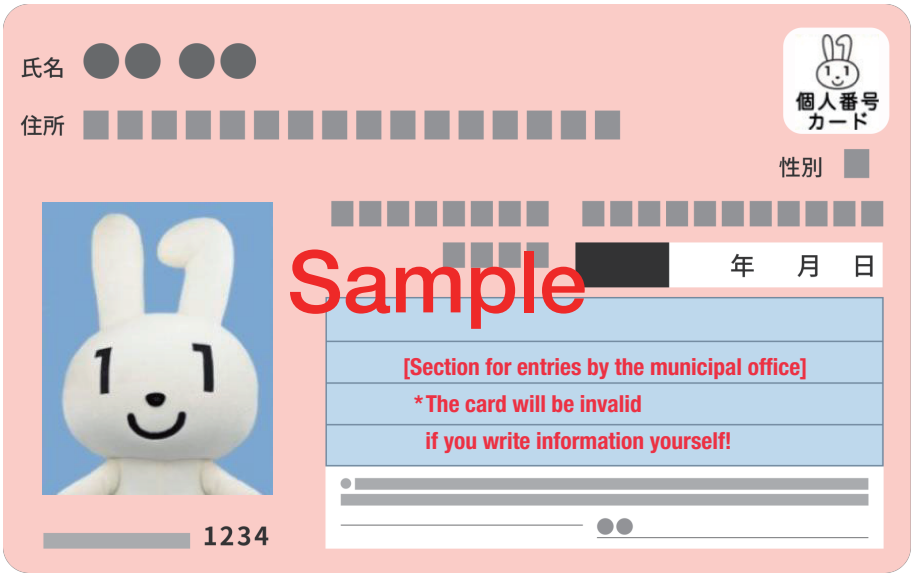
Scan to view the large-print public information magazine (Digital Agency) for people with visual impairments.

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About the My Number Card

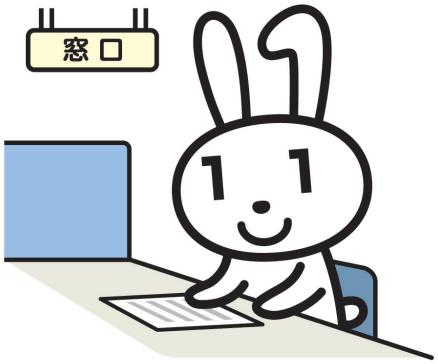


1 Procedures requiring My Number Card or My Number

Procedures at the ward office that require a My Number Card, etc.	Counter
• If a cardholder moves into the ward or changes address • If a foreign national who has a card extends their period of stay • If there is any change to the information printed on the card for the person who owns the card • If the cardholder moves out of Japan or moves to Japan from overseas (Japanese nationals only)	Residents Support Section at each Regional City Office
• If you receive various services such as allowances and support payments related to childbirth and child-rearing, school education, health and welfare support, illness, pensions, and disasters	Counter for completing procedures

2 When is My Number used?

My Number is used only for procedures specified by law, such as those related to social security, taxes, and disaster response. My Number may be handled only by organizations permitted by law, such as the national government, local governments, the Japan Pension Service, health insurance providers, employers, and financial institutions.
If you are asked to provide your My Number, please check the purpose of use.



What is Mynaportal?

First, download the MynaApp and get started!

Mynaportal is an online service provided by the Japanese government that allows you to search for administrative procedures, including those related to child-rearing and nursing care, submit applications online, and receive notifications.

From a computer

Smartphone

*Limited to models that support the My Number Card.

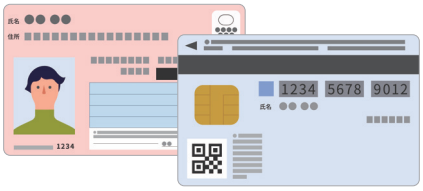
*An IC card reader compatible with the My Number Card is required.

Mynaportal

MynaApp for iPhone

MynaApp for Android

Log in via the IC chip in your My Number Card!



*A My Number Card is not required to use some functions.

The following services can be used on your smartphone or a family member's smartphone.

*Mynaportal cannot be used with a Facial Recognition My Number Card.

Directly from Mynaportal

You can apply online!



Childcare support



Moving
(some procedures at the ward office)



Final tax return
(from fiscal year 2024)

You can view your own information!



Medication and health checkup information
(electronic medicine notebook)



Maternal and child health handbook

You can receive notifications!



Notifications from government agencies and various certificates



Passport application



Pension procedures



Use as a health insurance card

How to use the health insurance card
Ministry of Health, Labour and Welfare



Use as a driver's license

Integrating your driver's license
Metropolitan Police Department

Other services will also become available in stages!



My Number Card on Smartphone

This is a service that lets you add My Number Card functions to your smartphone and use those functions.
Depending on the device, there are two types: iPhone My Number and Android My Number. The available services differ.
By verifying your identity using biometric authentication, such as facial recognition or fingerprint authentication, you can skip scanning your card when logging in and use services such as obtaining certificates at convenience stores, just as you can with the card.

*Some counters require you to bring your My Number Card.
*Please note that special care is needed when handling the card in cases such as smartphone replacement or loss, or card renewal.

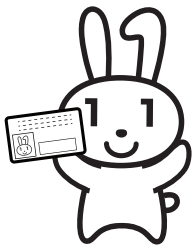
My Number Card on Smartphone
Digital Agency

Validity period

	My Number Card	Electronic Certificate
For those aged 18 or older	10th birthday after issuance	5th birthday after issuance
For those under 18	5th birthday after issuance	5th birthday after issuance

⚠ *For those aged 18 or older, the validity periods of the My Number Card and the electronic certificate are different. Please be careful.

⚠ *For foreign nationals with a fixed period of stay, the expiration date of your period of stay will be the expiration date of both the My Number Card and the electronic certificate.



Renewal

The electronic certificate must be renewed by your 5th birthday after issuance, and the My Number Card itself must be renewed by your 10th birthday after issuance.
For people under 18, card renewal is required on the 5th birthday after issuance.

A renewal notice will be sent by mail from J-LIS (the Japan Agency for Local Authority Information Systems).

Renewal procedures can be completed from the day after three months before the expiration date until the expiration date. (The My Number Card will become invalid after the expiration date.)
Generally speaking, there is no fee for card renewal if you return your old card when receiving your new one.
You can apply for a new card by scanning the two-dimensional code on the renewal notice with your smartphone.
Minato City My Number Card Center also provides application assistance, such as taking photos.
Once the notification letter (postcard) arrives, please come to pick up your card, just as you did the first time. (An appointment is required.)

⚠ *Once the validity period of the electronic certificate has expired, it can no longer be used for online procedures and similar services. However, as long as your My Number Card is still within its validity period, you may continue to use it as an identity verification document.

People whose electronic certificate alone is about to expire (adults aged 18 or over only)

We will issue an electronic certificate with a new expiration date. Please bring your My Number Card and come to the Minato City My Number Card Center or the Residents Support Section at each Regional City Office. (An appointment is required.)

Procedures can be completed starting the day after three months before the expiration date.

Procedures can be completed starting the day after three months before the expiration date.

PINs, etc.



❶ When using your PINs, etc.

- **Electronic certificate for the bearer's signature (public personal authentication)**
  Mainly used for e-Tax and similar services
- **Electronic certificate for user identification (public personal authentication)**
  Mainly used for convenience store issuance and similar services
- **For the Basic Resident Register (the My Number Card itself)**
  Mainly used to verify your identity when moving in, moving out, or changing address
- **For assistance inputting the information printed on the card**
  Used when providing your Individual Number, name, address, date of birth, and gender to a business operator

❷ When you forget your PIN or when it gets locked

The following three reasons are the main possibilities.

- Has the expiration date (your 5th birthday after issuance) of the Electronic certificate for the bearer's signature or the Electronic certificate for user identification passed? (You will receive a renewal notice from J-LIS three months before the expiration date.)
- If any of the four items of information (address, name, date of birth, or gender) are changed (through family register notifications or resident registration procedures), the card can no longer be used.
- For the Electronic certificate for the bearer's signature, the PIN will be locked after five consecutive incorrect attempts. For other PINs, it will be locked after three consecutive incorrect attempts. Consecutive incorrect attempts are counted even across different days.

There are two ways to solve the problem.

(For expired cards, in-person service at the counter is required)

❶ To renew an expired electronic certificate, unlock it, or reset it, please bring your card and come to the counter (appointment required) in person.

❷ You can unlock or reset your PIN and other settings using a convenience store multifunction copier and your smartphone.

*However, either the Electronic certificate for the bearer's signature or the Electronic certificate for user identification must be available for use.
*If you reset it, convenience store issuance, registered domicile information, and other settings will be reset, so you will need to register again. (See page 5)

Unlocking and resetting at a convenience store

❸ My Number Card without PIN settings

: Facial Recognition My Number Card

If you find it difficult to manage a PIN code, you can choose a Facial Recognition My Number Card.

*A Facial Recognition My Number Card can be used as an identity verification document and as a health insurance card. However, it cannot be used for services that require entering a PIN code, such as Mynaportal and convenience store issuance.

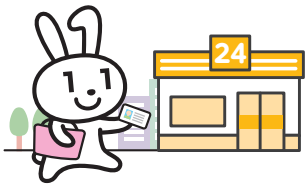
Information on Facial Recognition My Number Cards (My Number Cards that do not require a PIN code)

Convenience store issuance service

*Facial Recognition My Number Cards are not eligible

With your My Number Card, you can obtain certificates such as a copy of your resident record at major convenience stores nationwide.

All Minato City certificates available through convenience store issuance cost **10 yen**.



1 Available hours and convenience stores

Available from 6:30 a.m. to 11:00 p.m., including Saturdays, Sundays, and public holidays.

Convenience stores equipped with a multifunction copier at 7-Eleven, Lawson, FamilyMart, and MINISTOP nationwide

Various certificates can be obtained at convenience stores.

2 Types of certificates available through convenience store issuance

Copy of your resident record

❶ Japanese residents can choose whether to have their relationship to the head of household and their registered domicile included.
Foreign residents can choose whether to have their relationship to the head of household, nationality, residence status, and other details included.

❷ The addresses printed will be: 1. your current address, 2. your previous address, and 3. the address before you moved into Minato City.

❸ You can obtain a copy of the resident record for yourself and members of the same household.

❹ You can obtain a copy of the resident record that includes your My Number. Please check with the office where you will submit it in advance to confirm whether your My Number needs to be included.

Cheaper, easier, and more convenient than obtaining certificates at a service counter!



* Copies of the resident record that include the resident record code, copies of the archived resident records from before revision (showing the address history within Minato City other than the previous address), copies of deleted records (resident records of deceased persons or persons who have moved out), and certificates of recorded items cannot be obtained at convenience stores. Please visit the Residents Support Section at each Regional City Office.

Seal registration certificate

You must register your seal in Minato City in advance.

Certified copy of the family register, and a copy of the family register's supplementary record

(available to those whose registered domicile is in Minato City)

If your registered domicile is in Minato City, you can obtain a full family register certificate (koseki tohon) or an individual family register certificate (koseki shohon).

• You can obtain a copy of the family register's supplementary record.

***If your registered domicile and your resident municipality are different, you must complete "registered domicile use registration" in advance. After completing "registered domicile use registration," it takes five business days before you can obtain certificates.**

*If your address, name, PIN, or other details are changed or updated, "registered domicile use registration" will be canceled and you will need to complete the procedure again.

*If your registered domicile is outside Minato City, use the button for "family register-related certificates for people whose residence and registered domicile are different."

How to obtain a family register certificate for your registered domicile

Application for user registration to issue a family register certificate

Convenience store issuance: How to obtain certificates (how to use the service)

Tax certificate and tax payment certificate for special ward resident tax and metropolitan resident tax

This service is available only to those who were registered as residents in Minato City on January 1 of the year for which the certificate is issued and have already filed their tax return.

If you have continuously been a Minato City resident, you can obtain tax certificates for the most recent three years.

Reissuance, moving overseas, items printed on the card, etc.

1 I want to have my card reissued

If you need your card reissued due to loss or another reason, application forms for reissuance will be provided at the Minato City My Number Card Center or at the Residents Support Section of each Regional City Office.
Reissuance fee: from 1,000 yen (card fee: 800 yen + electronic certificate: 200 yen; for express issuance, the card fee is 1,800 yen).

*However, applications for the following reasons 1) to 3) are free of charge.
1) If the old card was returned because its validity period had expired, the extra space on the card was full, or there was a card error
2) Reissue application after returning the card due to moving out of Japan
3) If the reason is a natural disaster, theft, or another cause not attributable to the person concerned

Apply for a My Number Card

2 I want to get a card quickly (express issuance)

For babies under 1 year old, people reapplying because of loss or damage, people moving to Japan from overseas, and others who meet the required conditions, an express issuance service is available through which a card can be issued in approximately one week.

*This service cannot be used for people renewing an expired card.
A newborn baby can apply for express issuance of a My Number Card at the same time as the birth registration.
A card for a person under 1 year old will be issued without a photo.

How to apply under the express issuance and delivery system

3 My Number Card for people who have moved overseas

If you complete the continuation procedure by the day before your planned move overseas, you can continue using your My Number Card (Japanese nationals only). If you moved overseas without completing the continuation-use procedure, your My Number Card is no longer valid. However, please keep it safely until the reissuance procedure is completed after you return to Japan. When you receive your new card, you must return your old card.
If you are living overseas and want to apply for a My Number Card, please use the online application.

Using your My Number Card overseas

4 Information printed on the card (Japanese nationals only)

Inclusion of furigana for names on My Number Cards

If the furigana for names is listed in the family register and resident record, applying for a My Number Card on or after May 26, 2026 will result in a My Number Card with the furigana printed to the right of the name.
It is also possible to add furigana in the additional information field on an existing My Number Card. This is limited to cards that do not already have furigana printed.

For details, please contact the Minato City My Number Card Center or the Residents Support Section at each Regional City Office.

Inclusion of furigana for names

Listing the name in Roman letters and the date of birth in Western calendar format

From May 26, 2026, only those whose name reading (furigana) has been officially verified may have their name in Roman letters and date of birth in Western calendar format entered in the additional information section of their existing My Number Card. If you would like this information listed, please consult the Minato City My Number Card Center or the Residents Support Section at each Regional City Office.

Listing a former surname

If you would like your former surname to be shown on your My Number Card, first register your former surname on your resident record at the Residents Support Section at each Regional City Office. After registration, your former surname can be listed on your My Number Card.

Your former surname can be shown.

Related sites

- My Number Card Comprehensive Site
- Mynaportal
- Public Personal Authentication Service
- My Number System (Individual Number System) and My Number Card
- Automatic issuance of certificates and other documents at convenience stores, etc.
- Minato City Electronic Application Portal

Inquiries about the My Number System

My Number General Toll-Free Hotline (J-LIS)

TEL 0120-95-0178 (toll-free)

If your My Number Card is lost or stolen

Please call the toll-free number above. (Press **2** after the voice guidance.)
You can temporarily suspend the card's functions 24 hours a day, 365 days a year.

Inquiries by telephone
My Number Card Comprehensive Site

Inquiries about procedures related to My Number

Appointments are required for procedures related to My Number.

Minato City My Number Card Center

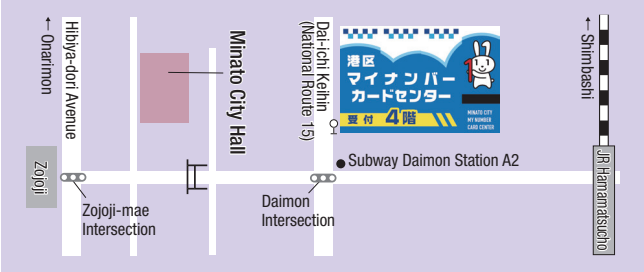
Hours Weekdays: **9:00 a.m. to 7:00 p.m.**
(last reception: 6:45 p.m.)
First, second, and fourth Saturdays: **9:00 a.m. to 5:00 p.m.**
(last reception: 4:45 p.m.)

Closed third and fifth Saturdays,
Sundays and public holidays,
and the year-end/New Year holidays

Address 1-27-13 Hamamatsucho, Minato City,
VORT Hamamatsucho IV, 4th floor
(1 minute on foot from Daimon Station, Exit A2)
*No parking or bicycle parking is available.

TEL 03-4241-4932

Information on the My Number Card Center



Please use public transportation.

- Directly in front of Toei Bus stop No. 2 at Daimon Station
- 1 minute on foot from Exit A2 of Daimon Station on the subway
- 4 minutes on foot from the North Exit of JR Hamamatsucho Station
- 8 minutes on foot from Exit A2 of Onarimon Station on the subway
- 6 minutes on foot from the Minato City Hall Main Office

Minato City Hall / Residents Support Section at each Regional City Office

Minato City Counter Congestion Information Distribution System
You can check the number of people waiting and the number currently being called.

Weekdays: 9:00 a.m. to 5:00 p.m.

Counter Services Subsection, Shiba Regional City Office	1-5-25 Shibakoen, Minato City
Counter Services Subsection, Azabu Regional City Office	5-16-45 Roppongi, Minato City
Counter Services Subsection, Akasaka Regional City Office	4-18-13 Akasaka, Minato City
Counter Services Subsection, Takanawa Regional City Office	1-16-25 Takanawa, Minato City
Counter Services Subsection, Shibaura-konan Regional City Office	1-16-1 Shibaura, Minato City

Screen for selecting all Minato City branch offices

Services available at the branch offices

- Issuance of My Number Cards:
  Make an appointment by telephone at least 5 business days in advance **TEL 03-4241-4932**
- Changes to the information printed on the card
- Unlocking, renewing, and changing the electronic certificate

Minato City My Number Card Appointments other than for card issuance

Issued on : October 1, 2026