

[Inquiries] ① Ota City My Number Call Center

★ Japanese, English, Chinese, and Korean

☎ 0570-03-3370 FAX 050-3737-9318

Mon- Fri 9:00-17:00

※ Excluding year end/new year (Dec. 29 - Jan 3)

② My Number Central Hotline ☎ 0120-0178-27

Mon- Fri 9:30-20:00

Weekends and holidays 9:30-17:30

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About My Number

The individual number ("My Number") is a 12-digit number assigned to each resident of Japan. The number is unrelated to the person's address or date of birth to prevent identifying the individual it was assigned to. My Number is used to create a fair and just society.

(1) Individual Number Notification Letter

An Individual Number Notification Letter is mailed to an individual (e.g. a newborn baby) who is issued a new My Number. This Notification Letter cannot be used as proof of My Number.

(2) My Number Card (individual number card)

A My Number Card (Individual Number Card) can be used as proof of My Number or an ID.



	My Number Notification Letter	My Number Card (Individual Number Card)
How to obtain	Sent to the registered address	Application required
Who has one	Held by the person to whom the My Number was issued	Only those that apply
Photograph	None	Included
Effective period	None	(Until the last day of the period of residence)
Accepted as proof of My Number	Cannot be used	Can be used
Accepted as proof of ID	Cannot be used	Can be used

* The issuance of Notification Cards was discontinued in May 2020.

① My Number Card (individual number card) Applications (Non-compulsory)

Fill in the My Number Card Issuance Application Form and Electronic Certificate Issuance Application Form attached to the Notification Card or Individual Number Notification Letter, paste your photograph on it, and send it back using the return envelope.

In addition to application by postal mail, it is possible to apply by smartphone, computer and (supporting) certificate photo machines found throughout the city.

- Fees for issuance are free the first time.
- When a My Number Card (individual number card) is issued, the Notification Card and a Basic Resident Registrar Card (if any) will be exchanged.
- When there is a change to the information given on the Notification Card (name or address), you will be unable to apply using the application form attached to the notification card. For details, contact the Household Residents Registry Division or Branch Office (P12).
- If you lose your My Number Card Issuance Application Form and Electronic Certificate Issuance Application Form, you can have it reissued at the Household Residents Registry Division of the Ota City Office, the Ota City My Number Card Center, or one of the Branch Offices (Bring your Residence Card, driver's license card, or any other ID with you).
- The My Number Card will expire when your residence permit expires (Except permanent residents).

② Receiving your My Number Card (individual number card)

The Ota City Office will mail a letter of notification and instructions to you as soon as your My Number Card is issued. The Card will be handed to you at the City Office.

Follow the instructions to set appointment details including when and where to pick it up. Come to the appointed place at the appointed time with the letter of notification sent to you and your Residence Card or Special Permanent Resident Certificate.

If you have a Notification Card and/or a Basic Resident Registration Card, please give them back when your My Number Card is issued.

(3) My Number FAQ

- Q** .What should I be careful of when using My Number?
- A** .Except for cases determined by law, do not let someone know your My Number, or make a copy or note of My Number. Do not use My Number as a password or post on the internet.
- Q** .Can you freely change My Number?
- A** .In general, it stays the same for your whole life. It can be changed, but only if there is a possibility it has been used illegally.
- Q** .Do I need to make a My Number Card?
- A** .Although it is optional, it will be more convenient if you have one.
- Q** .After I received the My Number Card, my period of residence was renewed. Is the effective period of the card automatically extended?
- A** .Even though your period of residence was renewed, the effective period of your My Number Card is not automatically extended.
You must perform procedures to extend the effective period of the My Number Card at the service counter of the Household Residents Registry Division. If the effective period is complete, the My Number Card will become ineffective. It can be reissued for a small fee (1,000 yen).
- Q** .Has the Notification Card been discontinued?
- A** .It has been discontinued since May 25, 2020. Therefore, the content of the Notification Card cannot be changed any more. An individual who is issued a new My Number will receive an Individual Number Notification Letter that includes the My Number.
The Notification Card can be used continuously to prove your My Number as long as the name, home address, and birth date on the Notification Card are the same as recorded in the Resident Register.

(4) You can use the automatic certificate issuance machines that run on My Numbers (Individual Numbers) (Ota City My Number Card Center, Ota City Office Main Building 1st Floor)

[Inquiries] Household Residents Registry Division ☎ 03-5744-1554
Taxation Division ☎ 03-5744-1192

Available certificates	Fees	Opening hours	Eligible users
A Copy of Resident Certificate	250 yen	Mon - Fri 8:30 - 17:00 (except holidays, year-end and new year holidays, and maintenance days) (Ota City My Number Card Center: 9:00 - 17:00)	Residents registered with the Ota City Office and holding a My Number Card (Individual Number Card)
Registered Seal Certificate	250 yen	*For the opening hours at night and on weekends, please check the Ota City government website. (P.9)	Residents registered with the Ota City Office, holding a My Number Card (Individual Number Card), and having their seal registered

Available certificates	Fees	Opening hours	Eligible users
Inhabitant Tax Certificate (tax (tax exemption) certificate and tax payment certificate)	250 yen	Mon - Fri 8:30 - 17:00 (except holidays, year-end and new year holidays, and maintenance days) *For the opening hours at night and on weekends, please check the Ota City government website. (P.9)	Residents registered with the Ota City Office, holding a My Number Card (Individual Number Card), and filing their tax return or having their company submit their payroll report

※ The same certificates can be issued at major convenience stores nationwide. This service is only available between 6:30 and 23:00.

[My Card Number Center]

Available services: Issuance of My Number Cards, support for applications, change of description, consultation services, public relations activities, etc.

Opening hours: Mon - Fri 9:00 - 18:30

Sat & Sun 9:00 - 16:30

Except the third Saturday and Sunday of each month, holidays, and year-end and new year holidays (from December 29 to January 3)

*There is no parking for vehicles or bicycles.

☎ 03-6429-8901

Address: 2-3-7 Sanno, Ota City (Urban Development Promotion Building 1st Floor)

Access: A 1-minute walk from JR Omori Station, West Exit

