

**Information on Certificate Issuance Service at Convenience Stores by using Individual Number Card(INC)**

Following the introduction of the Individual Number System, Itabashi City newly started the service that certificate such as Resident Record, etc. can be obtained at any convenience store throughout Japan (Convenience-Store Issuance Service) by using the Individual Number Card (INC), effective on and onward January 26, 2016. The service fee is ¥100 cheaper than the one issued at City Hall counter, long service hours from early morning to late evening and the certificates can be received even outside Itabashi City; therefore, the certificate can be acquired at a nearby convenience store whenever in need wherever in Japan with the INC.

\* Note: The Issuance service is available about two hours after the INC issued.

**Obtainable Certificates (¥200/copy )**

- Copy of Resident Record (\*1)
- Seal Registration Certificate (\*2)
- Special City/Metropolitan Resident Tax Declaration (Tax Exemption) Certificate, Tax Payment Certificate (\*3)

Note: There may be some cases not applied.

\*1 the applicant may choose “Printing” or “Not Printing” of his/her Individual Number on the Resident Record. On the Resident Record of foreign nationals, foreigners’ specific items (other than the name and history) are stated such as nationality/region, status of residence and period of stay, etc. Further, a copy of a deleted residence record, a certified copy of invalidated resident record, a resident record with revised history or a resident record with a resident register code cannot be issued. In case one of these resident records or a resident record for public pension (without fee) is needed, please visit the counter of the City Hall.

\*2 it is possible for an applicant who has registered the seal in Itabashi City to obtain the certificate for him/herself only.

\*3 it is possible to obtain the certificate for him/herself only for the most recent two years. However, it is limited to the person who has residence in Itabashi City as of January 1 of the year concerned and lives in Itabashi when he/she applies. Further, if the tax has been paid at a financial institution, the amount of the paid tax on the certificate issued may be different, because it takes about two weeks for the amount of the paid tax to be reflected on the tax payment certificate.

**Available convenience stores**

- 7-Eleven ● LAWSON ● FamilyMart ● Seicomart ● MINISTOP ● COMMUNITY STORE ● AEON RETAIL

\* The service is limited at the store where a multi-functional copy machine for handling certificates is installed.

**Service hours**

**06:30 to 23:00** (Except year-end/new year holidays and the system maintenance days)

\*subject to change

**For the issuance at convenience stores, an INC with password (4-digit figures) for the electronic certificate for user authentication\* is required**

\* The function is usually provided on each INC

**How to apply for issuance of Individual Number Card**

Applications via mail, at City Office counter or online are available. For details, please visit Website of Itabashi City or contact “My Number Call Center” overleaf. It may take time for the Card to be issued after application since it is issued by an entrusted institution of the national government.

The password is effective for a limited period. The period is informed in person when the INC is issued. In order to extend the service period after the expiration date, it is necessary to renew at the counter of the City Hall.

## Important Notices for using services

When inputting wrong password three times in a row, the service becomes locked and not usable any longer. For releasing the lock and changing the password, the applicant is requested to take the procedure in person at the counter of the City Hall.

The INC should be used only by the applicant, the card-holder him/herself. Make sure not to share the password with anyone else including the applicant's family members.

It may take time to start using Convenience-Store Issuance Service in such cases as an applicant newly obtained INC or changed the password on the INC.

This service cannot be used with an old version of Seal Registration Card (white in color), an Itabashi Residence Card, Seal Registration Card (blue in color), Basic Resident Registration Card or Notification Card.

Request for refund or replacement of a certificate caused by the applicant's operational error is not acceptable. The applicant is requested to carefully observe the instructions on the screen and operate the machine.

## Q&A on Convenience-Store Issuance Service

**Q.** I have seven members in my family. How is the Resident Record printed out?

**A.** The record for up to four persons is printed on one sheet and therefore, the rest of the members are printed on the second sheet. While these two sheets are not stapled, these constitute one copy of certificate. Kindly reminded, please do not forget to take them out.

**Q.** What kind of security measures are taken?

**A.** We assure the secured use with such measures as a dedicated line, encryption of communication contents, high-level processing for preventing counterfeit or tampering on both faces of certificate, and voice guidance reminding the applicant not to forget to take out the card or a certificate, etc. from the machine.

**Q.** How long does it take to receive the printed-out certificate?

**A.** It usually completes in a few minutes, however it varies according to communicational conditions in the multi-functional copy machine.

## ★ To the Itabashi Residence Card holders ★

In case an applicant holds the Itabashi Residence Card cum Seal Registration function, he/she is requested to present the Card at the counter of the City Hall or City Residents' Offices (six locations in the City) when applying for Seal Registration Certificate. Since INC holders are not accepted for applying for the Seal Registration Certificate with the INC, the applicant is requested to keep the Itabashi Residence Card cum Seal Registration at hand. In another case that an applicant requests for Seal Registration Certificate by a proxy, the proxy needs to bring the applicant's Residence Card (Seal Registration function) , not INC.

The Itabashi Residence Card without Seal Registration function is not available as the service of automatic issuing machines was terminated on September 30, 2017. It is recommended to apply for Individual Number Card (INC), which is available for the Convenience-Store Issuance Service.

### Inquiries:

○ Convenience-Store Issuance Service

【Certification Subsection, Family RegistrationSection, City Hall】

Phone: 03-3579-2210

08:30 to 17:00 (Weekdays only)

○ Procedure on Individual Number Card  
【Itabashi My Number Call Center】

Phone: 03-6905-7031

09:00 to 17:00 (Weekdays, Second Sunday )

Fax: 03-5248-7096

e-mail: mynumber@itabashi-call.jp