

Frequently Asked Questions

Q

I'm worried that the account information managed by Individual Number will be misused if Individual Number Card is lost or stolen.

\ No need to worry. /

The Individual Number Card does not record information on the accounts. Even if the card is lost or stolen, only you can use it, and the card can be temporarily suspended 24 hours a day, 365 days a year by the Individual Number general toll-free number.

See next! ▶



Q

It means that I will be able to manage my accounts in the multiple financial institutions at once with the Individual Number, but what happens if I have not been able to update my address?

If you have not been able to update your address and your full name which you have notified to your financial institutions, it will not be recognized as your accounts and you will not be able to manage it with your Individual Number. Please update your address before applying for this system.



The Act on management of bank and savings accounts by Individual Number utilization

The System on Act on management of bank and savings accounts by Individual Number utilization

- 1 On the premise of getting the individual consent, it will be possible to number to the multiple bank and savings accounts at once via financial institutions and Mynportal.
- 2 After managing the bank and savings accounts with Individual Number, the bank and savings accounts can be identified and information on the bank and savings accounts can be provided in the event of an inheritance and disaster.

Numbering Individual Number on accounts

Procedures in the event of an inheritance and disaster will be easier. (For more details, please see the back side).

Inquiries regarding this matter

Individual Number comprehensive toll-free number

 **0120-95-0178**

Reception hours

Weekdays 9:30~20:00

Saturdays, Sundays, and holidays

9:30~17:30 (Except Year-end and New-year holidays)

In case that you cannot connect to the above number with some IP phones, etc.

Inquiries about Individual Number Card, etc.

050-3818-1250

Other inquiries

050-3816-9405

This telephone number is toll-free corresponding to English, Chinese, Korean, Spanish, Portuguese, etc.

Inquiries about the Social Security and Tax Number System.

0120-0178-26

Inquiries about Individual Number Card, etc.

0120-0178-27

from
March 2025

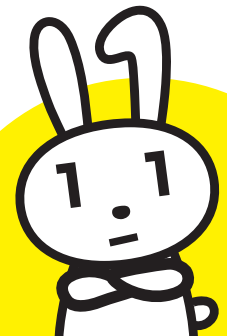
You will be able to apply for Numbering Individual Number on accounts!

It makes procedures easier in the event of an inheritance or disaster

The System on Act on management of bank and savings accounts by Individual Number utilization

How do I use it?

What are the merits?



Myna-chan
Individual Number PR Character

from
March 2025

What is feasible by the Act on management of bank and savings accounts by Individual Number utilization

By the Account Management System, you will be able to manage the multiple bank and savings accounts with Individual Number at once. This application is called a "Request for Numbering Individual Number on accounts". After managing your bank and savings accounts with your Individual Number, you can identify your bank and savings accounts and receive information about your bank and savings accounts in the event of an inheritance or disaster.

What are the merits?



	Eligibility	Issue	Merits of the System (Solution)	
Request for Numbering Individual Number on accounts	Those who have opened bank and savings accounts in the multiple financial institutions	 You must apply for numbering to the multiple financial institutions	 Application form It is possible to apply for numbering to the multiple financial institutions at once	Depositors It is possible to reduce the time and effort for the application
Account inquiry at time of inheritance	 Those who want to prepare for their own inheritance (Decedent)	 The heir does not know the decedent's account information	Individual Number 123456789012 Decedent's account information The heir will be able to grasp the decedent's account information	Heirs It is possible to reduce the time and effort required for inheritance property investigations It is possible to reduce the number of omissions in account and ensure more reliable inheritance
Account inquiry at time of disaster	 Those who have evacuated to an area where there are no branches of your own financial institutions, those who have lost their bank passbooks and cash cards due to disasters, etc. (Victims)	 You don't have a bank passbook or cash card. You can't withdraw the cash at evacuation sites, etc.	Individual Number 123456789012 Specific account information The financial institution at the evacuation site will check the account information, and cash will be available for withdrawal	Victims In the event of a disaster, they can identify your own account and secure cash more smoothly

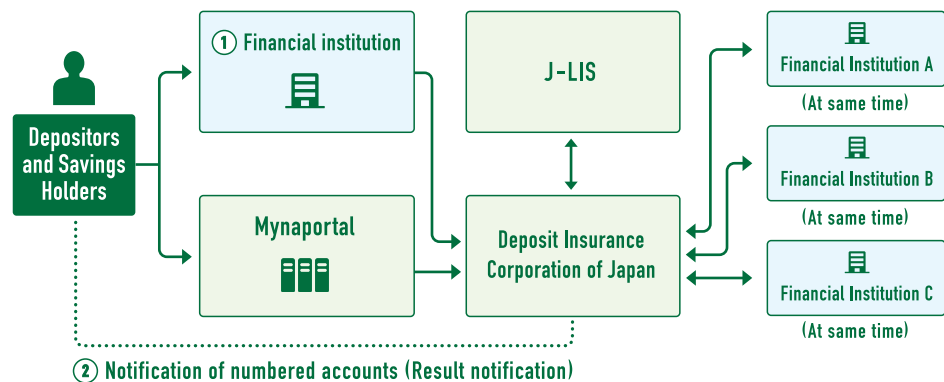
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How to "Request for Numbering Individual Number on accounts"

You will be able to apply for Numbering Individual Number on accounts!

The "Request for Numbering Individual Number on accounts" allows you to apply to the multiple financial institutions at once with which you have the accounts. The image of this system is shown on the right, and the necessary information is linked via the Deposit Insurance Corporation of Japan and Japan Agency for Local Authority Information Systems (J-LIS).

"Request for Numbering Individual Number on accounts"



① Any one of the financial institutions with which you have the accounts ② In case of an application from the Mynaportal, the result will be notified on the Mynaportal

What is the Deposit Insurance Corporation of Japan

It is an authorized corporation established for the primary purpose of protecting depositors. In the System on Act on management of bank and savings accounts by Individual Number utilization, it confirms that the Individual Number is correct, and links information from financial institutions to the Digital Agency.

What is the Japan Agency for Local Authority Information Systems (J-LIS)?

It is a corporation that operates the basic resident register network system. the System on Act on management of bank and savings accounts by Individual Number utilization provides the information necessary for the Deposit Insurance Corporation of Japan to confirm that the Individual Number is correct.