

For Foreign Nationals

# Yucho Tetsuzuki App

Easy to open an account and make various transactions from your smartphone



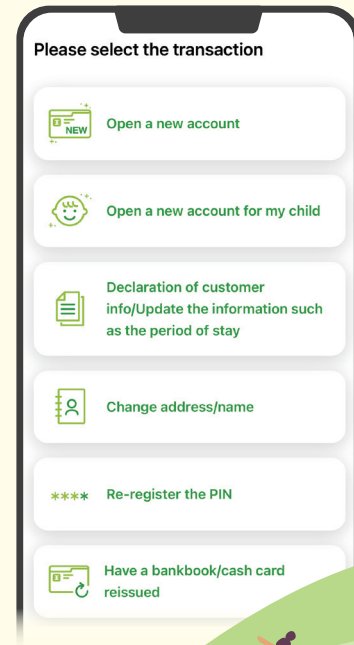
Get the app here



For iPhone



For Android



## Benefits

### POINT 1



**No need to sign up!**  
Simply install the app and use it right away.

### POINT 2



Application for opening an account and updating the information such as the period of stay can be made in **English, Chinese (simplified), Vietnamese and Japanese.**

### POINT 3



A **question-and-answer** format makes transactions easy and stress-free.

### POINT 4



Transactions can be **completed within the app!**  
You can complete your transaction from home or anywhere at any time.

For information about transactions that can be made using Yucho Tetsuzuki App, please refer **overleaf**

\*iPhone is a trademark of Apple Inc. that is registered in the U.S. and other countries.

\*Android is a trademark of Google LLC.

\*Network charges apply for downloading, updating, and using the app and are to be paid by customers.

# What you can do with Yucho Tetsuzuki App

## Application for opening an account

Have your residence card ready to apply to open an account

## Declaration of customer info

You can update your information such as the period of stay and notification of the purpose of transaction etc.

## Change address

You can change your address when you move

## Reset your PIN

Even if you forget your cash card PIN, you can reregister it

## Have a bankbook/cash card reissued

If you have lost your bankbook or cash card, you can apply for reissue

### What you will need for transactions

Application for opening an account	Residence card, e-mail address *If your status of residence is "Student" or "Technical Intern Training", you will need your student ID card, employee ID card, or certificate of enrollment.
Declaring your customer info (updating the information such as the period of stay) and changing your address	Residence card
Declaration of customer info (except for the updating the information such as the period of stay), reset your PIN, and have a bankbook/cash card reissued	Yucho Authentication App or personal identification documents (driver's license, individual number card, or residence card)

\*Your residence card must have a photo and show your current address.

### Notes

Application for opening an account	<ul style="list-style-type: none"> <li>Please note that the only type of account that you can apply to open from this app is bankbook-free general account "Yucho Direct + (Plus)". If you require a bankbook, you can request it (switching to a bankbook-type account) on an ATM that has a bankbook carry-over function using the cash card that was issued. The first request made within two months of opening your account is free (then the standard fee applies).</li> <li>The Operation Support Center will need to confirm the details of your application. The confirmation result usually takes about a week to arrive at the e-mail address you provided.</li> <li>The period between the application date and the expiration date of period of stay must be longer than three months, and the address on your residence card must be your current address.</li> </ul>
Have a bankbook/cash card reissued	Prescribed fees will be charged depending on the reason for requesting reissuance. If you do not have sufficient funds in the account to pay the fees, you will be unable to have your card reissued.

\*Supported languages vary depending on the transaction.

\*Some transactions may not be available. Please check the notes indicated on the Japan Post Bank website or in the app.

## Various support to help you

Learn how to use the app

 **Guidebook**



**Japan Post Bank Website**  
Read the guidebook and learn how to use the app!

Learn how to open an account

 **Video**



**YouTube**  
Watch the video to learn the flow of procedure!

Learn how to update the information such as the period of stay

  **Guidebook Video**




**Japan Post Bank Website**  
See the guide to using the app (available in 18 languages)!

If you have any problems

 **FAQ**



**Keyword search**  
Find answers for your questions by keywords!

 **Live chat support**



**AI (artificial intelligence) operator**  
Ask your question to an AI operator!

### If you have inquiries about Yucho Tetsuzuki App

**Yucho App support desk <toll free>: 0120-210-765**

**Weekdays** Please check the inquiry page on the Japan Post Bank website.

\*Calls to this number are also free from cellular phones.

\*This service may not be available for some devices, such as IP telephones.

\*Please notify your caller number when using the service.

(If your phone is set to block your caller ID, please add 186 at the beginning of the above number to contact us.)

\*Support is available only in Japanese. If you do not speak Japanese, please contact us together with someone who speaks Japanese.

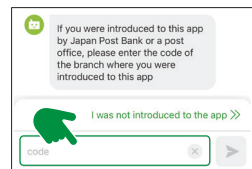
For information about Japan Post Bank's products and services, please visit the Japan Post Bank website.

<https://www.jp-bank.japanpost.jp/>

Post offices are bank agents handling Japan Post Bank's products and services.

### Entering the code of the branch (when opening an account for yourself)

When the message "If you were introduced to this app by Japan Post Bank or a post office, please enter the code of the branch where you were introduced to this app" is displayed on the screen at the time of opening an account for yourself, please enter the code of the branch below.



**Code of the branch**

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